

# Cancer Services - Scheduling Outpatient Appointment - Direct Scheduling



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Quick Reference Guide

## This Quick Reference Guide will explain how to:

Process appointments for patients who DO NOT have a regimen ordered in EMR that are Outpatient. e.g. HITH, Clinical Trials, Non-EMR OP treatment, SURC Review/Education

### Definitions:

**Scheduling Appointment Book** – Calendar view of the daily time slots available for an appointment to be scheduled

**Direct Scheduling** – Allows patients or users of an external application to schedule appointments without interacting with the health systems scheduling staff.

**Outpatient** – A patient who attends hospital for treatment without being admitted

1. Search for patient in PowerChart.
2. Review that there is no treatment ordered in Treatment Calendar via Oncology/Haematology View

Nurse Oncology View | ONC/HAEM Flowsheet | **Treatment Calendar** | Febrile Neutropenia

100%

Calendar Items	Calendar List
Appointments	August 2023
Regimen Appointments	Mon 21
	Tue 22
	Wed 23
	Thu 24
	Fri 25
	Sat 26
	Sun 27
	Mon 28
	Tue 29
	Wed 30

3. Navigate to Scheduling Appointment Book to process scheduling request
4. Open/Click on Appointment tab
5. Within the 'Appointment' tab, select appropriate appointment type (try to match the minutes with intended time).

Books | **Appointment**

CDU OP Review - 120 Mins

\*Appointment location:  
S 1E CDU

\*Person name:  
RESEARCH, NURSING MRS

\*Reason for Visit:

**If patient has an existing CDU referral. (Check PowerChart if unsure).**

1. Within the person search window, select a previous CDU Outpatient visit. \*Ensure that an appropriate encounter is selected\* Click 'OK'

Referral Type	Referral Service	Specialty	Reason	Referral Status	Wait List Status
Specialist Clinics (OP)	Oncology	CDU Oncology	surc phone	Schedule Appt - Routine < 90 Days	Scheduled

2. Complete all mandatory (highlighted yellow) fields as a minimum including the right patient

\*\*\* Reason for Visit\* \*\* Ensure appropriate prefix!

Type	Pre-Fix
Paper Based Regimens	PAPER – (Name of Treatment)
Clinical Trials	CT – (Name of Treatment)
HITH	HITH – (Name of Treatment)
Other	Appropriate name e.g. SURC Education

3. Select 'Move' once ready to place into date/time/chair
4. Appointment attribute window will display for review of details. Click OK. Appointment request will display in 'Work in progress:' section, to be scheduled into appropriate date/time.
5. Drag and drop 'Primary Resource' to appropriate date/time/chair.

The screenshot displays the PowerChart interface for a patient named 'Nursing, Changemanagement MS'. The top section shows patient details including MRN (2000634), DOB (15/08/1995), and various status indicators. Below this, the 'Appointment' window is open, showing options for appointment type (CDU OP Review - 60 Mins) and location (SH CDU). A 'Work in progress' section shows a 'Primary Resource' being assigned. The bottom part of the image shows a calendar grid for May 5, 2023, with a red box highlighting an appointment slot at 8:30 AM in SH CDU Chair 13. A red arrow points from the 'Primary Resource' in the 'Work in progress' section to this highlighted slot.

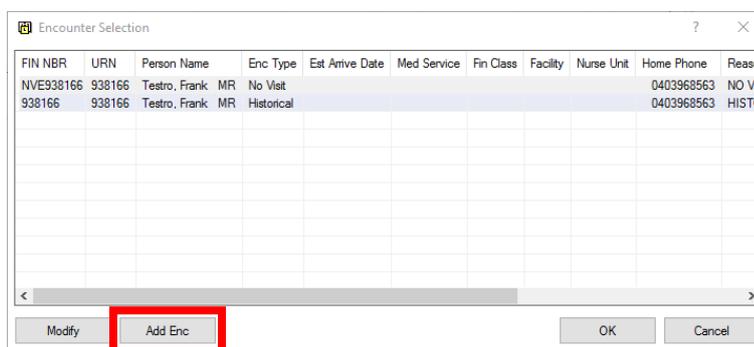


6. Click Confirm to continue processing appointment.

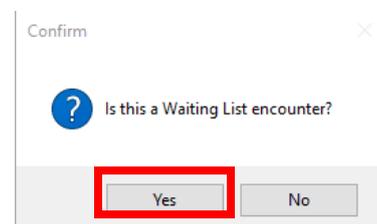


**If patient DOES NOT have an existing CDU referral. (Check PowerChart if unsure).**

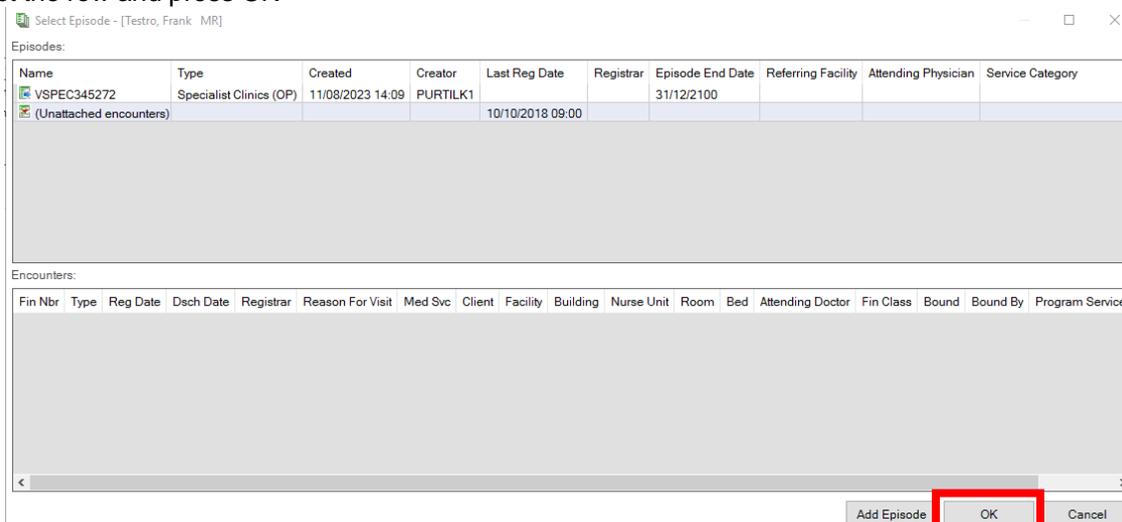
1. Click 'Set Enc'. Encounter Selection window displays
2. Encounter Selection window displays.
3. Select 'Add Enc'



4. Confirmation window asking 'Is this a Waiting List encounter?' Select 'Yes'.



5. On the Select Episode Window, select 'Add Episode' then select 'Specialist Clinics (OP)'. Once this is created select the row and press OK





- The Referral Add/Modify Window will appear – This screen will need to be populated. See Appendix A with details for each field. Click 'Complete' once all fields have been filled out.

The screenshot shows the 'Referral Add/Modify' window with the following sections and fields:

- LR Number:** 038166
- Patient Information:** Last Name: Testro, First Name: Frank, Middle Name: , Title: , Sex: Male, Date of Birth: 03/05/1921, Age: 102Y, Medicare Status: .
- Medicare Information:** Medicare Number: 00643835861, Medicare Expiry Date: , Arrival Comment: .
- Referral Information:** Referral ID: 0SPKC4827Z, Referral Data Set: VINAH 18 (2023-2024), Encounter Data Set: VINAH 18 (2023-2024), Episode Type (Program): Specialist Clinics (SP), Referral Encounter ID: , Launcher: .
- Referral and Encounter Info:** \*Referral Add Type: , \*Referral Received Date: , \*Date on Referral: , \*Waiting Start Date: , Referral Type: External, \*Referral Source: , \*Referral Length: , Referral Expiry Date: 31/12/2100.
- Wait List Status:** Requested, \*Referral Status/Priority: , Proposed Priority: , Referral Status/Priority Date: , \*VINAH - Referral In Outcome: Referral processing in progress, Referral Accepted Date: , Last Clinical Review Date: , Wait List Reason for Change: .
- Referral Details:** Facility: Sunshine, \*Reason for Visit: pleuro drain, VINAH - Referral Reason: , \*Referral In Stream: , \*Referral (Episode) Stream: , \*Specialty: , VINAH - Health Conditions: , \*Account Class: .
- Referred by:** \*Referring Clinician: , \*Referring Facility: Other, \*Referring Unit: External Paper/Fax/Email.
- Referred to:** \*Referred to: , Referral Appointment Type: , Schedule To Facility: , Tier 2 Code: , VINAH - First Appt Notified Date: , Suppress Patient Letter?: , Booking Notes: , Recommending Date: .
- Ready to Schedule:** .
- Contact Provider - if different than current facility:** .

A red box highlights the 'Complete' button at the bottom right of the form.

- Click OK and appointment displays as confirmed



## APPENDIX A – VINAH FIELDS

Field Name	O = Optional M = Mandatory	Description	Typical CDU Value
Referral Add Type	M	Whether this referral is new or whether it is renewed (expired referrals)	*New Referral
Referral Received Date	M	The date which Medical Officer has completed the CDU Referral Powerform and the message appears in message centre	Date of Message in Message Centre
Date on Referral	M	The date which Medical Officer has completed the CDU Referral Powerform and the message appears in message centre	Date of Message in Message Centre
Referral Type	O	This field indicates whether the field has come from external or internal means, generally for CDU all referrals are internal from Specialist Clinics and external if coming from a private clinician	Internal
Referral Source	M	Where the source of the referral is coming from.	If a patient has had previous treatment in CDU, then it would be considered a same program; otherwise new. This Hosp new program / This Hosp same program
Referral length	M	This field indicates how long a referral should remain active for.	As treatment is ongoing in CDU this in general indefinite
Referral Status/Priority	M	This field is vital for CDU, it must be changed to Schedule - No Wait Listing, Cat 1 or Schedule - No Wait Listing, Cat 2 or Schedule - No Wait Listing, Cat 2 This field is used for Triaging process in Specialist clinics but can be skipped for CDU	Schedule Appt - < 90 Days
VINAH – Referral In Outcome	M	This field indicates the outcome for the referral in the case of CDU we always provide a new appointment This field is mainly used in the Specialist clinics triaging process	Referral Accepted - New Appointment
VINAH - Health Conditions	M	This is the condition that the patient is receiving treatment as part of the referral – This can be derived from the CDU Referral Powerform	
Reason for Visit	M	This field indicates the reason for the referral (not the reason for the visit itself).	Oncology/Haematology Treatment
VINAH – referral In Reason	M	The reason why we are creating the referral.	Treatment or intervention
Referral In Stream	M	The stream that is associated with the referral	Oncology or Haematology
Referral (Episode) Stream	M	The Referral (Episode) Steam that is associated with the referral	Oncology or Haematology
Speciality	M	The speciality relating to the referral	CDU Haematology or CDU Oncology
Account Class	M	The funding arrangement for the patients	Public: Eligible
Referring Clinician	M	The clinician that has submitted the CDU Referral PowerForm	
Referring Unit	M	The Unit that has referred	Specialist Clinics: Oncology
Recommending Date	O	A field that is required for specialist clinics patients – The date we are recommending the first booking to comments	Today's Date