

# Cancer Services – Rescheduling Appointments



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Quick Reference Guide

## This Quick Reference Guide will explain how to:

Process a reschedule for a patient whose treatment has been delayed, change of location, time or chair for those appointments directly scheduled and using treatment calendar

### Definitions:

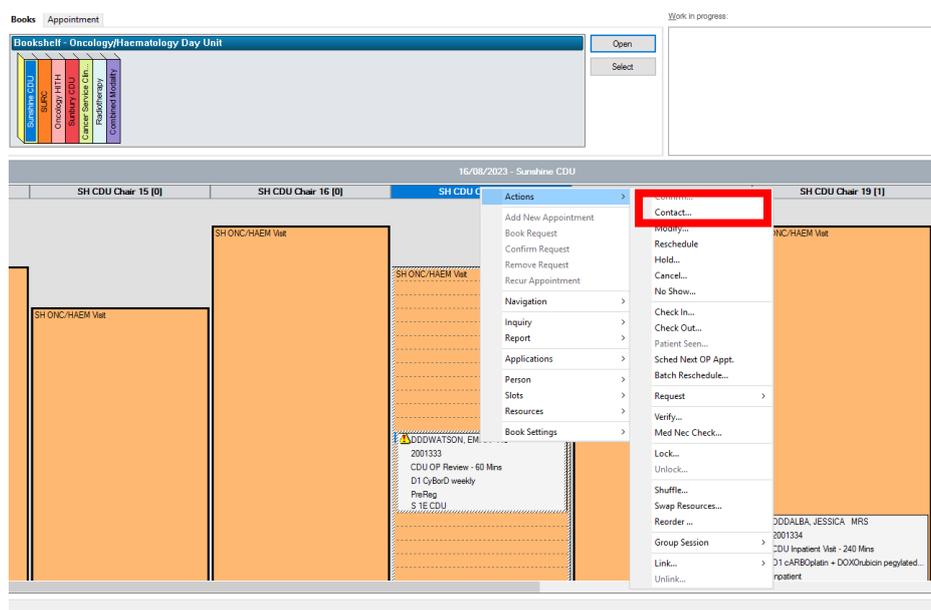
**Scheduling Appointment Book** – Calendar view of the daily time slots in which an appointment for on premise work can be done

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

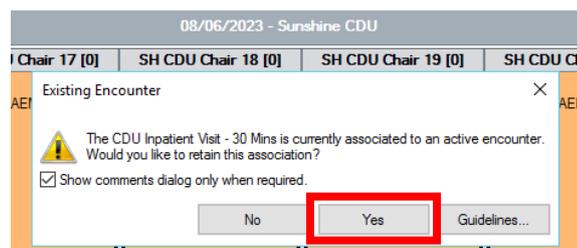
**Outpatient** – A patient who attends hospital for treatment without staying there overnight

**Inpatient** – A patient who stays in hospital whilst under treatment

1. Open Scheduling Appointment Book
2. Search for appointment within calendar under the Oncology/Haematology Bookshelf
3. Right Click on appointment to be changed and choose to Reschedule from the actions menu



4. For the below Existing Encounter alert select Yes to retain encounter information. This is to retain the data from the appointment. **\*ALWAYS select YES\***

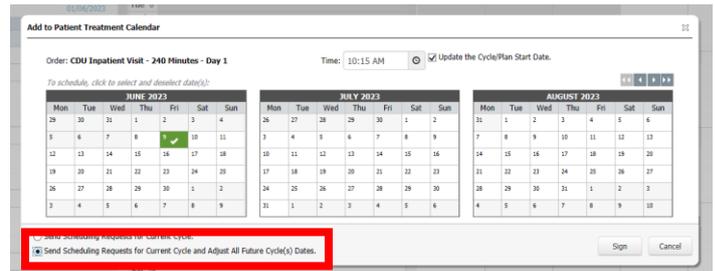


5. Appointment attribute window opens click OK
6. Work in progress window populates with patients details ready to be re-scheduled





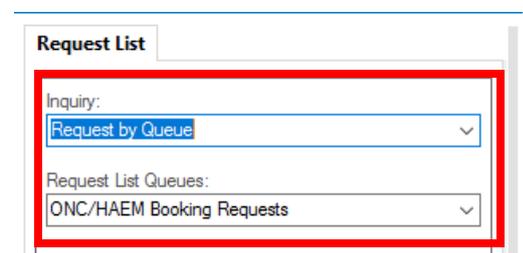
4. Click on date and type in new date based on communication
5. Select Send Scheduling Requests for Current Cycle and Adjust All Future Cycle(s) Dates



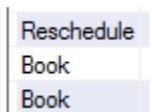
6. Request will have an asterisk next to the date which means request has been sent to the request queue in Scheduling Appointment Book
7. Open Scheduling Appointment Book
8. Find and click on this icon (Request List Inquiry)



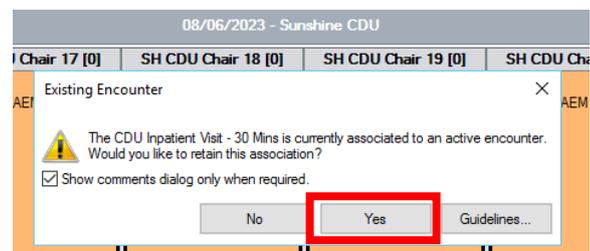
9. Set Inquiry to 'Request by Queue' and Request List Queues to 'ONC/HAEM Booking Requests'. Click Find. Patients will display



10. Locate patient and click on applicable appointment action will be reschedule
11. Right Click Complete Request



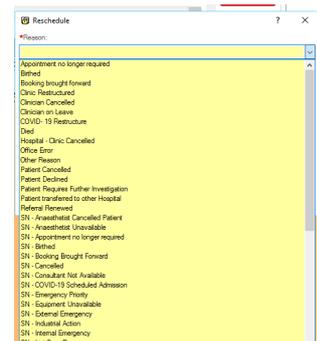
12. For Existing Encounter alert select Yes to retain encounter information. This is to retain the data from the appointment. **\*ALWAYS select YES\***



13. Appointment Attribute window opens select OK
14. Work in progress window populates

15. Drag and Drop '**Primary Resource**' heading to new time and chair  
**If appointment is an Inpatient appointment, iPM Pre-Admission will need to also be updated.**

16. Click Confirm then OK
17. Reschedule Reason window opens select most appropriate reason from drop down



18. Appointment displays as confirmed