Cancer Services – Rescheduling Appointments



Digital Health 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



 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





- 7. Select new location from drop down box (if this is reason for reschedule) if not
- Books Appointment
 Appointment type:
 CDU OP Review 60 Mins
 Appointment location:
 SIECDU
 SIETOU
 SUBJURE
 SUBJUR
- 8. Then select Move. The Book will change to the new location if this has been selected, if not changing location then book will stay the same and you would select the new time, new chair or new date if required
- Drag and Drop 'Primary Resource' to appropriate time and space
 If appointment is an Inpatient appointment, iPM Pre-Admission will need to also be updated.
- 10. Click Confirm then Click OK
- 11. Reschedule Reason window opens select most appropriate reason from drop down



12. Appointment displays as confirmed

Reschedule – Using Treatment Calendar

- 1. Search for patient in Powerchart
- 2. Navigate to Treatment Calendar via the Oncology/Haematology View from the table of contents

| Nursing, Changemanagement Nursing, Changemanagement Allergies: No Known Allergies Alerts: Not Recorded | t MS × MS Resus Status: | SexFemale DOB:15/08/1995 Age: 27 Years Weight: | Clinical Loc:5 1 Inpatie | Clinical Unit: Oncology Loc:5 1E CDU; Waiting Room Inpatient (05/08/2023 14:00:00 to < No - Discharge date >) | | | ← List → 🔐 Recent • Milliy CQ UR-2000694 CliniciantHerath, Dishan - SMO MedicareC-U | | |
|--|--|---|--------------------------------|--|-----|------------|--|----------------|------------------|
| Menu Ŧ | Concology/Haematology View | | | | | | | SC Full screen | Print 🥥 O minute |
| Medication Request | Nurse Oncology View ONC/HAEM Flowsheet Treatment Calendar | Febrile Neutropenia | | | | | | | |
| Activities and Interventions | | | | | | | | | |
| Orders and Referrals + Add | Calendar Items | Calendar List 🗹 Display a | Idays ee e | 5 Weeks > >> | | | | | =• 6 |
| Medication List | ⊿ Appointments | June 2023 | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| Documentation + Add Form Browser | CDU OP Review - 60 Minutes **12/0 CDU OP Review - 60 Minutes 09/0 CDU OP Review - 60 Minutes 01/0 | V2023 Mon 5 9:004M AEST CDU Inpatient Visit - 270 Minutes - Days 1 5/2023 S 1E CDU V/2023 Tue 6 | ^ | 6 | , | 6 JUN 2023 | | 30 | u |
| Continuous Notes | ⊿ Regimen Appointments | Wed 7 | | | | | | | |
| Observation Chart | a 🐃 ONC - FOLFOX6 (8 cycles) | Eri 9 | | | | | | | |
| | A M Cycle 2 - ONCP - FOI FOX6 | Sat 10 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| Results Review Allergies/Sensitivities + Add Case Conference/Discharge Plann. | · Schoduling | Sun 11 | 612 | 100 | | | | | 1000 |
| | CDU Inpatient Visit - 240 Minutes - Day 1 *02/0 CDU OP Review - 60 Minutes - Day 3 *04/0 | Mon 12 III 8:30AM AEST CDU OP Review - 60 Minutes 5 1E CDU Tue 13 IIII 12:00BM AEST CDU OP Review - 60 Minutes | | | | | | | |
| Di Court Desertore | ⊿ 🐱 Cycle 3 - ONCP - FOLFOX6 | S 1E CDU | | | | | | | |
| in content Processives | ⊿ Scheduling | Wed 14 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| nowin Chart | CDU Inpatient Visit - 240 Minutes - Day 1 *18/06/2023 | 5/2023 Thu 15 | | | | | | | |
| istories | CDU OP Review - 60 Minutes - Day 3 *18/0 | s/2023 Fri 16 | | | | | | | |
| nmunisation | A Corde A - ONCP - FOI FOX6 | Sat 17 | | | | | | | |
| MAR Summary | - Check Ford Ford Ford | Sun 18 | | | | | | | |
| lultiMedia Manager 🛛 🕂 Add | 2 screeding | Mon 19 | 26 | 27 | 23 | 23 | 30 | 1 38. 2023 | 2 |
| ly Health Record | CDU Inpatient Visit - 240 Minutes - Day 1 - 30/0 | 72023 Tue 20 | - | | | | | | |
| Notes GP View Pregnancy Summary Report Discolory: (Hormsteilung View | CDD OF Review - 60 Minutes - Day 3 -02/0 | Wed 21 | | | | | | | |
| | A Store 5 - ONCP - FOLFOX6 | 1hu 22 | | | | | | | |
| | ⊿ Scheduling | Fit 23 | | | | | | | |
| | CDU Inputient Visit - 240 Minutes - Day 1 *14/07/ CDU OP Review - 60 Minutes - Day 3 *26/07/ | 7/2023 Sun 25 | | | s | | 7 | | 9 |
| nation of the second seco | | 7/2023 Mon 26 | - 1 | | | | | | |
| | A Cycle 6 - ONCP - FOLFOX6 | Tue 27 | | | | | | | |
| eferrais view | a Scheduling | Wed 28 | | | | | | | |
| Appointments v | CDU Inpatient Visit - 240 Minutes - Day 1 *28/ | 7/2023 Thu 29 🛄 9:30AM AEST CDU OP Review - 60 Minutes - Days 3 | ~ | | | | | | |

3. Select the date next to Cycle that requires reschedule

- 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
- Request will have an asterisk next to the date which means request has been sent to the request queue in 6. 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



Inquiry:

Request List Queues ONC/HAEM Booking Requests





Western Health 🚺





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