

Orders – Outpatient Ambulatory Organiser Check Out Alerts



This Quick Reference Guide will explain how to: Resolve alerts that may appear when checking out of appointments using the Ambulatory Organiser or Scheduling Appointment Book. You can search this QRG using the name or code for the alert e.g F-FLX-201.

Check Out Alerts have been added to the EMR Ambulatory Organiser to help reduce the risk of patient follow-up appointments not being requested and to remind clinicians to enter the appropriate MBS clinic billing codes.

Review Order			
Appointment Outcome selected: Appointment to be made at a later date			
Alert	Example	Cause	Resolve by
Review Order Missing [F-FLX-C-6]		Patient: <ul style="list-style-type: none"> No future appointment booked Missing in the EMR <ul style="list-style-type: none"> Clinic “OP Review” order 	Place a clinic “OP Review” order in the EMR
Future Appointment & Order Exist [F-FLX-C-6]		Mismatch in the EMR: <ul style="list-style-type: none"> Clinic “OP Review” order is requested Patient has an existing future appointment 	Option 1: Cancel the OP Review Order Option 2: Speak to the admin staff if the appointment needs to be moved

MBS Billing			
Alert	Example	Cause	Resolve by
MBS Order Missing [F-FLX-201]		Patient: <ul style="list-style-type: none"> Has consented to MBS billing Is MBS Eligible Missing in the EMR: <ul style="list-style-type: none"> MBS Billing Order 	Place an MBS Billing Order in the EMR



Review Order			
Appointment Outcome selected: Discharge from consultant's care			
Alert	Example	Cause	Resolve by
<p>Future Appointment s Found</p> <p>[IN-FLX-15]</p>		<p>Mismatch in the EMR:</p> <ul style="list-style-type: none"> Clinician indicates “Discharge from consultant's care” Patient has a future appointment booked 	<p>Option 1: Cancel the future appointment</p> <p>Option 2: Change the appointment outcome</p>
<p>Future Appointment s Found</p> <p>[IN-FLX-15]</p>		<p>Mismatch in the EMR:</p> <ul style="list-style-type: none"> Clinician indicates “Discharge from consultant's care” “OP Review” order present in the EMR Patient has a future appointment booked <p>If select Yes, the below will appear:</p> <ul style="list-style-type: none"> Review Order Present [F-FLX-C-6] 	<p>Option 1: Change appointment outcome to “Appointment to be made at a later date”.</p> <p>Option 2: Cancel the OP Review Order</p>
<p>Discharge from Care – Mark for Closure</p> <p>[IN-FLX-15]</p>		<p>Mismatch in the EMR:</p> <ul style="list-style-type: none"> Clinician indicates “Discharge from consultant's care” “OP Review” order present in the EMR <p>If select Yes, the below will appear:</p> <ul style="list-style-type: none"> Review Order Present [F-FLX-C-6] 	<p>Option 1: Change Appointment outcome to “Appointment to be made at a later date”.</p> <p>Option 2: Cancel the OP Review Order</p>



These alerts are only relevant when using the “Scheduling Appointment Book” to complete the checkout process.

Review Order			
Appointment Outcome selected: Another Appointment given			
Alert	Example	Cause	Resolve by
<p>No Future Appointment or Order</p> <p>[F-FLX-C-6]</p>		<p>Patient:</p> <ul style="list-style-type: none"> No existing future appointment booked. <p>Missing in the EMR:</p> <ul style="list-style-type: none"> Clinic “OP Review” order is not placed. 	<p>Option 1: Book the appointment directly</p> <p>Option 2: Place an “OP Review” order</p>
<p>Future Appointment & Order Exist</p> <p>[F-FLX-C-6]</p>		<p>Mismatch in the EMR:</p> <ul style="list-style-type: none"> Clinic “OP Review” order request is placed Patient has a future appointment booked 	<p>Option 1: Cancel the OP Review order</p> <p>Option 2: Change the appointment outcome</p>
<p>Review Order Present</p> <p>[F-FLX-C-6]</p>		<p>Mismatch in the EMR:</p> <ul style="list-style-type: none"> Clinic “OP Review” order request is placed Patient does not have a future appointment booked Appointment outcome indicates an appointment has been given. 	<p>Select “Appointment to be made at a later date” as the appointment outcome</p>



Review Order Appointment Outcome selected: Referred for Procedure			
Alert	Example	Cause	Resolve by
<p>No Future Appointment or Order</p> <p>[F-FLX-15]</p>		<p>Guideline to let clinicians know to continue with current state and submit paper referral form. To ensure clinicians are aware this will close their referral and to reorder referral after surgery.</p>	
<p>Future Appointment</p> <p>[F-FLX-15]</p>		<p>Mismatch in the EMR:</p> <ul style="list-style-type: none"> • Patient has a future appointment booked 	<p>Option 1: Cancel Future appointment</p> <p>Option 2: Change the appointment outcome</p>
<p>Review Order Present</p> <p>[F-FLX-C-6]</p>		<p>Mismatch in the EMR:</p> <ul style="list-style-type: none"> • Clinic “OP Review” order request is placed • Patient does not have a future appointment booked 	<p>Option 1: Cancel OP Review Order</p> <p>Option 2: Change the appointment outcome and select “Appointment to be made at a later date” as the appointment outcome</p>

