

Scheduling and Referrals – Rescheduling DNAs

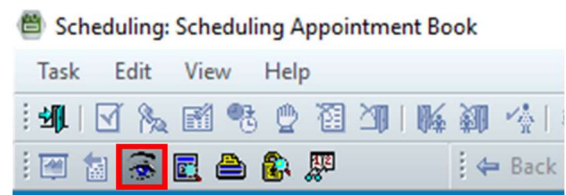


This Quick Reference Guide will explain how to:

Reschedule appointments **that have been cancelled, or no showed**, within Scheduling Appointment Book.

When an appointment is marked as ‘No Show’ or ‘Cancel’, the appointment will drop onto a request list to be rebooked.

1. Open **Scheduling Appointment Book**
2. From the top tool bar, click on **Appointment Inquiry** button



3. Select the **Location** tab or the **Resource** tab depending on how you are searching:
 - **Inquiry:** Cancelled/DNA appt not rescheduled <Location / Location Grp> or <Resource / Resource Grp>

Person Resource **Location** Request List

Inquiry:
Cancelled/DNA appt not rescheduled Location Grp

Start date: 11/12/2024 Start time: 0000

End date: 11/12/2024 End time: 2355

Location Group:
Melton Health Hub

Visit type:

Urgency:

Person **Resource** Location Request List

Inquiry:
Cancelled/DNA appt not rescheduled Resource Grp

Start date: 11/12/2024 Start time: 0000

End date: 11/12/2024 End time: 2355

Resource Group:
BMMASC MLH Dermatology

Visit type:

Urgency:

- **Start Date/End Date:** As required
- **Location/Resource Group:** Select the location or resource associated with the appointment.

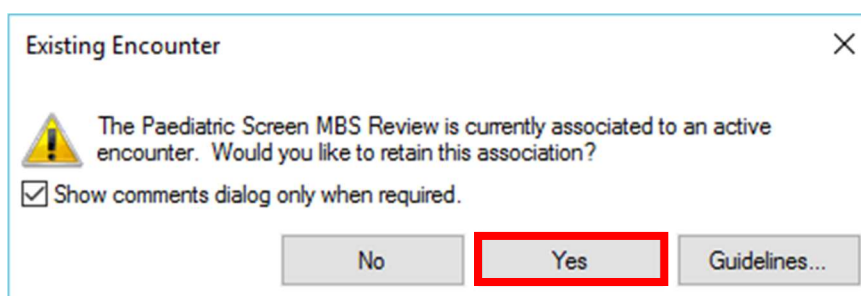
4. Click **Find** and the list of patient appointments will appear

Find

5. Locate the appointment to be actioned
 - a. Right Click > **Reschedule**

Appt Begin Date	Status	Appt Type	Appt Location
11/12/2024 - 11:00 AM	Cancelled		HS ENDO
11/12/2024 - 9:30 AM	FTA(No Show)	Confirm...	HS POD
11/12/2024 - 9:30 AM	FTA(No Show)	Contact...	HS SW
11/12/2024 - 9:00 AM	Cancelled	Modify...	HS NUT
11/12/2024 - 10:00 AM	FTA(No Show)	Reschedule	C MED
11/12/2024 - 11:30 AM	FTA(No Show)		C MED
11/12/2024 - 1:30 PM	Cancelled	Hold...	HS ENDO

6. A pop-up box appears, select '**Yes**'



7. Follow processes to book the appointment as normal. See QRG **SC – Scheduling – Walk In Clinic/Direct Scheduling**.

Important

- At most Bacchus Marsh and Melton locations, patients will receive communication when their appointment is marked as 'Did Not Attend' with an *Outcome of Attendance* as 'Appointment to be made at a later date'. This communication encourages the patient to contact Bacchus Marsh or Melton reception to reschedule.
- At other locations, patients do not receive similar notifications. A correspondence letter is only sent when the appointment is being rebooked via the process outlined in this QRG.

Handy Hint

If the appointment on the list does not need to be rescheduled but needs to be removed from the list (i.e. the following appointment for the patient has already been scheduled), *Modify* the appointment to change the *Outcome of Attendance* to 'Another appointment given'.