

# Scheduling and Referrals – Troubleshooting – Restore Request



## This Quick Reference Guide will explain how to:

Restore cancelled requests, which is necessary when attempting to schedule from the waitlist (including the Schedule Immediately list), but the appointment details don't appear in Schapptbook.

1. Open the 'Cancelled Request by Person' **Inquiry** from **Schappbook**
2. Enter the patient details
3. Enter the date range
  - The date that the request was cancelled needs to be within the date range
  - Would recommend using a large date range in order to find the correct request
4. Click **Find**

5. Identify the **Request** that needs to be **Restored**
  - View the details on the request to confirm (FIN, specialty, appointment type, comments, etc.)
6. Right click on that **Request** and select **Restore Request**

Person Name	Appointment Type	Earliest Dt/Tm	Latest Dt/Tm	Action	State	Type	Made Date	Orders
Cardiology MBS Review	Cardiology MBS Review	14/11/2023 - 12:00 AM	13/11/2024 - 11:59 PM	Book	Cancelled	Appointment	14/11/2023 - 2:40 PM	Cardiology OP Review
Echocardiogram MBS	Echocardiogram MBS	14/11/2023 - 12:00 AM	13/11/2024 - 11:59 PM	Book	Cancelled	Appointment	14/11/2023 - 2:40 PM	Trans thoracic Echocardiogram (TTE) Adult
Cardiology MBS Review	Cardiology MBS Review	14/11/2023 - 12:00 AM	13/11/2024 - 11:59 PM	Book	Cancelled	Appointment	14/11/2023 - 4:31 PM	



7. The **Restore** window appears

- Select a 'Restore Request Reason'
- Enter any relevant comments
- Click **OK**

FIN NBR	URN	Person Name	Enc Type	Est Arrive Date	Reg Date	Med Service	Fin Class	Facility	Nurse Unit	Home Ph

8. You will now be able to **Schedule** that appointment from the Waitlist / Schedule Immediately list