

Scheduling and Referrals – Troubleshooting – Referral Closure



This Quick Reference Guide will explain how to:

Troubleshoot the Referrals – Closure worklist warnings that result from workflow errors.

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Future Appointments Found

Future Appointments Found [S-538] X

X This patient may have been discharged on the wrong appointment as the following appointment(s) occur after this encounter:

- 1** 1. Urology CNC Review [Checked Out] - 13/08/2024 14:00
- 2** Please review the 'Outcome of Attendance' of the appointment on this encounter, as well as the above appointment(s) to determine if the referral needs to be closed.
- 3** If so, cancel the above appointment(s), or set the outcome of the final appointment on this referral to discharged, and then close the referral.

This conversation will now close.

OK

This appears where appointment(s) have been booked on the same referral after an appointment outcome has been set as 'Discharged from consultant's care'.

Section 1 displays a list of the appointment(s) that will need to be reviewed, these are the appointment(s) that occur after the discharged appointment. The discharged appointment (this is the encounter you are attempting to use the Referral Closure conversation on at the moment) can be found on the Referrals – Closure worklist under the Appt Date/Time column, and is easily identified in the patient's appointment history.

Sections 2 and 3 on the warning message describe what need to be done to resolve this.



Schedule Inquiry - Patient Schedule (All History)

Scheduled Dt/Tm	Appt Type	Appt Status	FIN	Referral ID	Appt Outcome
13/08/2024 - 2:00 PM	Urology CNC Review	Checked Out	30542600C002	VSPEC992117	Another appointment given
11/07/2024 - 9:00 AM	Urology CNC New	Checked Out	30542600	VSPEC992117	Discharged from consultant's care
03/07/2024 - 1:30 PM	Urology CNC New	Rescheduled	30542600	VSPEC992117	
07/10/2024 - 11:30 AM	Urology Review	Rescheduled	30526360	VSPEC966399	
07/10/2024 - 11:30 AM	Urology Review	Checked Out	30526360	VSPEC966399	Another appointment given
30/05/2024 - 2:30 PM	PAC Urology New	Checked Out	30477636	VSPEC885546	Appointment to be made at a later date
22/05/2024 - 11:30 AM	PAC Urology New	Rescheduled	30477636	VSPEC885546	Appointment to be made at a later date

This is the patient's appointment history from the example above. The appointment in red is the encounter that appears on the worklist that you are trying to close, it has a discharged appointment outcome. The appointment in blue occurs on the same referral but after the discharged appointment.

1. In this case, the appointment outcome in red needs to be changed to 'Appointment to be made at a later date' / 'Another appointment given'.
2. Then determine whether the referral needs to be closed.
 - If yes, change the outcome for the *last* appointment on the referral to 'Discharged from consultant's care' and you will be able to use Cancel Discharge on that encounter.
 - If no, no further changes are required.

Encounter Past Consolidation

Encounter Past Consolidation [IN-VINAH-5E]

You are attempting to add a Closure Date for a VINAH period that is now after its VINAH Consolidation Date.

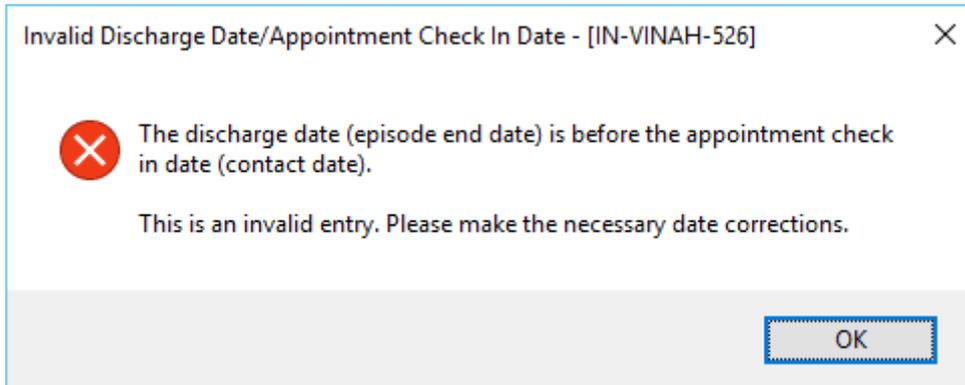
This Referral Closure aligns with VINAH 18 (2023-2024) and has a Closure Date of 19/07/2023. If changes are required, please follow up with your Help Desk.

This Closure Date will be removed.

The date you are trying to enter as the closure date, or the date that automatically appears when you'd open the conversation, is in a past VINAH year where the consolidation date has already passed. You will have to enter a date in the current VINAH year (these follow the financial year dates).



Invalid Discharge Date / Appointment Check In Date



The date you are trying to enter as the closure date, or the date that automatically appears when you'd open the conversation, is before the appointment check in date on the encounter. You will have to review the appointment and enter a date on/after the appointment check in.