TABLE OF CONTENTS (Revised 12/05)

NOTE: Please remember you have signed a Patient Confidentiality agreement and you must keep all patient information confidential. Always verify that you have identified the correct patient and that they have a UK Medical Record

RSS ADVANCED BOOKING

I. Patient is in the "Re-registration file" in RSS

How do you know the patient is in the re-registration file?
Answer: There are two possible ways to know:

a) After entering patient information on the first screen in RSS, you are sent to a screen that says ***Mini-Registration*** at the top.

b) You are at the multiple match screen, and the patient has an "R" under their line number on the left side of the screen.

This happens because the patient has been purged from the active RSS database. You will need to reactivate them. They are never purged from Patient Management.

1. First, you need to insure that this account is an actual UK account (NOT OUTSIDE CLINIC ACCOUNT. i.e., Medical Record number does not start with Alpha characters, if the Patient ID number is 12 digits with 4 zeros followed by 8 digits they must start with a "1" or a "7".)

2. Follow instructions for *Creating a Permanent Appointment Case below.*

II. Creating a Permanent Appointment Case

At times the Permanent Appointment Case will not appear on the REVIEW CASES screen. If the Permanent Appointment Case cannot be found by paging forward, follow the directions below. Or if you go directly to the PATIENT VERIFICATION screen, check the case
description field. If it doesn't say "Permanent Appointment Case" follow the directions on page 3 for not having the option to select the Permanent Appointment Case.

1. Write down the medical record number of the patient and toggle over to Patient Management session (press the **<Page Down key> or the PA2 icon on your toolbar**).

2. Choose the CPIU function (you can type **CPIU** in the **Function:** field, which is in the bottom right corner of screen.

3. Enter the CPI number (medical record number) and press **<ENTER>**

4. You will be at the **PATIENT INFORMATION I** screen. Make any needed demographic changes using <PF13> and press **<ENTER>**

5. You will be at the **PATIENT INFORMATION II** screen. If no demographic changes were made on the previous screen, **<TAB>** down to the first **Comment:** field and type "**RSS Update**" (Don't add to the comment field if you can do other changes.)

6. Press **<ENTER>**

   NOTE: If the Employer fields are blank, key in '**N/A**' at the **ID #1:** field and key '**U'** at the **Status** field.

7. Toggle back to RSS (**<Page Down key> or the PA2 icon on the toolbar**) and re-inquire on the same patient. The Permanent Appointment Case should be there.

NOTE: Due to the interface (between Patient Management and RSS) delay, it could take up to fifteen minutes for this information to appear in RSS. If the patient ID# ends in a "9" then it will never come across the interface and you must call the RSS Office. If after fifteen minutes the Permanent Appointment Case is not on the account, call the RSS Office at 323-6860. If no answer, call the RSS Emergency Pager (UK pager #2727).

III. Not Having the Option to Select the "Permanent Appointment Case"

There are times when the RSS system will "skip" the REVIEW CASES screen and will go directly to the PATIENT VERIFICATION screen. This means that this account only has one case. You need to make sure before you leave the PATIENT VERIFICATION screen that the case is the Permanent Appointment Case. The exception is when the patient has a temporary Medical Record Number then the case would be a Temporary Appointment Case.

From the **PATIENT VERIFICATION** screen, review the case in the **Case Description: field** (three lines above the **Comment:** field). If it says "Permanent Appointment Case," you can press **<ENTER>** to continue to the **SCHEDULE APPOINTMENT** screen.

NOTE: If the case description field is does not say Permanent Appointment Case (the exception is noted above). *See instructions for Creating a Permanent Appointment Case page 2.*

IV. Error Message: "This Patient is a Duplicate…"

This error message is telling you that this patient has multiple medical record numbers and the patient you selected is the duplicate account.

1. Press **<PF15>** to return to the **PATIENT VERIFICATION** screen.

2. View the comment listed in the **Comment:** field of this screen to determine the correct medical record number. (If not noted there then toggle to PM and do a thorough CPII search for the patient's correct medical record number.)

3. Re-inquire on the patient using the correct medical record number.

NOTE: It is your responsibility to notify the Medical Records office at 3-6622 for the hospital or 7-3591 for the clinic and the RSS office at 3-6860 if you discover duplicate medical record numbers for the same patient which have not been marked as a duplicate. They will decide which number for you to use.

V. Updating Patient Demographic Information

1. All patient information must be updated in the Patient Management (PM) system. This information is automatically transferred to the Resource Scheduling System. Please refer to the ***Netview Access*** instructions on the orange sign-on cards for assistance on logging on to both RSS and PM simultaneously.

2. Please refer to the following:

    a. To update patient information if the patient has already been assigned a UK medical record number, refer to the ***Patient Has a Valid Permanent Medical Record Number*** instructions below.

    b. To update patient information if the patient has a temporary medical record number, refer to the ***Patient Has*** a ***Temporary Medical Record Number*** instructions below.

A. Patient Has a Valid Permanent UK Medical Record Number

1. From the **PATIENT VERIFICATION** screen, press the **<PF18>** key.

2. The **PERSONAL INFO I** screen will be displayed. Make the appropriate corrections and press **<ENTER>**.

3. The **PERSONAL INFO-II** screen will be displayed. Make the appropriate corrections and press **<ENTER>**.

4. You will be returned to the **SCHEDULE APPOINTMENT** screen in RSS. Schedule the appointment.

B. Patient Has a Temporary Medical Record Number

1. Press the < **Page Down>** key or the **PA2 icon** on the toolbar to session over to the PM system.

2. In the PM system, select the **BKKU** function.

3. The **PATIENT SELECTION PARAMETERS** screen will be displayed. Type the patient's last name and press **<ENTER>**.

4. The **BOOKING SELECTION** screen will be displayed. Select the appropriate line number and press **<ENTER>**.

5. The **BOOKING LOG** screen will be displayed. Make the appropriate corrections and press **<ENTER>**.

6. The system will display the message "**PROCESSING COMPLETE.**"

7. Press the **<Page Down>** key or the **PA2 icon** on the toolbar to return to RSS.

NOTE: The transfer of information may take longer due to the backup on the lines. Do not repeat this procedure again if you do not see changes immediately. If no change occurs after 15 minutes, please report it to the RSS Office: 3-6860.

VI. Patient was Registered Before Coming to Your Clinic – no appointment.

A patient was registered before they came to your clinic and they did not have an appointment scheduled for that same day. (They could be a walk-in or a call-in or past appt.)

Solution: On the **Review Cases** screen, instead of choosing the permanent appointment case, you must now choose the line number of the registration case for that day. Continue on to book the appointment.

NOTE: If you know that the patient has been registered, but the visit case is not in RSS, it's ok to select the Permanent Appt. Case instead, and proceed to schedule the appointment.

VII. Walk-In Appointment

Walk-In Appointments: this feature allows you to schedule an appointment for a patient that has called in to be scheduled the same day or for a patient who has come into the clinic unannounced to see a doctor.

1. From the **SCHEDULE APPOINTMENT** screen, enter the appropriate code in the **Res Code:** field.

2. **<TAB>** to the **Actv Type:** field and enter the appropriate activity type.

3. Move cursor to the **Pt Sts:** (patient status) field and enter the appropriate status. The patient status will be either: **"1"** (a new patient to the institution), **"2"** (a new patient to your department/division), **"3"** (a return patient to your clinic), or **"4"** (a reactivated patient).

4. Enter information in the following fields (**PCP/Ref Dr**: (PCP only, put the Ref Dr inside confidential comments in the PF24), **Auth#/Visits (**precert & authorization numbers if required), and **For:** (insurance/type copay or deposit amount).

5. **Clinic/loc:** Confirm this field for the proper clinic code required for this appointment.

6. *** (Phys/Clinic Cmnts**): Press **<PF24>** to access this field. There are four lines available for entering confidential patient information specific to the resource or clinic. These comments print on the clinic daily reports and resource appointment listings but not on the patient appointment reminders. They will also appear on the **DISPLAY RESOURCE SCHEDULE** screen. Type appropriate comments and press **<TAB>** at the end of each line to move between the lines. Press **<ENTER>** to update and return to the **SCHEDULE APPOINTMENT** screen.

7. Press **<PF6>** to select Schedule Walk-In.

8. The **SCHEDULE APPOINTMENT - SUMMARY** screen will be displayed. The current time and date will default and an encounter will automatically be created.

9. Press one of the following to continue:

10. Press **<PF1>** to schedule another appointment for the same patient.
    OR Press **<ENTER>** to continue and return to the **APPOINTMENT SCHEDULING MENU**

VIII. Recurring Appointments

Recurring Appointments: this feature allows you to schedule several appointments for a patient by indicating the number of days, weeks, or months from the first appointment that the next appointment should occur.

1. From the **SCHEDULE APPOINTMENT** screen, enter the appropriate data depending on the scheduling method you are using. Scheduling an appointment without completing it using one of the following methods:
   - **RESOURCE NEXT AVAILABLE TIME SLOTS (RNAT)**
   - **GROUP NEXT AVAILABLE TIME SLOTS (GNAT)**
   - **SPECIFIC DATE REQUESTED**
2. **<TAB>** key to the **Freq:** field and enter a value to indicate how often the appointments should occur. Allowable values include:

*	1-7	Every 1, 2, 3, 4, 5, 6, or 7 days	*	B	Bi-weekly
*	M	Once a month	*	W	Weekly (Default)
*	T	Every 3 weeks	*	S	Every 6 weeks

3. Press **<PF5>** to schedule a recurring appointment. The message at the bottom of the screen indicates the appointment has successfully been scheduled.

4. Depending on the value you entered in the **Freq:** field, the system will calculate a new date in the **Date:** field. To schedule a recurring appointment on this date press **<PF5>.**

NOTE: If you get a message that the date is not a valid clinic date you will need to press <PF3> and get the next closest date.

5. Each time the **<PF5>** key is pressed, the message line will indicate if the appointment has successfully been scheduled and a new date will be calculated. You may enter a new value in the **Freq:** field if necessary. If a particular date is not acceptable to the patient, you may press the **<PF3>** key to search by *Resource Next Available Time Slots* to find an acceptable time.

6. Repeat the above step as often as necessary.

7. Press **<ENTER>** to schedule the final appointment.

8. The **SCHEDULE APPOINTMENT - SUMMARY SCREEN** will be displayed. Press one of the following to continue:

   a. Press **<PF1>** to schedule another appointment for the same patient.

   NOTE: It is suggested you verify the appointments you just made by <PF1> again on the appointment screen to see the patient's schedule.

   b. Press **<ENTER>** to continue and return to the **APPOINTMENT SCHEDULING MENU**.

IX. On-Line Block/Unblock

When you use the Block/Unblock feature on-line to block out specific time slots and/or days of a Resource's schedule this will immediately prevent any additional appointments from being scheduled on those blocked times/days. **This does not cancel any appointments already scheduled in time slots you just blocked.**

A. How to perform On-line Block

2. From Appt. Scheduling Menu screen, press <**PF4**> to Block/Unblock.
2. Type in the Resource code

```
BLOCK/UNBLOCK DAYS AND TIME SLOTS                    03/03/05  1158
------------------------------------------------------------------------------
 RESOURCE CODE: KHILLK                  PASSWORD:
  REASON CODE: _                    BLOCK/UNBLOCK: B
   START DATE: ______                     STOP DATE: ______

 START TIME 1: ____                 STOP TIME 1: ____
 START TIME 2: ____                 STOP TIME 2: ____
 START TIME 3: ____                 STOP TIME 3: ____

  DAY OF WEEK: ___                RESOURCE GROUP: ____________
------------------------------------------------------------------------------
  PF15 CANCEL/RETURN
  PF17 COMPLETE/RETURN
                 PRESS ENTER TO COMPLETE & BLOCK/UNBLOCK ANOTHER
```

3. Use your ***Help Key*** <**PF24**> to get a list of reason codes and choose one.

```
SELECT A BLOCK OUT REASON
 CODE   DESCRIPTION
! A    HOSPITAL ATTENDING
! C    CONFERENCE
! D    CONTINUING EDUCATION
! E    EMERGENCY
! G    GRAND ROUNDS
! I    ILLNESS
! M    CONSULTATION
! O    OTHER
! P    PATIENT HOME VISIT
! R    REMOVAL OF CLINIC DAY
! S    SEMINAR
! T    TEACHING RESPONSIBILITIES        KEY IN A REASON _ AND PRESS ENTER
```

4. On the On-line **BLOCK/UNBLOCK** screen, value all required fields (all fields in WHITE)

Note: Not valuing the STOP DATE will result in the system defaulting the START DATE in the STOP DATE field. Do not value the START/STOP time fields if you are blocking an entire day(s) – blocks a maximum of 14 days. This will not generate cancellation cards.

5. <**ENTER**> to complete. You should get the following message:

```
I4985: THE REQUESTED DAILY TEMPLATE SLOTS HAVE BEEN BLOCKED
```

B. How to perform On-line UnBlock

Repeat the steps for On-line Blocking except change the “B” to a “U” including the date. To unblock just some of the time you must enter just the time(s) you wish to unblock, otherwise all the time that was blocked will now be unblocked for that day.

```
BLOCK/UNBLOCK DAYS AND TIME SLOTS                    03/03/05  1158
---------------------------------------------------------------------------
  RESOURCE CODE: KHILLK                    PASSWORD:
 REASON CODE: _                     BLOCK/UNBLOCK: U
```

X. Revising a Daily Template

A. Adding a New Day

To add a new day that <u>currently doesn’t exist</u> on the resource schedule (i.e. no appointments are scheduled on that day) follow the steps below. If there is a standard template that exists identical to the day’s schedule you need to create then follow the directions on page 12 for copy/add an existing template instead of the these steps.

You will need your **Resource Code** and your **Clinic Location Code**.

1. At the Appointment Scheduling Menu screen Press <**PF5**> for Daily Template.

2. Enter Resource Code and desired date, press <**ENTER**>. If no daily template exits you will get a message and you may continue (If a template exists then you need to revise it.)

3. Press <**PF1**> to add daily template/fast build.

```
DAILY MAINTENANCE INQUIRY                         03/03/05  1012

---------------------------------------------------------------------------
 ENTER THE RESOURCE CODE AND THE APPROPRIATE SELECTION OPTIONS.

  RESOURCE CODE: ______________          DAILY SCHED DT: ______

     PASSWORD:
  COPY/ADD
  USING THE
  STD TEMPLATE: ________

---------------------------------------------------------------------------
   PF1 ADD DAILY TEMPLATE/FAST BUILD       PF15 CANCEL/RETURN
   PF3 COPY/ADD DAILY TEMPLATE             PF18 EDUCATION
   PF10 MAINTAIN DAILY ADMIN CMNTS         PRESS ENTER TO REVISE DAILY TEMPLATE
```

4. Enter Session One start and stop times. Enter the desired duration for each time slot.

```
ADD DAILY TEMPLATE            FAST BUILD             03/03/05  1017
---------------------------------------------------------------------------
 RESOURCE: KHILLK          DLY SCHED DATE: 042999     PASSWORD:
  STD TEMPLT CD: ________     EDIT QUOTAS:    SESSION? N       DAY? N
  DESCRIPTION:   ______________________________
  COMMENT:       ______________________________
 SESSION ONE
 START/STOP TIME: ____ / ____                  DURATION: ____
 QUO/OVBK LIMIT:  ___ / ___                 CLINIC/LOC: ________

 SESSION TWO          RESOURCE GROUP: _____________
 START/STOP TIME: ____ / ____                  DURATION: ____
 QUO/OVBK LIMIT:  ___ / ___                 CLINIC/LOC: ________
---------------------------------------------------------------------------
   PF15 CANCEL/RETURN                        PF18 EDUCATION
   PF16 COPY SESSION 1 TO SESSION 2          PRESS ENTER TO CONTINUE
```

5. Enter the quota and overbook limit.

6. Enter your clinic location code.

7. Press <**ENTER**> to continue.

```
  ADD DAILY TEMPLATE            ENTER TIME SLOTS         03/03/05  1031
  RESOURCE: KHILLK
---------------------------------------------------------------------------
 RES: KHILLK       PSWD: ________   SCHED DT: 030305   STD TEMPLT: ________
 SES2 START TM: ____   SES1 RES GRP: _____________   SES2 RES GRP: _____________
 DESCRIPTION:  ______________________________
 EDIT QUOTAS: TIME SLOT? Y   SESSION? N    DAY? N
 COMMENT:    ______________________________          RECALC DAY/SESSION QUOTAS?: Y
TIME START  STOP   DUR   QUO   OVER   CLINIC
SLOT TIME   TIME  (MIN)  LIM   BOOK  LOCATION
---------------------------------------------------------------------------
  1  1300  1400     60    1     0   PSYGEN
  2  1400  1500     60    1     0   PSYGEN
  3  ____  ____          ___   ___  ________
  4  ____  ____          ___   ___  ________
  5  ____  ____          ___   ___  ________
```

8. <**PF16**> to enter activity type blocks. Then enter your activity type(s), their start and stop times and their quota. Be sure the Recalculate Day/Session Quotas is "**Y**".

```
ADD DAILY TEMPLATE                                    03/03/05  1034
 ACTIVITY AVAILABILITY RANGES
 RESOURCES: KHILLK                         DAILY SCHEDULE DATE: 030305
---------------------------------------------------------------------------
                                               RECALCULATE DAY/SESSION QUOTAS?: Y

    ACTV  START  STOP                    ACTV  START  STOP
    TYPE  TIME   TIME  QUOTA              TYPE  TIME   TIME  QUOTA
   1  FU   1300  1500  1__       |    11  __  ____  ____  ___
   2  __  ____  ____  ___        |    12  __  ____  ____  ___
   3  __  ____  ____  ___        |    13  __  ____  ____  ___
   4  __  ____  ____  ___        |    14  __  ____  ____  ___
   5  __  ____  ____  ___        |    15  __  ____  ____  ___
   6  __  ____  ____  ___        |    16  __  _____  _____  ____
   7  __  ____  ____  ___        |    17  __  ____  ____  ___
   8  __  ____  ____  ___        |    18  __  ____  ____  ___
   9  __  ____  ____  ___        |    19  __  ____  ____  ___
  10  __  ____  ____  ___        |    20  __  ____  ____  ___
---------------------------------------------------------------------------
 PF12 RETURN TO TIME SLOTS            PF16 ENTER DAY/SESSION QUOTAS & COMPLETE
 PF14 PAGE BACK      PF4 SORT RANGES
 PF15 CANCEL/RETURN                PRESS ENTER FOR MORE ACTIVITY TYPES
```

8. <**PF16**> again to complete.

9. <**ENTER**> to complete.

10. When adding a new day, the system will usually return you to the *Enter Time Slots* screen, and give you a message that the template doesn't exist for that date:

W150804: Resource Template does not exist for 03/03/05.

11. <**PF16**> and <**PF16**> again <**ENTER**> to complete. Then you should get the following message:

I4983: DAILY TEMPLATE HAS BEEN CREATED

B. Revising an Existing Day

1. At the Appointment Scheduling Menu screen Press <**PF5**> for Daily Template.

2. Enter Resource Code and desired date, then press <**ENTER**> to revise.

3. Make needed Time Slot or Quota revisions. Page forward to a blank line to add a new time slot at the end. Press <**PF12**> to re-sort. To delete a time slot(s) bring the cursor to the first position of the line to be deleted and insert the delete symbol"**^**" by doing a shift number 6 at the first position in each of the 5 fields across the screen. (The symbol will look like an upside down L") Then <**PF12**> to re-sort. An option to deleting the timeslots is to set the "Quo Lim" – Quota Limit to 0.

4. Press <**PF16**> (Activity Type Block screen), revise Activity Type Quotas to match Time Slot Quota changes (if any). Again be sure the Recalculate Day/Session Quotas is "**Y**".

NOTE: If you delete a time slot(s) then remove the time from the Activity type(s).

5. Press <**PF16**> to enter Day/Session Quotas and complete.

6. Press < **ENTER** > to complete.

7. Repeat **<PF16>, <PF16>, <ENTER>**

C. Copy/Add an Existing Template

1. At the Appointment Scheduling Menu screen Press <**PF5**> for Daily Template.

2. Enter Resource Code and desired date and the standard template code, press <ENTER> to be sure no daily template exists, then press <**F3**> to copy /add the daily template.

***NOTE*: You could copy a template from another resource to this resource's schedule if they are from the same clinic location.**

```
DAILY MAINTENANCE INQUIRY                    03/03/05  1012

-------------------------------------------------------------------------
 ENTER THE RESOURCE CODE AND THE APPROPRIATE SELECTION OPTIONS.

 RESOURCE CODE: _____________          DAILY SCHED DT: ______

    PASSWORD:
  COPY/ADD
  USING THE
  STD TEMPLATE: ________

-------------------------------------------------------------------------
```

3. <**PF16**>, <**PF16**> again, then <**ENTER**>.

4. You will get the following message:

W150804: Resource Template does not exist for 03/03/05.

   The template doesn't exist for that date for your resource.

5. Repeat step 3 above (<**PF16**>, <**PF16**> again, then <**ENTER**>).
   Now you should get the message that the Daily template has been created.

D. Testing Changes to Daily Template

Test Resource Using Resource Next Available

1. From the main menu (Appoinment Scheduling Screen) enter the Resource code

2. Enter Activity types, press <PF11> for RNAT.

NOTE: To see who blocked/unblocked or did daily maintenance, F5 at the main menu and then enter the Resource code and day. Press<ENTER> Look at the right side of the screen for ID.

XI. Administrative Comments

A. ADD DAILY ADMINISTRATIVE COMMENTS

** These are comments that ***DO NOT*** print on the providers daily's schedule as well as appear online on the provider's schedule. They can serve as reminders to meetings or drug rep. appointments. **

** **This is a great way to communicate to on-line user's why the schedule is blocked. ****

** If these comments need to be reported, then ALWAYS begin comments in the same fashion. For example, Lecture-, Conf-,etc.

Scheduling Maintenance/Receptionist Menu access:

1. From the ***Appointment Scheduling Menu*** select

2. Select ***PF5 - Daily Template***

3. Value RESOURCE CODE:________ **[Tab]**
   DAILY SCHED DT:_______

4. Select ***PF10 - Maintain Daily Admin. Cmnts***
   (Screen Name Maint.Daily Admin.Cmnts...Add/Revise,Del Cmnts)

5. At curser, type in military time, appointment TIME._____ **[Tab]**

6. TEXT:__________ Whatever description needed as reminder. (Free text)

7. Press **ENTER** to complete/return to Inquiry.

8. Check for informational message...*"Daily comments have been revised."*

B. REVISE DAILY ADMINISTRATIVE COMMENTS

** Revising a daily administrative comment to indicate a change in message or appointment. It includes the same process of adding comments.**

** Revisions will appear online. **

Scheduling Maintenance/Receptionist Menu access:

1. From the ***Appointment Scheduling Menu*** select

2. Select ***PF5 - Daily Template***

3. Value RESOURCE CODE:________ **[Tab]**
   DAILY SCHED DT:_______

4. Select ***PF10 - Maintain Daily Admin. Cmnts***
   (Screen Name Maint.Daily Admin Cmnts...Add/Revise,Del Cnts)

5. Move curser to time that needs to be modified and make changes to TIME._____ **[Tab]**

6. TEXT:__________Type over description to make changes. (Free text)

7. Press **ENTER** to complete/return to Inquiry.

8. Check for informational message..*"Daily comments have been revised."*

C. DELETE DAILY ADMINISTRATIVE COMMENTS

** Cancel previously applied comments/reminders to provider.**

<u>Scheduling Maintenance/Receptionist Menu:</u>

1. From the ***Appointment Scheduling Menu*** select
2. Select ***PF5- Daily Template***
3. Value RESOURCE CODE:________ **[Tab]**
   DAILY SCHED DT:_______
4. Select ***PF10 - Maintain Daily Admin. Cmnts***
   (Screen Name Maint.Daily Admin.Cmnts...Add/Revise,Del Cmnts)
5. Tab to appointment time that needs to be removed and using the *Erase End of Field* [EEOF] Key remove TIME._____ **[Tab]**
6. Use *Erase End of Field* [EEOF] key again to remove TEXT:__________
7. Press **ENTER** to complete/return to Inquiry.
8. Check for informational message...*"Daily comments have been revised."*

XII. Entering Attendance

No Show / Left Without Being Seen Guidelines (Cancel or Reschedule)

***** Left Without Being Seen - Patient comes to the appointment but leaves before being seen either due to a patient reason (LP) or a resource reason (LR). *****

If the patient left without being seen, <u>cancel the appointment</u> with a change reason of LP or LR *(refer to Cancellation instructions in the Booking Manual)*. **OR…**
Reschedule and revise the original appointment (status=RESCHED) to enter a change reason code of LP (patient reason) or LR (resource reason). R*efer to Reschedule instructions and Revise/Review instructions in the Booking Manual.*

Scenario 1 - The patient does not show to the appointment and calls in after the appointment time to reschedule.

In order to capture 'No Show' statistics, you need to book the patient's new appointment from scratch. *This appointment should be checked as a No Show through Entering Attendance.* If you "reschedule" the appointment, you lose the ability to 'No Show' the appointment through attendance.

Scenario 2 - The patient calls in before the appointment time to reschedule.

You should reschedule the appointment like normal using the **<PF2>** (Reschedule Appointment) key. *Please do not enter a reason why the patient rescheduled. This is not a No Show patient.*

***** No Show - Patient does not show up for the appointment *****

Instructions for Entering Attendance

1. From the **APPOINTMENT SCHEDULING MENU** screen, enter the appropriate code in the **Res Code:** field.

2. **<TAB>** to the **Date:** field and enter the clinic date for which you wish to enter attendance.
3. Press the **<PF7>** key.

4. The **DISPLAY RESOURCE SCHEDULE - ENTER ATTENDANCE** screen will be displayed. It allows you to identify all patients who did not show for the appointment. RSS assumes that all patients will attend the appointment; therefore, the status of the appointment automatically defaults to attended.

5. Select the patients who did not show for the appointment by placing an "**X**" in the **Sel:** field (far column on the left). Press the **<ENTER>** key to page forward to select patients on other pages of the resource listing. You may select up to 12 patients at one time. The system will give a signal when 12 patients have been selected.

6. Press **<PF1>** to continue.

7. The **ENTER ATTENDANCE** screen will be displayed.

8. The cursor will be resting at the **Atn Status:** field. To view allowable values, press **<PF24>** to access the Help Screen. Type "**40**" for No Show and press the **<ENTER>** key.

9. **<TAB>** to the **Atn Change Reason:** field. To view allowable values, press **<PF24>** to access the Help Screen. Type "**NS**" for No Show.

10. The listing of patients selected will be displayed along with the status of the old appointment. Press **<ENTER>** to default the new status that was entered in **the Atn Status:** field above.

11. Press **<ENTER>** to complete the scheduling function.

NOTE: Attendance is entered by resource and date. Therefore, you will need to follow the above steps for each resource who had patients that day.

Undo No Show

If you marked a patient as a No Show in error, you can undo the process by following the same steps with a few changes. Begin with <PF7>, select the patient whom you marked in error with an "x" by their name, <PF1> then make the status a 50 (attended) and delete the NS code by that patient. Then <ENTER> to complete.