

BOOKING AN EXISTING PATIENT APPOINTMENT

1. Sign on using Netview Access (NA) (Use your orange card for steps)
2. Choose #5 on the Application Selection Screen
3. At CICS-ESA screen do a Shift F10
4. Enter your User ID and password for RSS system
5. F8
6. Find the patient by name and date of birth (DOB) or by MRN or SS# (When searching by MRN or SS# do not fill in any other information.)
7. <ENTER>
8. Find the Permanent Appointment Case (for future appointments), type the line # OR if patient is already registered use the visit case for that day, type that line #.
9. <ENTER> (you're at the Patient Verification Screen - verify you have the correct patient)
10. <ENTER> to book
11. Enter the Resource Code (unless booking by group code).
12. Enter the Activity Type
13. Enter the Patient Status 1= new to UK; 2= new to your clinic, 3= follow-up or established patient or 4= reactivated patient (one that was in re-registration file)
14. F3 to get date and time of appointment (if using group code then F4 for date and time).
15. Enter referring Doctor, referral information, patient comments
16. Enter physician/clinic comments (confidential) by doing Shift F12 on the “ * ”
17. <ENTER> to complete
18. Watch for Warning or Information messages and handle them then <ENTER> again when messages have been dealt with.
19. At the white summary screen, you can F1 to go back to the same patient or <ENTER> to go on to a new patient.

To LOGOFF properly be sure to Shift F3 (F15) repeatedly until you are back to the Application Selection screen. Then type **LOGOFF**.

BOOKING A NEW PATIENT (NO MRN)

1. Repeat steps for logging on and getting to the RSS system
2. Enter the patient's last name, first name and DOB
3. If there is a match enter the line # and <ENTER> and repeat booking steps as an existing pt.
4. If there is NO match, try using a wildcard instead of the first name "*" and check if they are on the list of multiple matches. If not, at the Multiple Match or Pt. Verification screen, do a Shift F5 (F17) to access PM registration
5. F3 to backup a screen in PM and do about 4 exhaustive searches before continuing to step 7:
Search:
 - a) ***on complete name and DOB (only)*** <Hit the ENTER key to begin the search> If patient not found F3 to backup and search again on next information.
 - b) ***on complete name and mother's maiden name (only)*** <Hit the ENTER key to begin the search> If patient not found F3 to backup and search again on next information.
 - c) ***on SS# (without any other field filled in) – no dashes and no spaces.*** <Hit the ENTER key to begin the search> If patient not found F3 to backup and search again on next information.
 - d) ***on complete name and do an alpha search (F10)*** <Do NOT use ENTER key but F10 key>

NOTE: Do not search on all fields at once or you will trick the computer to think they are not in the system when they may already have a MRN.

6. If you **find the Pt** on the PM side, **choose that line #** and <ENTER>
7. If you do **NOT find** the Pt in PM, **F9 to book**
8. Tab to Patient Name field and complete the fields listed below:

Last name comma, space first name
 Schedule date (at least 1 month away)
 DOB (4 digits for the year)
 Sex
 SS#
 Patient phone number
 Address
 Zip code
 City, state, county needed if not in KY
 <ENTER>

NOTE: If you do not complete the DOB, Sex or SS# fields the computer will generate defaults. Please complete all of the information listed above when possible.

9. You will either go to the booking screen (just complete the appt.)
 Or you will go to the first RSS screen and get the message "Patient already on file"
 Just reinquire on the pt. with name, DOB and your pt. should be in the RSS system with a Temp. MRN beginning with a "T"
10. Complete the booking as you would for an existing pt.