

ED RECEPTION – A&E Minors Clinic Appointments SOP

******Ensure you have Comments Icons activated. See separate SOP. ******

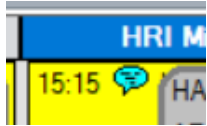
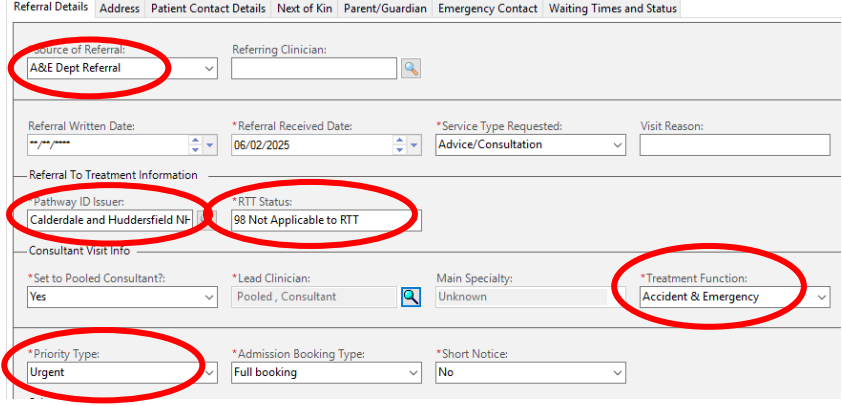
Referred by Triage: Appt must be within 24 hours

If none available, inform Triage Nurse and patient must stay to be seen in dept

Referred by ENP/Doctor for follow up: Timescale as per Message Centre Request

If unable to meet requested timescale, book next available slot after requested date and inform the requesting clinician of the appointment delay.

Referred by Consultant for Xray Recall: Consultant has agreed date and time with patient and added a Comment to the clinic slot with the patients initials and MRN to reserve it. Consultant will detail the agreed slot in the Message Centre request to Reception.

- 1** Open **Schappptbook**, click **Books**, double click **Bookshelf**, select **CHFT – A&E**, double click **CHFT A&E – Minors book**. You will see **CRH Minors** and **HRI Minors** Clinics as below.
- 2** Navigate calendar to **select appropriate day**, according to Clinician's request.
- 3** **Do not use any clinic slots that have a blue Comments icon unless the comment has your patients initials and MRN on it.** To read Comments, click once on the blue Comments icon.

- 4** Right click desired appointment slot, select **Add New Appointment**
- 5** Click blue square next to **Appointment Type** and select **A&E Minors New**
- 6** Click blue square next to **Patient Name** to open **Patient Search** window.
- 7** Click **Reset** and enter **MRN** to search for the patient
- 8** **Click patient name** to highlight, click **Add Encounter** and **Yes** to **Waiting List Encounter**.
- 9** Select **Outpatient Referral List** from Conversation drop down menu
- 10** **Right click on list of episodes**, select **Add Episode**, click **OK** to **18 Week Wait Pathway**
- 11** **Double click episode** created (top of list with today's date), **complete missing fields** in Referral window as below. **Referral received date is today's date.**

- 12** Click **OK** and **OK** again. Click **Move**, then **Confirm**. Select **No** to **Send Letter to Print Services** and click **OK**.
- 13** Print appointment letter for patient if they would like one.