

Did Not Attend

Scenario

At the end of the clinic, any patients that have not arrived for their appointments will need to be marked as Did Not Attend – check with clinical staff first to ensure that these patients did not attend for their appointment.

Instruction

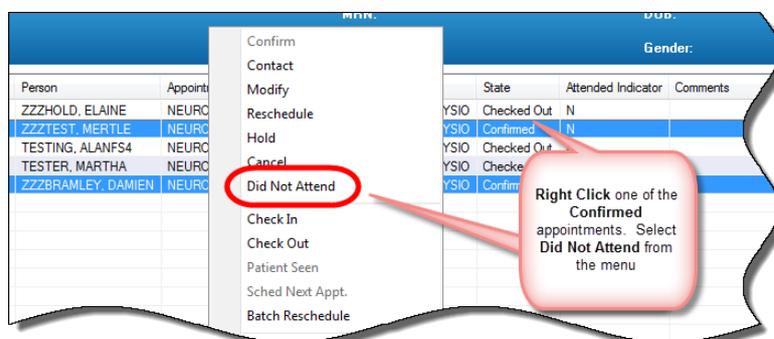
Follow the guide “View a Clinic List” to display your clinic to enable you to follow this guide.



You must check with clinical staff that these patients have not attended clinic but bypassed the check in process before DNA is carried out

With your Clinic List in Focus

1. **Right Click to select** the patient that has a **Confirmed** appointment and you have checked with clinical staff that they did not attend their appointment
2. Select **Did Not Attend** from the menu



3. The No Show dialog displays, select the **Offer Tab** and complete the **RTT Status** field with **Did Not Attend**
4. Complete the Outcome of Attendance field
5. Click **OK**

The screenshot shows a 'No Show' dialog box for patient ZZZTEST, MERTLE. The 'Offer' tab is active. The 'RTT Status' field is set to '33 Did Not Attend' and the 'Outcome of Attendance' field is set to 'Another appointment given Appointment to be made at a later date Discharged from consultant's care'. A red callout box points to these fields with the text: 'From the Offer Tab Complete the RTT Status and the Outcome of Attendance fields'.

- The clinic list demonstrates that these appointments have a status of No Show
- The Waiting List shows a status of Deferred. To reschedule this appointment follow the How To Schedule an Appointment from the Waiting List guide

	Appointment type	Location	State	Attended Indicator	Comments
ELAINE	NEUROPHYSIOLOGY TEST NEW	RVNEUROPHYSIO	Checked Out	N	
MERTLE	NEUROPHYSIOLOGY TEST NEW	RVNEUROPHYSIO	No Show	N	
ALANFS4	NEUROPHYSIOLOGY TEST NEW	RVNEUROPHYSIO	Checked Out	N	
MARTHA	NEUROPHYSIOLOGY TEST NEW	RVNEUROPHYSIO	Checked Out	N	
MLEY, DAMIEN	NEUROPHYSIOLOGY TEST NEW	RVNEUROPHYSIO	No Show	N	



If the patient is being discharged from consultants care, you will now need to follow the **PM Office** guide “Remove Discharged Patient from the Waiting List”