The Newcastle upon Tyne Hospitals

Reschedule an Appointment

Scenario

In this example a patient appointment will be rescheduled (cancelling the original appointment and making a new appointment on an alternative date).

Instruction

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To reschedule an appointment you will need to locate the patient appointment using the Eye Enquiry within SchapptBook

Viewing a Clinic List

1. Open SchapptBook and select the Eye Enquiry icon



- 2. Using the **"Person"** tab, locate the patient and appointment that you wish to view. You will need to adjust the Start Date to a date in the past
- 3. Right click to and select Reschedule from the menu
- 4. **Retain** the **Encounter** Association note any appointment guidelines eg. An interpreter has been booked etc. **close** this window



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- 5. Locate the **date** for the appointment using the calendar
- 6. Select the **Start Time** for the correct **Resource**



- 7. Selecting the **Schedule** button will display the clinic details
- 8. The previous appointment duration is displayed to assist you in selecting the duration. Click **OK**

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- /-	Resource: Clicking Schedule	Recur
1	Atalaia, Antonio appointment	Suggest
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\.	F/UP 15 NEUROLOGY EPILEPSY (13:00)	Hequest
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	Distinguish set-up and clean-up durations	Click OK
(🤳 E	OK Cancel	
	09:05	
	NELL 09:10	

9. The **Unconfirmed** appointment displays against the resource, you must select **Confirm** to confirm the appointment

			2017	7		•	Books Appointment	Work in progress:	
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10. Select the **Correspondence Schedule Resource** (this will display on the patient letter informing the patient who they will see). Click **OK**

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		MRN: 91458046		DOB: 18/Jan/70				
Name: ZZZHULD, EL	AINE		Age: 47 Years	Gender: Female				
C ZZZHOLD, ELAINE ► NEUROLOGY EPILEP ■ RVNEUROMOPPILEP ■ Atalia, Antor ▼ ZZZHOLD, EL	Summary General *Correspondence Sch Correstant Consultant Consultant Comments: Person Name ZZZHOLD, ELAINE	Offer Resource View edule Resource:	Guidelines No	tification	Conversation Summaries	View	Locks Eligibility Select Correspondence Resource Modfy	Booking 4
					ОК		K with Modify Enc	Cancel

- 11. Add the **Rescheduling Reason** on the **Offer Tab**
- 12. Add any further comments
- 13. The appointment will now display as a confirmed appointment against the resource, with the previous appointment displaying "Rescheduled" on the Person Search Screen

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	MRN: 91458046	DOB: 18/Jan/70		
Name. 222HOLD, ELAINE	Age: 47 Years	Gender: Female		
ZZZHOLD, ELAINE NEUROLOGY EPILEP Restortofflexchedule: Nocon Type Neurology EpileP ZZZHOLD, EL Summary Genrel Offer Resource View Guidelines Notification Restortofflexchedule: Nocon Type On the Offer Tab add the Reason for Reschedule Reschedule Summary Genrel Summary Genrel Summary Genrel Summary Genrel Summary Genrel Offer Resource View Guidelines Notification Reschedule: Nocon Type On the Offer Tab add the Reason for Reschedule Reschedule Summary Genrel Summary Genrel	Conversation Summaries Itinerarie ch Date: Current RTT Status: To First Activity	S Locks Eligibility Booking		

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I	RTD000000233796320		NEUROLOGY EPILEPSY E/LIP	Atalaia Antonio	27/10/2017.13:00	15	NO	RVNEUROMOPD		90 Treatment Already Given	