

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).

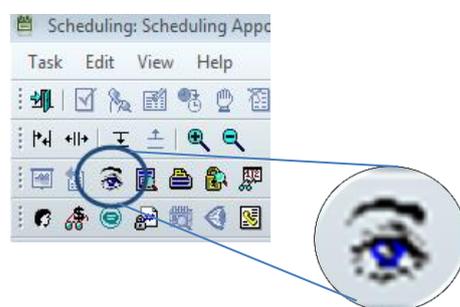
Instruction



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

Viewing a Clinic List

1. Open **SchappBook** 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

Person Resource Location Request List

Enquiry

1. Person Search

Patient: ZZZHOLD, ELAINE

Start date: 26/10/2017 Start Time: 0000

End date: End Time: 2355

From the **Person** Tab use the ellipsis to search for your patient. Adjust the start date to a date prior to their appointment and Find

Pathway Action type Appointment type Resource Appointment Date

RTD00000000273796320 NEUROLOGY EPILEPSY F/UP Atalaia, Antonio 27/10/2017 - 13:00

Right Click the appointment and select **Reschedule** from the menu

Confirm
Contact
Modify
Reschedule
Hold
Cancel
Did Not Attend
Check In
Check Out
Patient Seen
Sched Next Appt.
Batch Reschedule

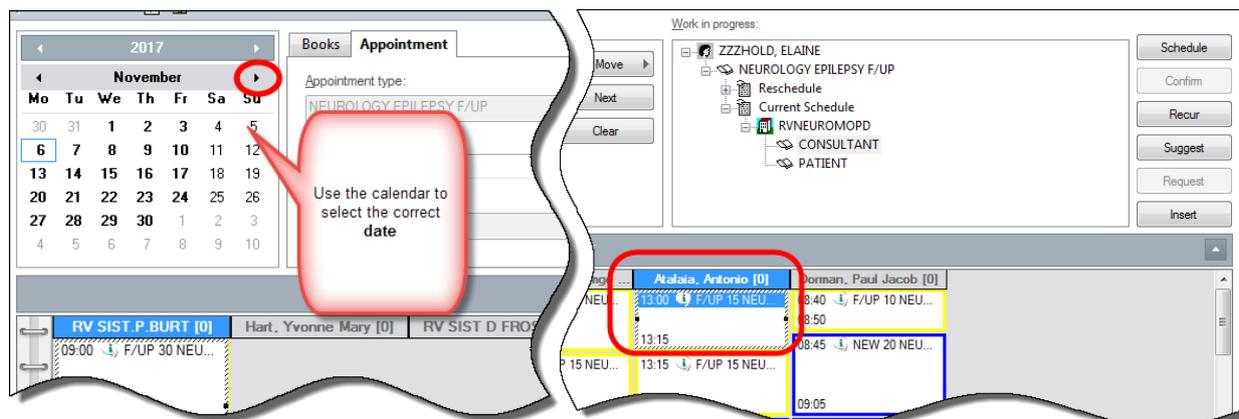
Existing Encounter

The NEUROLOGY EPILEPSY F/UP is currently associated to an active encounter. Would you like to retain this association?

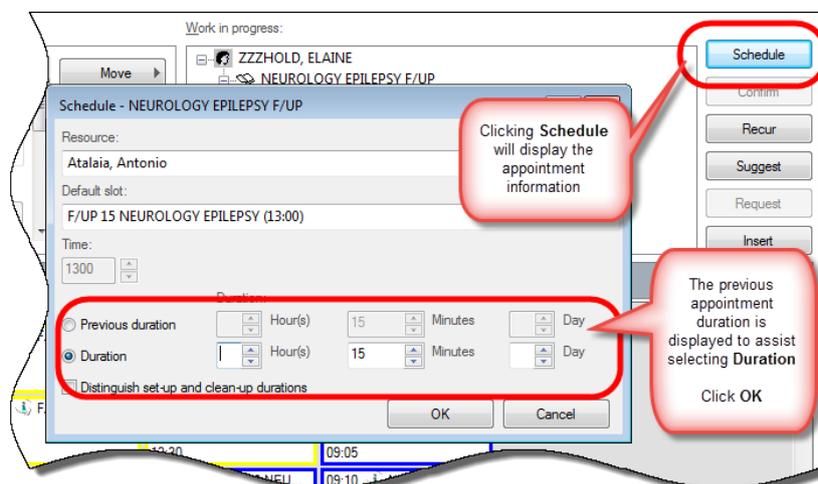
Show comments dialogue only when required

No **Yes** Guidelines

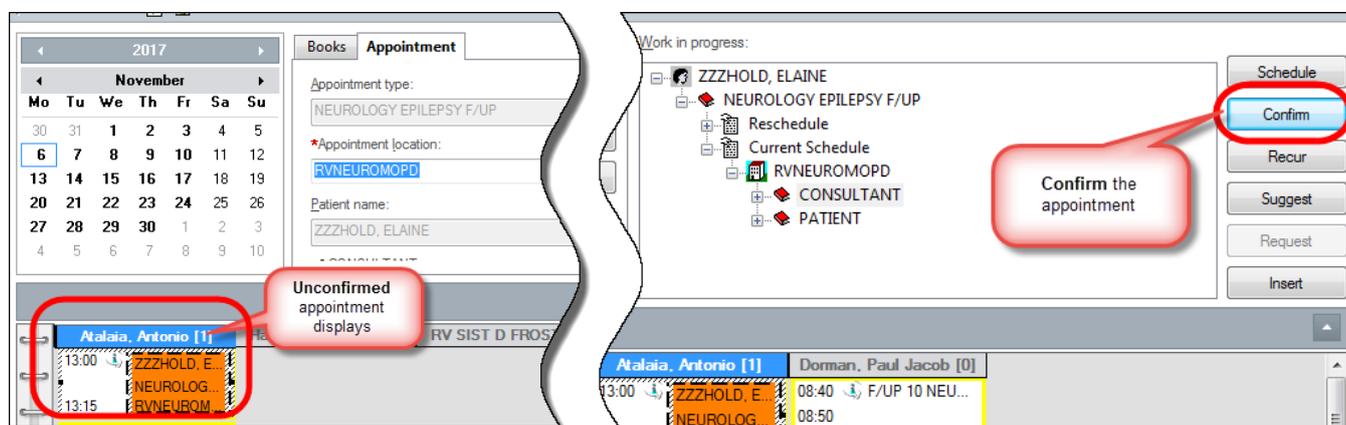
5. Locate the **date** for the appointment using the calendar
6. Select the **Start Time** for the correct **Resource**



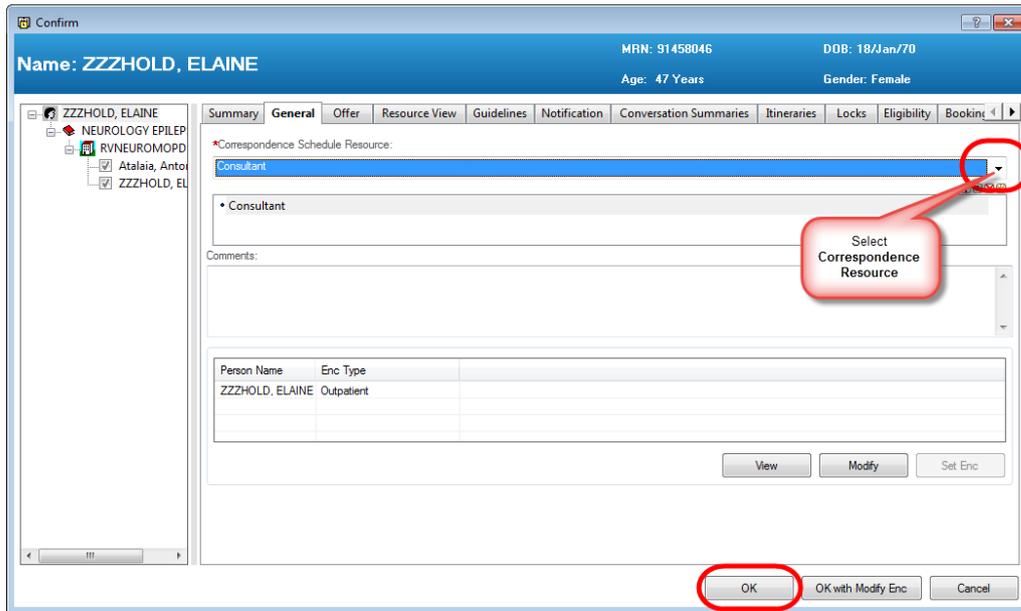
7. Selecting the **Schedule** button will display the clinic details
8. The previous appointment duration is displayed to assist you in selecting the duration. Click **OK**



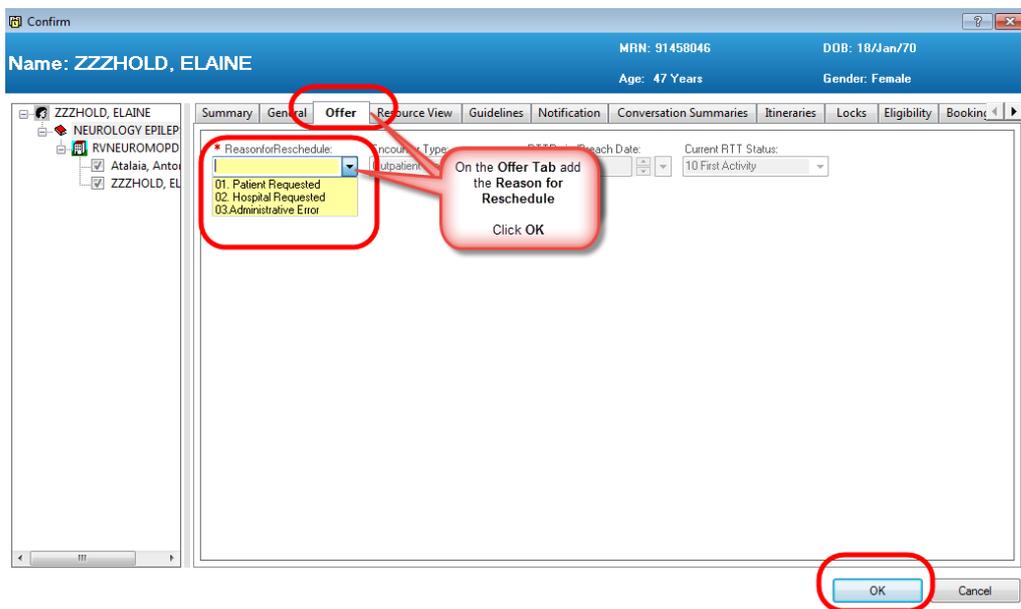
9. The **Unconfirmed** appointment displays against the resource, you must select **Confirm** to confirm the appointment



10. Select the **Correspondence Schedule Resource** (this will display on the patient letter informing the patient who they will see). Click **OK**



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



Name: ZZZHOLD, ELAINE										
MRN: 91458046 DOB: 18/Jan/70										
Age: 47 Years Gender: Female										
Pathway	Action type	Appointment type	Resource	Appointment Date	Duration	CaB	Location	State	Rtt Status	Rtt
RTD00000000273796320		NEUROLOGY EPILEPSY F/UP	Atalaia, Antonio	27/10/2017 - 13:00	15	NO	RVNEUROMOP	Rescheduled	30	Treatment Already Given
RTD00000000273796320		NEUROLOGY EPILEPSY F/UP	Atalaia, Antonio	27/10/2017 - 13:00	15	NO	RVNEUROMOP	Rescheduled	30	Treatment Already Given