

Undo Check In

Scenario

In this example, the patient has been incorrectly checked in for their appointment.

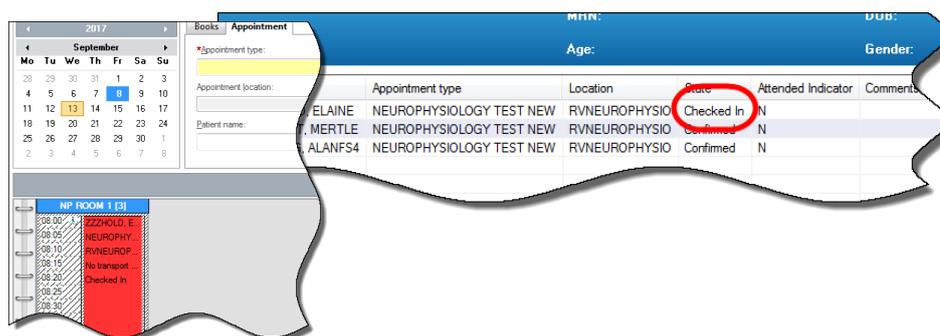
Instruction



Failure to carry out both steps in this process will mean that you are unable to check this patient in for this appointment when they do arrive! You must undertake both steps

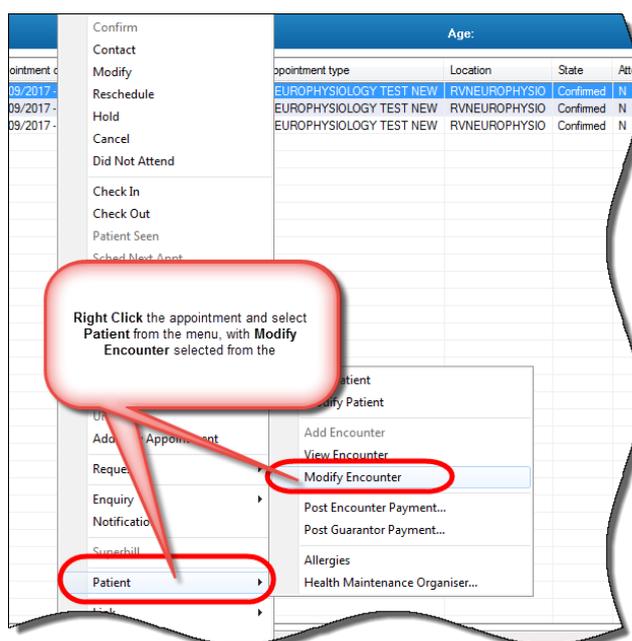
With your Clinic List in Focus

The patient has previously been checked in for their appointment. The Clinic Book displays the appointment as Red – the patient has been checked in for their appointment. But in this example, the patient has not yet arrived for their appointment, the wrong patient has been checked in. There is a **two step process required to undo this checked in appointment**



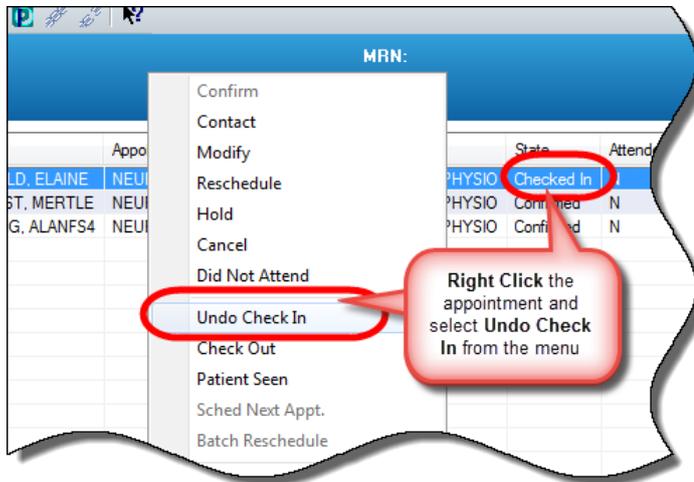
Step One

1. **Right click** the appointment and select **Patient**, then from the sub-menu select **Modify Encounter**
2. The **Undo Conversation** will launch but all fields will be greyed out, click **OK**



Step Two

3. **Right click** the appointment a second time and select **Undo Check In**. This will return the patient to a Confirmed state on the clinic list.



Failure to carry out Step 2 will not allow you to check this patient in for this appointment! You will see an Error message

