

PAS Outpatients - Booking a Follow-Up Appointment

Booking a Follow-Up Appointment

From the **OP BASIC MENU** select Outpatient Search **H O P S**.

Enter the **C R** Number or Patient Details to search for the patient.

Note: If after a thorough search you are unable to find the patient, you **MUST** return to Book Appointment from RI (**H R I P S**) to search for the patient.

Select the correct patient, check and update details if required.

Select Book Follow up (**B F**) from the screen action prompts.

Diary Code, - Enter the clinic/diary code.

If "Extended Help" appears after entering diary code, the default is N, just press the return/enter key to pass through the field.

If the patient has any other appointments, (past or outstanding), you will be taken to the Appointments (**H C O P S**) screen to view. Type **X** to exit and press the return key which returns you to the book appointment screen.

If the patient has no other appointments the system will automatically take you to the appointment screen, where you will be offered the choice of:

Free choice, - will offer you the next clinic regardless of if there are available slots.

Specific date, - allows you to select a specific date by either entering the date, for example D D M M Y Y or by estimating, for example T = 3 W.

Next Free Follow-up Routine, - offers the next available routine Follow up slots starting from a specified date.

A list of clinic dates or appointment dates and times will be displayed depending on the criteria entered in the previous field.

Type the required date / appointment date and time ,then press the return key.

Correct, - You will be asked if this is the correct patient, Type **Y** for Yes, **N** for No, then press the return key.

Urgency Code, - Press the return key to return through this field to default to Follow-up.

Reason for referral, - Press the return key to return through to default to advice/consultation.

Btyp (Booking type), - Press the **F1** key for Help.

0 = No choice, - **DO NOT USE**

1 = Partial, - this is used when we offer a date without contacting the patient but given 3 weeks written notice

2 = Full, - is used when we contact the patient by telephone, offer a choice of not less than 2 dates which may or may not be within 3 weeks

You **MUST** ensure the Pathway ID field is populated. If it is not, you will be required to Link the Pathway

Care Stage, - Must be entered - press the **F1** key for help.

- **F (face to face)** – to be used for all patients whose intended appointment is due to be undertaken as a face to face appointment
- **V (video)** – to be used for all patients whose intended appointment is due to be undertaken as a video consultation (can be changed to telephone if patient opts to default to a telephone consultation) – **please do not record as a virtual consultation (see below)**
- **T (telephone)** – to be used for all patients whose intended appointment is due to be undertaken as a telephone consultation - **please do not record as a virtual consultation (see below)**
- **A (advice and guidance)** – to only be used in conjunction with recording retrospective activity for GP enquiries managed through the Advice & Guidance Service on eReferrals; not to be confused with advice and guidance being provided during a clinic appointment, when the consultation could be F2F, video or telephone
- **X (virtual)** – to only be used for appointments when patient care is progressed, but the patient is not in attendance (eg MDT) – virtual appointment should not be used for either video or telephone appointments or advice and guidance
- **H (home visit)** – only to be used when a patient is being seen in their own home

Admin Category – Type **N** for NHS and press the return key, or press the **F1** key for Help.

Category of Detention, - Pressing the return key the field will default to 1 (Not Detained) or press the **F1** key for Help.

Remarks, - This is a coded field, type the relevant code and press the return key, or press the **F1** key for Help.

Field 11, - Type any relevant free text comments, then press the return key.

Services, - This is a coded field, enter relevant code or press the **F1** key for Help.

Source of Attendance, - This is a coded field, type the relevant code and press the return key or press the **F1** key for Help.

Type **Ay** and press the return key to Accept any changes. The appointment has now been booked.

A **WARNING MESSAGE TO LINK THE PATHWAY WILL BE DISPLAYED IF THE PATHWAY ID IS NOT POPULATED**, Type **P y L** to navigate to the Pathway Allocation Screen.

Remember to send the patient a letter. Select **L E** from the screen action prompts. The Diary Code and Letter Type will default to the appropriate settings.

Letter Version, - If this is not pre-filled press the **F1** key and select the appropriate letter.

Print Immediately - Type **N** for No if the appointment is not within the next 3 weeks or is non urgent, then press the return key.

Compile immediately?, - Type **Y** for Yes, then press the return key.

Printer Group - Type the relevant printer number, then press the return key.

First Class?, - Type either **Y** for Yes or **N** for No, then press the return key.

Type **Ay** and press the return key to Accept any changes.

If you enter **Yes** to print immediately you will be required to enter an appropriate printer in the **Output** to field.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=116>