

PAS Outpatients - Rebooking an Appointment

Rebooking an Appointment

From the menu select Outpatient Search (**H O P S**) Enter the CR Number or Patient Details to search for the patient.

Type **A P P** for Appointments from the prompts, then press the return key.

You need to see the appointments available in order to rebook the correct appointment. If the appointment is not visible type **O A** for Other Appts, then press the return key.

Type **O** for Other press the return key and then type **R E** for Rebook PLUS the number of the appointment you wish to change, for example **R E 2**, then again press the return key.

Select who is requesting the appointment to be rebooked, for example; Patient (**P A T**), Hospital (**H O S**) – this allows the appropriate letter to be sent.

Previous Error (**P R E**) **must not** be used.

Do not use the other options available

After entering **P A T** or **H O S** you will be asked to enter a reason for the rebooking of the appointment. This **MUST** be entered.

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

The system displays the message **APPOINTMENT CANCELLED**, this has cancelled the current appointment and the next screen allows you to enter the Diary Code (Clinic).

Re-enter the Diary Code or press the **F10** key and enter the / symbol plus the remainder of the code.

Continue with booking the appointment.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=132>