PAS Manager Functions - Cancelling Clinics with no patients booked

Cancelling Clinics with no patients booked

Select or type **H O C E** for Clinic Enquiry.

Enter the diary code and date for the clinic you wish to cancel.

Select OPTION 3 - Follow up / New.



Enter O for Other.

🐻 CORETRAIN - CRT	-	٥	\times
File Edit View Tools Properties Connection Window Help			
		_	×
HDDE1 DISPLAY SESSION CACHÉ TESTPTP			
DR I.I. COUTTS R G FR PM GENERAL MEDICINE FRIDAY 23-OCT-2020 Active			
1 14:00 F 2 R 3 14:15 F 4 R 5 14:30 F 6 R 7 14:45 F			
8 R 9 15:00 F 10 R 11 15:15 F 12 <mark>:</mark> R			
eXit/select line/Change/Reserve Slot/Reserve Overbook slot/Other []]			
# 詳 👝 🌀 💶 🏂 🧀 📧		1:01 0/2020	\Box
Enter C N for Cancel.			

o × CORETRAIN - CRT _ File Edit View Tools Properties Connection Window Help D 🗁 🕼 🖨 🖻 📾 🗖 🗖 CORETRAIN × HDDE1 DISPLAY SESSION CACHÉ TESTPTP DR I.I. COUTTS R G FR PM GENERAL MEDICINE FRIDAY 23-OCT-2020 Active 1 14:00 F 2 R 3 14:15 F 4 R 5 14:30 F 6 R 7 14:45 F 8 R 9 15:00 F 10 R 11 15:15 F 15:15 F R 11 12+ CaNcel/Extended Help/Other [] ^ *@* ■ ⊄× 11:03 □ 🛋 H 🗖 🌖 💁 🖏 🥭 🐖 📠

You will now have the option to:

Enter C W L for Cancel Whole List, C F S for Cancel Follow up Slots or C N S for Cancel New Slots.

Enter the appropriate option.

Enter the reason for the clinic cancellation.



Press the return or enter key and the slots will show as cancelled with the reason for cancellation displayed on the screen.

CORETRAIN - CRT	-	٥	×
File Edit View Tools Properties Connection Window Help			
I CORETRAIN			×
IDDE1 DISPLAY SESSION CACHÉ TESTPTP			
DR I.I. COUTTS R G FR PM GENERAL MEDICINE FRIDAY 23-OCT-2020 Cancelled CON ANNUAL LEAVE			
1 14:00 F Cancelled 2 R Cancelled 3 14:15 F Cancelled 4 R Cancelled 5 14:30 F Cancelled 6 R Cancelled 7 14:45 F Cancelled 8 R Cancelled 9 15:00 F Cancelled 10 R Cancelled 11 15:15 F Cancelled 12 R Cancelled			
Cancel Whole List/Cancel Follow up Slots/Cancel New Slots/Other []			
•• # <u>= 0 4 4 6 4 1 6 4 6 4 6 6 6 6 6 6 6 6 6 6 6</u>		1:20 10/2020	\Box

Cancelling Clinics with patients booked

Note - you will only be able to cancel and move patients to another clinic for the **same** clinician / specialist at the **same** hospital.

If the patient is to be rebooked to a different clinician / specialist or hospital you will need to cancel the individual appointment and make another new / follow up appointment as required **before cancelling the clinic / slots**.

When patients are booked on the clinic.

CORETRAIN - CRT File Edit View Tools Properties Connection Windo	ow Help			- 0 ×
D 🖂 🕼 🕒 🛍 📓 🖉				
CORETRAIN				×
HDDE1	DISPLAY SI	ESSION	CACHÉ TESTETP	
DR T. LUCKE R G WE PM I Active	DERMATOLOGY WEDNE:	SDAY 04-MAR-2020		
1 12:00 R 2 12:10 F HOCKING I 3 12:20 F HOCKING S 4 12:30 F HODDLE M 5 14:00 F HODGE J 6 R	CR C001820 CR C024362 CR C013421 CR C003138	OP (Prov) OP (Prov) OP (Prov) OP (Prov) OP (Prov)		
7 14:15 F HODGES C 8 R 9 14:30 F 10 R 11 14:45 F 12 <mark>+</mark> R	CR C039280	OP (Prov)		
eXit/select line/Change,	/Reserve Slot/Res	erve Overbook slot/(Other []	
📲 🛱 🧮 🌖 💶 🎼 🤅	1		^	<i>[</i> , ■

you will be taken to the **Re-Allocate Appointments** screen

HORA1	Re-Allocate	APPOIN	IMENTS	
Diary Code		C]
Earliest Appointment Date Earliest Appointment Time		C C]]
Earliest Appointment Date Earliest Appointment Time		[[]]
Reason for Cancellation Reason for reduction		[] [
Accept/Change []				

Complete the fields presented to you and then type **Ay** and press return to Accept.

CORETRAIN - CRT
 File Edit View Tools Properties Connection Window Help
 D
 D
 D
 D

I CORETRAIN			E
HORA1 RE-ALLO	CATE APPOINTMENTS	CACHÉ TEST	
Diamu Cada	ELUCT/SCC]		
Diary Code			
Earliest Appointment Date F/U	[18-MAR-2020]		
Earliest Appointment Time F/U	[0800]		
Earliest Appointment Date New	[18-MAR-2020]		
Earliest Appointment Time New	[0800]		
	51000		
Reason for Cancellation	[HOS] END CON AVAILADE		
Reason for reduction	ENO CON AVAILABLE]	
Accept/Change [A _]			
1 H N O I K C V K			■ 4× 11:43
📑 🛱 📑 💿 💶 🎼 🥭 🚾 🔚 🗌		~ <i>((</i> ,)	■ <pre></pre>

σ×

_

The next screen will display the patients booked and the alternative appointment the system has allocated to them. If you wish to accept these appointments type **Ay** and press return to Accept.

CORETRAIN - CRT File Edit View Tools Properties Connection Window Help D D		٥	×
I CORETRAIN			×
HORA2 RE-ALLOCATE FOLLOW-UP APP	POINTMENTS CACHÉ TESTPTP		
DR T. LUCKE – R (G WE PM DERMATOLOG <mark>+</mark> 18-MAR-2020		
Time Cat Name and Date of Last Attendance	Vacant Appointments		
1 1210 F HOCKING, I 040320 2 1220 F HOCKING, S 040320 3 1230 F HODDLE, M 040320 4 1400 F HODGE, J 5 1415 F HODGES, C 040320	<pre>[] 1 18-MAR-2020 1210 F/U [] 2 18-MAR-2020 1220 F/U [] 3 18-MAR-2020 1230 F/U [] 4 18-MAR-2020 1400 F/U [] 5 18-MAR-2020 1415 F/U</pre>		
Accept/SElect []] # # <u>= 0 ª i (ê </u> _ <u>5</u>	へ 🧟 🗈 d× 16	11:44 5/10/2020	

The S E option (select) on the Re-Allocate Follow up Appointments and Re-Allocate New Appointments screens will allow you to allocate the

appointment date/times to a different patient.

CORETRAIN - CRT File Edit View Tools Properties Connection Window Help		- 0 ×
D 🚘 🖏 😂 🖻 💼 📓 🖉		X
HORA2 RE-ALLOCATE FOLLOW-UP A	APPOINTMENTS CACHÉ TEST PTP	
DR T. LUCKE - R	R G WE PM DERMATOLOG <mark>+</mark> 18-MAR-2020	
Time Cat Name and Date of Last Attendanc	ce Vacant Appointments	
1 1210 F HOCKING, I 040320 2 1220 F HOCKING, S 040320 3 1230 F HODDLE, M 040320 4 1400 F HODGE, J 5 1415 F HODGES, C 040320	[3]] 1 18-MAR-2020 1210 F/U []] 2 18-MAR-2020 1220 F/U []] 3 18-MAR-2020 1230 F/U []] 4 18-MAR-2020 1400 F/U []]] 5 18-MAR-2020 1415 F/U	
Accept/SElect [SE]		
# # 💻 🧿 💁 🏂 🥭 💻 🖪		^ <i>ॡ</i> ■ ⊄× 11:46 □

You will be offered the option to send letters to the patients. If your appointment letters are linked to PAS enter **Y** for Yes and complete the next screen. If your appointment letters are not linked to PAS enter **N** for No.

If No is selected, you will need to remember to inform your patients of the changes made.

If you are cancelling Follow up and New patient appointments you will have to complete the Re-Allocate Follow up Appointments and Re-Allocate New Appointments screens.

Reinstating Clinics or Clinic Slots

To reinstate a cancelled clinic or specific slots.

Select or type **H O C E** for Clinic Enquiry.

Enter the diary code and date for the clinic you wish to reinstate.

Select the relevant clinic and then the Follow up / New view.

CORETRAIN - CRT ٥ File Edit View Tools Properties Connection Window Help 🗅 🚘 🗐 🚭 🖻 🛍 🔤 💆 L CORETRAIN × HDDE2 CHANGE SESSION CACHÉ TESTPTP DR T. LUCKE R G WE PM DERMATOLOGY WEDNESDAY 28-OCT-2020 Cancelled ? STUDY LEAVE + + R U Time 12:00 C 1 12:10 000000000 _ 12+ 12 30 14:151 1 1 1111 14:3014:4515:00:Xit/Change/ADd/Delete Time slot/ReInstate/ReiNstate Session/Other [📘] ヘ *(i*. ■ ⊄× 11:54 16/10/2020 🗖 🌖 💁 🎲 🥭 🖷 🗖 Ŧ

Enter C for Change. The Change Session screen will be displayed.

To reinstate the whole session, enter **R** N S for Reinstate Session.

If a reason for cancellation was entered originally this will still be displayed at the top of the screen.

To remove reason for cancellation.

Enter **O** for Other.

Enter C S M - for Change Session Message.

CORETRAIN - CRT											- 0	×
File Edit View Tools	· ·		Help									
CORETRAIN												×
HDDE2			C	HANGE S	ESSION				CACHÉ TEST	P		
DR T. LUCKE R G WE PM DERMATOLOGY WEDNESDAY 28-OCT-2020 + Cancelled ? STUDY LEAVE												
Time	R	S	U	Т	Х	F	×	?				
12:00	C 1	_			_	_		_				
12:10 12:20	_	_	_	_	_	C 1 C 1	_	_				
12:20												
14:00	C 1					C 1						
14:15 14:30	C 1 C 1	_	_	_	_	C 1 C 1	_	_				
14:45	C 1					C 1						
15:00	C 1					C 1						
Session Apply fr	message °om 28-0			STUDY L		clusive	ely		נ			
Change Ses	sion Mes	sage/Cha	ange Sp	ecial I	lescript	ion/Otł	ner ECSM]				
🖷 🛱 📒	<u> </u>	<u>ii é</u>	1							^ 🦾 🗈	∜× 12:00 16/10/2020	\Box
	- ~											

Delete the Session message.

The '**to**' date field can be left blank if the message was only applied to this clinic date. Alternatively, a future date can be entered if the message has been applied to future clinic dates.

To reinstate specific time slots

Enter **R I** to Reinstate on the change session screen.

52			C	HANGE S	ESSION				CACHÉ TEST <mark>PTF</mark>	
R T. LUCK& ancelled	ERGWI	E PM D	ERMATOL	OGY WEI	INESDAY	28-0CT-	2020	+	+	
Time	R	S	U	Т	Х	F	×	?		
	 C 1	_			_	_	_	_		
2:10	-	-	-	—	—	C 1	-	—		
2:20						C 1				
.2:30 .4:00 (-	_		_	_	C 1 C 1	_	_		
		_	_	_	_	сı С1				
	5 1									
	51					Č 1				
	- 1 - 1	-	-	-	-	Č 1	-	-		
.me slot	Γ	כ								

Enter the time of the slots to be reinstated e.g. 1 4 0 0, 1 5 0 0.

Adding a Session Message.

Select or type **H O C E** for Clinic Enquiry.

Enter the diary code and date for the clinic you wish to add a session message.

Select the relevant clinic and then the Follow up / New view.

Enter C for Change. The Change Session screen will be displayed.

Enter **O** for Other.

Enter C S M for Change Session Message.

Enter the appropriate session message.

If the message is only valid for the date selected return through this field.

The Apply From date will default to the date of the clinic you selected.

Enter a 'to' date if the message is to be displayed on subsequent clinics.



The message will show at the top of the screen

	CORETRAIN - CRT ille Edit View Tools Prop		antian Mindau									- 0	×
_	🗅 🚘 🗐 🚭 🖻 🛍 i			пер									
	CORETRAIN												×
F	IDDE2			С	HANGE S	ESSION			(CACHÉ TEST	TP		
	DR T. LUCKE Active	Ĥ	INNUAL LI	EAVE						+			
	Time	R	S	U	Т	Х	F	×	?				
	12:00	1											
	12:10	-	—		—	—	1 1	—	—				
	12:20 12:30	_	_	_	_	_	1 1	_	_				
	14:00	1					1 1						
	14:15	1					1						
	14:30	1	_		—	—	$\overline{1}$	_					
	14 : 45	1					1						
	15:00	1					1						
e	Xit/Change/A	iDd∕De	elete Tin	ne slot	/ReInst	ate/Reil	Nstate	Session	/Other				
	# # <u>,</u> 🧕	•	<u>ii (</u>								^ <i>(</i> , D	∜× 12:14 16/10/2020	\Box

To delete a session message

Select **HOCE** Clinic Enquiry.

Enter the diary code and date for the clinic you wish to delete the session message.

Select the relevant clinic and then the Follow up/New view.

Enter C for Change. The Change Session screen will be displayed.

Enter O for Other.

Enter C S M for Change Session Message.

Delete the Session message.

The 'to' date field can be left blank if the message was only applied to this particular clinic. Alternatively, a future date can be entered if the message has been applied to subsequent clinic dates and needs to be removed.

Online URL: <u>https://elearning.cornwall.nhs.uk/site/kb/article.php?id=146</u>