

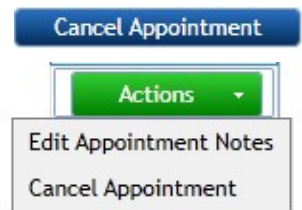
OVERVIEW

This guide has been created to describe the process for cancelling or amending a booking within the EMSTM software. There are a number of ways to complete this process depending on where the patient is in pathway of their current episode.

CANCELLING AN EPISODE

To access the list of users:

1. Log In to EMS.
2. Using the “Daily List” panel or “Active Episodes”, locate the episode to be cancelled.
3. In “Active Episodes” click on the **[CANCEL APPOINTMENT]** button or... In the “Daily List” panel, click on **[CANCEL / APPOINTMENT]**.
4. In the “Cancel Appointment” window, complete the fields and ensure that the Action is set to “Mark for Episode Removal”. This will effectively set the booking to be flagged for removal.
5. Click **[RECORD CANCELLATION]**.
6. Click **[OK]** to confirm entry.
7. If you wish to go back click the **[CANCEL]** button.
8. You may need to click the [Refresh] to see the status change to “Episode Pending Cancellation” in the Active Episodes Panel.
9. **NOTE:** You will still be required to remove or amend the cancelled booking. Please see the additional pages for instruction.



OVERVIEW

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AMENDING A BOOKING PRIOR TO APPOINTMENT DATE

In the event that a patient needs to a booked appointment needs to be amended before the . It is possible within EMS to correct the details of the booking. First the episode must be cancelled before completing the following steps.

1. Use the “Daily List” or “Active Episodes” Panel to view the episode being amended.
2. In “Active Episodes” click on the **[Cancel Appointment]** button or... In the “Daily List” panel, click on **[Actions]** then **[Cancel Appointment]**.
3. In the “Cancel Appointment” window, complete the fields and ensure that the Action is set to “Rescheduling Required”. This will effectively set the booking to be flagged for re-booking. Click **[Record Cancellation]**.
4. The booking status in the “Active Episodes” Panel will update to “Awaiting Scheduling” .
5. Double Click the booking.
6. You will now be able to correct the booking date for the appointment. Amend the entries and click **[Book]**.
7. Return to the “Home” screen and refresh the panel to ensure that the data is updated. You may need to ensure that you are viewing the correct date if using the “Daily List”.

Appointment Details

Procedure Date/Time ⓘ	28-May-2015	15	10:00
Procedure Room ⓘ	Hospital Alpha - Room 4 ▾		
Endoscopist ⓘ	SMITH, David (Dr) ▾		
	Book		

REMOVING A CANCELLED BOOKING

Having cancelled a booking from EMS its status will change. Further action is required to remove the booking from EMS. The following steps will complete the removal for the episode.

1. View the Cancellations Panel. If it is not available, choose **HOME / PANELS / CANCELLATIONS** .
2. Locate the booking to be cancelled and click on **[Review / Action]** .
3. Observe the “Cancellation Details” screen and the information captured.
4. Click **[Cancel Episode]**.
5. Observe the “Cancel Episode” screen. Complete the details and click **[Record Cancellation]**.
6. The “cancellation Details” window now shows the Episode Cancellation entry. The Appointment has a green tick beside it. Click the Episode Cancellation entry on the left to select it.
7. The booking will now have gone from EMS. You may need to “refresh” the view in any panels to check that the entry is gone.



Cancel Episode

Cancellation Reason

Reason Type ⓘ Cancelled by Patient

Date Cancelled ⓘ 25-May-2015 15

Cancellation Reason ⓘ Other

Specify ⓘ Patient to rebook

Additional Comments ⓘ

Further Action

Action ⓘ Referring Consultant

Record Cancellation
Close

AMENDING A BOOKING

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5. Double Click the booking.
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7. Return to the “Home” screen and refresh the panel to ensure that the data is updated. You may need to ensure that you are viewing the correct date if using the “Daily List”.

Cancel Appointment

Actions

Edit Appointment Notes

Cancel Appointment

Cancel Appointment

Cancellation Reason

Reason Type

Date Cancelled

Cancellation Reason

Additional Comments

Further Action

Action

Record Cancellation Close

Appointment Details

Procedure Date/Time

Procedure Room

Endoscopist

Book