

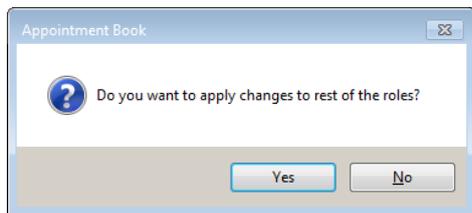


## Correct a patient-resource mismatch error

**Note:** Always select yes if a *Do you wish to apply changes to the rest of the roles?* warning box appears. If you click **no**, the patient will still be booked at the original time. However, the patient will not appear in the clinician's schedule and as a result, the patient will present at the wrong date or time and overbooked clinics will occur.

A patient-resource mismatch error window occurs when the following three actions are performed:

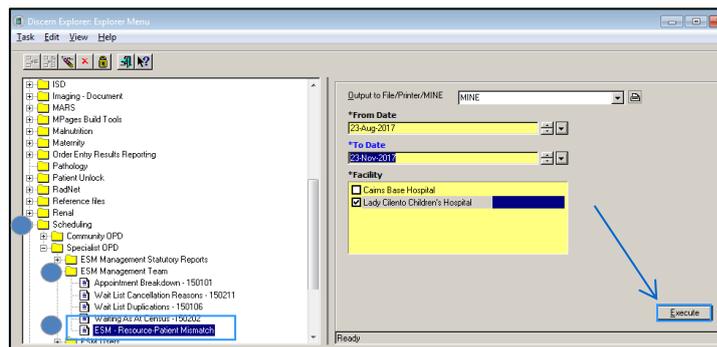
- an appointment is scheduled (**scheduled** status)
- the appointment time is then changed before clicking **confirm**
- when the **'Do you wish to apply changes to rest of the roles'** button is clicked and the user clicks **no**.



Outpatient Management team will run a weekly report for all patients that have a recorded **mismatch** through the **Discern Explorer** menu.

### Execute the patient mismatch report

1. Load **Discern Explorer: Explorer Menu**, select **scheduling**, **Specialist OPD**, **ESM Management Team**, and **ESM – Resource – Patient Mismatch** report. Click **execute**.



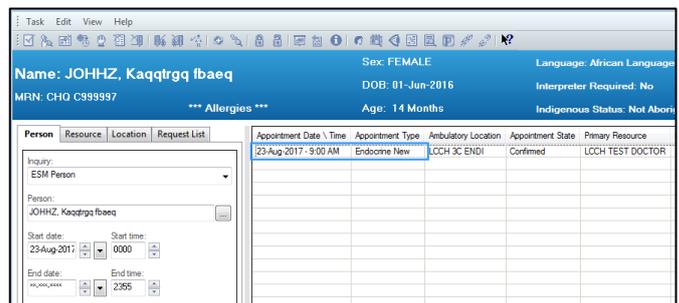
2. Save the report as a text file, then import into Microsoft Excel.
3. Review the data export and forward to appropriate clinic(s) to action. The **beg date time** field indicates the time the patient is scheduled for the appointment. This will not match with the clinician schedule.

A	B	C	D	E	F	G	H
Appointment Type	Location	Resource	Patient Name	Alias	Beg Date Time	Sch event Id	Appointment Status
Endocrine New	LCCH 3C ENDI	LCCH TEST DOCTOR	JOHHZ, Kaqtrgq fbaeq	CS9999Z	23/08/2017 9:00	5605017	Confirmed

### Action the patient mismatch report

The ESM – Resource – Patient Mismatch report should be actioned by the appropriate clinic staff (as directed by your team leader).

1. Load the **ESM – Resource – Patient Mismatch** report and action each patient record that has a mismatch. This report indicates all resource-patient mismatches for the previous two weeks and upcoming 12 weeks.
2. Perform a **person inquiry search** to locate the corresponding appointment in the report.



3. To check the mismatched times that have been allocated to the **patient** and the **resource**, click the **resources** tab. One of these appointment times should be selected as the correct one and updated accordingly. Record the correct time (resource or patient).





Resource	Begin Date/Time	End Date/Time
JOHHZ, Kaqqrqg fbaeq	23-Aug-2017 9:00 AM	23-Aug-2017 10:00 AM
LCCH TEST DOCTOR	23-Aug-2017 11:15 AM	23-Aug-2017 12:15 PM

- Click on the corresponding schedule you wish to change (either **patient** or **resource**). This will display the appointment. Drag the patient or resource back to the same time and click **schedule**.

- The appointment will appear as an overbooking for the same schedule. Expand the selection against the resources and you will see the times now align. Click **schedule**.

- Enter a **reschedule** reason and **action comment**.
- Click on the **resources** tab (as per Step 3) and the schedules will align.

Resource	Begin Date/Time	End Date/Time
JOHHZ, Kaqqrqg fbaeq	23-Aug-2017 9:00 AM	23-Aug-2017 10:00 AM
LCCH TEST DOCTOR	23-Aug-2017 9:00 AM	23-Aug-2017 10:00 AM

The patient mismatch has now been corrected.

