



Correcting a Checked in or No Show appointment which has been rescheduled

Identifying an incorrect appointment

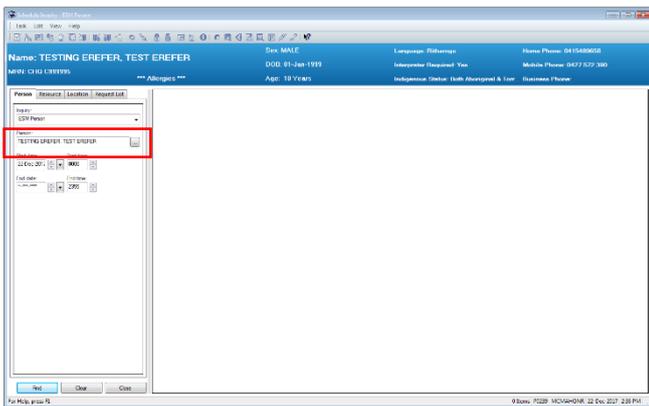
1. From ESM, click [Appointment Inquiry](#) icon (the eye)
2. Click on the [Person](#) tab

Note: Inquiry type = ESM Person

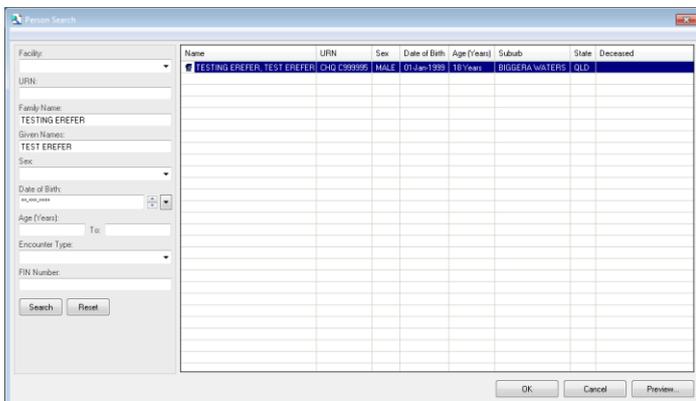
3. Copy patient name ('[NAME_FULL_FORMATTED](#)') from the excel spreadsheet exported from the OPD dashboard

A	B	C	D	E	F	G	H
SCH_EVENT_ID	ORIGINAL_APPT	ORIGINAL_ACTION	APPT_TYPE	LOCATION		NAME_FULL_FORMATTED	LAST_ACTION_DT_TM
8805939.00	09:00 10/Oct/2017	CHECKOUT	Ortho Fracture Review	LCCH 1B ORTP			10/10/2017 9:54

4. Paste patient name into the [Person](#) field:

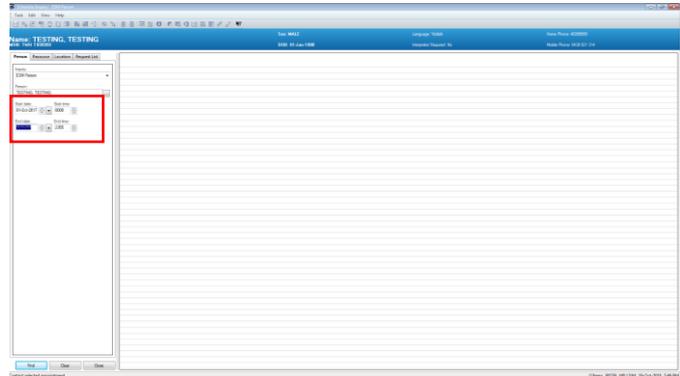


5. Click the ellipsis [...]
6. Confirm correct patient using date of birth as a reference



7. Click [OK](#)

8. Change the search [Start date](#) to **01 OCT 2017**



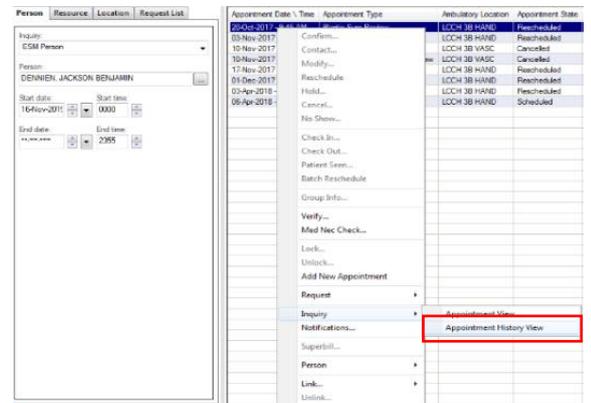
9. Click [Find](#)
10. Find the appointment using the date and time in the "[ORIGINAL_APPT](#)" field in the spreadsheet against the [Appointment Date \ Time](#) field in ESM.

A	B	C	D	E	F	G	H
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11. Click to highlight the appointment in ESM then click the [Appointment History View](#) icon **OR** Right-click on the appointment in ESM, select [Inquiry](#) and then [Appointment History View](#)



OR

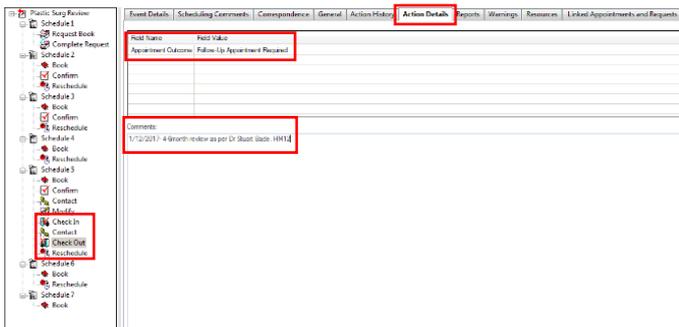


12. Navigate to the [Action History](#) tab
13. Confirm that the appointment has been rescheduled from a Checked Out appointment

Note: This can be confirmed when a reschedule action is after a Checked Out action.

Note: If no reschedule after a Checked Out action is observed, proceed to next patient in the supplied spreadsheet.

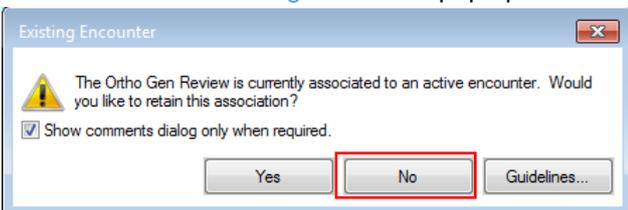




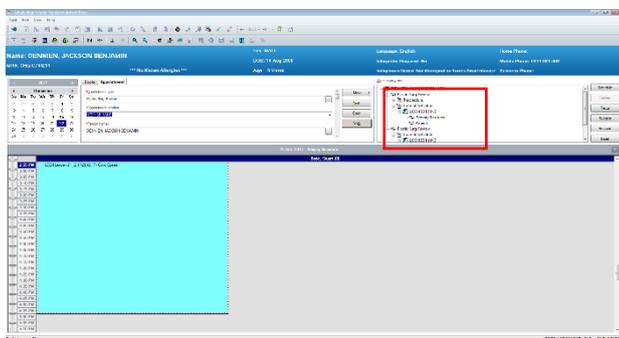
14. Navigate to the **Action Details** tab.
15. Referencing the details on the left-hand navigation pane click on the original **Check Out** action
16. The **Action Details** will show the appointment outcome and notes

Note: Take note of this detail as you will need them later!

17. A Checked Out appointment will need to be scheduled for the original appointment date and time
18. To schedule (and Check Out) the original appointment, select the appointment in ESM that correlates to the “CURRENT_APPT” detail in the supplied spreadsheet
19. Right click and select **Reschedule**
20. Select **No** on the **Existing Encounter** pop up



21. Select **OK** on the **Appointment Attributes** window
22. The appointment (“the original”) will be in your **Work In Progress** box (**WIP**)



23. Select **Next** and **Move** to bring a copy of the appointment information back into the **WIP**

Note: You will now have 2 appointments in your **WIP**.

24. Remove “the original” appointment from the **WIP** by right clicking on the appointment and select **Remove**
25. The remaining appointment in the **WIP** can be scheduled to the original date and time.
26. Once the appointment is confirmed, **Check In** and **Check Out** as normal ensuring the Encounter window has the correct **Chargeable Status** and **Payment Class** information.

