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|  | **ED RECEPTION – A&E Minors Clinic Appointments SOP**  **Referred by Triage: Appt must be within 24 hours**  If none available, inform Triage Nurse and patient must stay to be seen in dept  **Referred by ENP/Doctor for follow up: Timescale as per Message Centre Request**  If unable to meet requested timescale, book next available slot after requested date and inform the requesting clinician of the appointment delay. |
| **1** | Open **Schapptbook**, click **Books,** double click **Bookshelf,** select **CHFT – A&E,** double click **CHFT A&E – Minors book.** You will see **CRH Minors** and **HRI Minors** Clinics as below. |
| **2** | Navigate calendar to **select appropriate day**, according to Triage Nurse/ENP request and **ensuring for the correct site**. |
| **3** | Right click desired clinic appointment slot, select **Add New Appointment** |
| **4** | Click blue square next to **Appointment Type** and select **A&E Minors New** |
| **5** | Click blue square next to **Patient Name to open Patient Search window.** |
| **6** | Click **Reset** and enter **MRN to search for the patient** |
| **7** | **Click patient name** to highlight, click **Add Encounter** and **Yes** to **Waiting List Encounter**. |
| **8** | Select **Outpatient Referral List** from Conversation drop down menu |
| **9** | **Right click on list of episodes**, select **Add Episode,** click **OK** to **18 Week Wait Pathway** |
| **10** | **Double click episode** created (top of list with today’s date**), complete missing fields** in Referral window as below. **Referral received date is today’s date.** |
| **11** | Click **OK** and **OK** again. Click **Move**, then **Confirm**. Select **No** to **Send Letter to Print Services** and click **OK**. |
| **12** | Print appointment letter for patient if they would like one. |