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|  | **ED RECEPTION**  **Virtual Fracture Clinic (VFC) Appointments SOP**  **PLEASE NOTE**  **VFC must always be booked for the next available slot** (regardless of timescale clinician requests)  **VFC appt must be within 3 calendar days of the A&E attendance** (day of A&E attendance is Day 0)  **If no VFC available within 3 days, do not book VFC appointment.** See **VFC – No Slots available SOP.** |
| **1** | * Open **Schapptbook**, click on **Books,** double click **Bookshelf** and select **CHFT – T&O.** * Double click the **white T&O Virtual Fracture book** |
| **2** | * Navigate the calendar to find the **next available clinic slot,** from the following day onwards **– do not book into slots for the same day.** |
| **3** | * Right click on desired clinic appointment slot, select **Add New Appointment** |
| **4** | * Click blue square next to **Appointment Type** and select **T&O Virtual Trauma New** |
| **5** | * Click blue square next to **Location** and select **HRI Main Out** |
| **6** | * Click blue square next to **Patient Name** to open **Patient Search window.** * Click **Reset** and enter the **MRN** to search **for the patient** |
| **7** | * **Click patient name** to highlight it, click **Add Encounter** * Select **Yes** when asked if it is a **Waiting List Encounter**. * Select **Outpatient Referral List** from **Conversation** drop down menu |
| **8** | * Right click anywhere on the list of episodes that appear and select **Add Episode** * Click **OK** to **18 Week Wait Pathway** when prompted. |
| **9** | **Double click on the episode you created** (top of list with today’s date on), complete missing fields in the Referral window as below. **Referral received date needs to be today’s date**. |
| **10** | * Click **OK** then **OK** again. * Click **Move**, then **Confirm**. Select **No for Send Letter to Print Services**, click **OK**. |