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|  | **ED RECEPTION - ENT Clinic Appointments SOP** |
| **1** | * Open **Schapptbook**, click on **Books,** double click **Bookshelf** and select **CHFT – ENT**
* Double click **red ENT Emergency book**
 |
| **2** | * Navigate calendar to find **next available slot/slot within requested timescale**
* **If no appointments within requested timescale,** book the next available then email ENTEmergency@cht.nhs.uk to escalate the appointment delay
* You must only use the **CRH Emergency New** or **ACR Emergency New** red clinic slots.
* Remember type of slot you have selected; you will need this when selecting Location.
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| **3** | * Right click on desired clinic appointment slot, select **Add New Appointment**
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| **4** | * Click blue square next to **Appointment Type** and select **ENT New**.
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| **5** | * Click blue square next to **Location** and select either **ENT CRH** or **Acre Mills.**
* **CRH clinic slot = ENT CRH Location**
* **ACR clinic slot = Acre Mills Location**
* Ensure you select the correct location for the type of clinic slot you have chosen.
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| **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
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| **8** | * Right click anywhere on the list of episodes that appear and select **Add Episode**
* Click **OK** to **18 Week Wait Pathway** when prompted.
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| **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, OK, Move**, **Confirm**. Select **No for Send Letter to Print Services**, click **OK**.
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| **11** | * **Print an appointment letter** for patient. If patient is not present in department, post the letter or telephone patient to confirm appointment details.
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