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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](mailto: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. |
| **3** | * Right click on desired clinic appointment slot, select **Add New Appointment** |
| **4** | * Click blue square next to **Appointment Type** and select **ENT New**. |
| **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. |
| **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, OK, Move**, **Confirm**. Select **No for Send Letter to Print Services**, click **OK**. |
| **11** | * **Print an appointment letter** for patient. If patient is not present in department, post the letter or telephone patient to confirm appointment details. |