



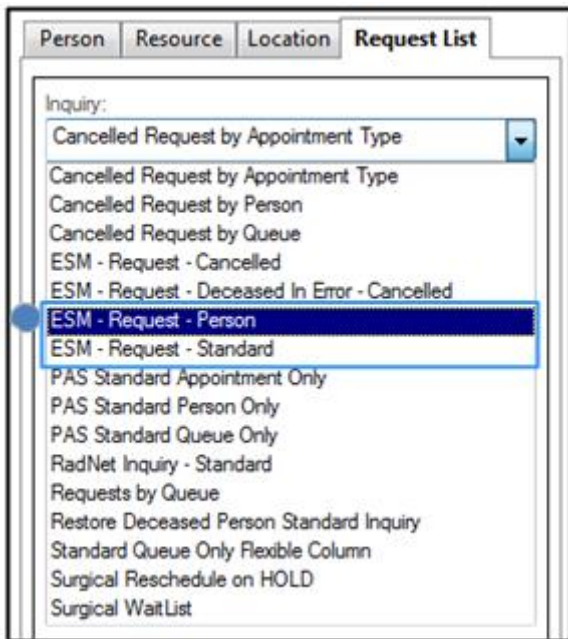
ESM – Actioning a request list cancellation

Note: Cancelling a request from a request list should be undertaken if a patient no longer requires an appointment. Once a request is removed, they will no longer appear on the list.

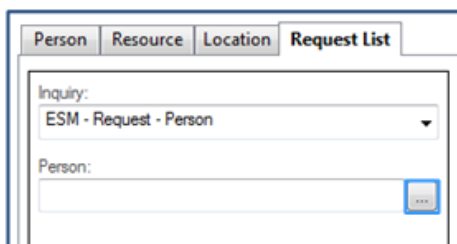
1. Click the *appointment inquiry* icon within ESM.



- The *appointment inquiry window* will open and will default to the *resource* tab.
- Click the *request list* tab.
- Click on the drop-down beside the *inquiry* window and select *ESM – request – person*. This will default the search to a patient request list search. You can also search for a record across the entire department by selecting the *ESM – request – standard* and selecting your *request list*.



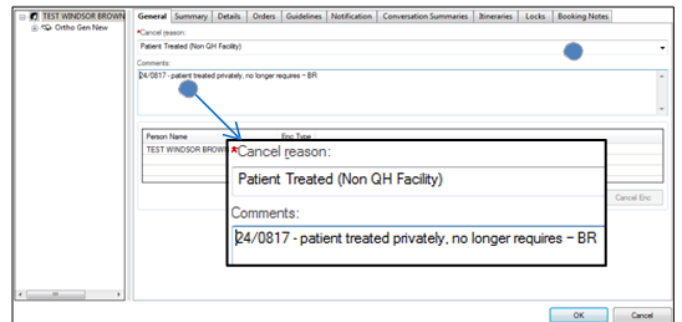
- Select the *ellipsis* to search for the patient.
- Enter patient details, select *search*. Select the correct patient from the list, ensuring the THHS record is selected, click *OK*.



- The *request* for the patient will populate. The *request* status can show *complete* (also *scheduled*), *pending* (on waitlist for appointment) or *cancelled* (been cancelled). You can only cancel requests in a *pending* status.
- Highlight the *request* you intend to cancel. Right click and select *cancel*.

Request State	Wait List Name	Category	Public / Private	Appointment Type	Ambulatory Location
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Pending	Orthopaedics General New -			en New	LCCH 1B ORTP
Pending	Orthopaedics General New -			en New	LCCH 1B ORTP

- Select a *cancel reason* for the drop-down list and enter *action comments* (e.g. 24/0817 – BR - patient treated privately, no longer requires), *OK*.



- Go to the *notification tab* select appropriate *letter* move with blue arrow and click *ok*
- The *request status* will now appear as *cancelled* for the record.

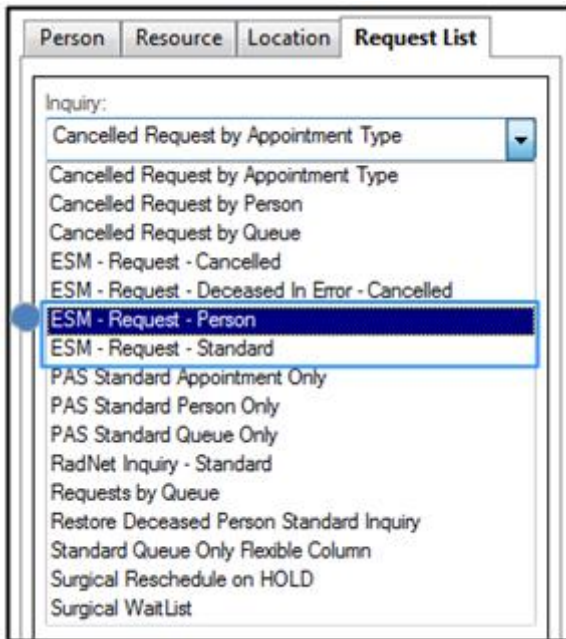
Request State	Wait List Name	Category	Public / Private	Appointment Type	Ambulatory Location
Cancelled	Orthopaedics General New - LCCH	2	Public	Ortho Gen New	LCCH 1B ORTP
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS

Search for Cancelled Request – by person search

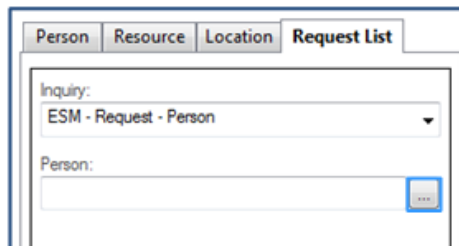
- Click the *appointment inquiry* icon within ESM.



- The *appointment inquiry window* will open and will default to the *resource* tab.
- Click the *request list* tab.
- Click on the drop-down beside the *inquiry* window and select *ESM – request – person*.



5. Select the *ellipsis* to search for the patient.
6. Enter patient details, select *search*. Select the correct patient from the list, ensuring the THHS record is selected, click *OK*.



7. The *request status* displays the current status as *cancelled* for the record.

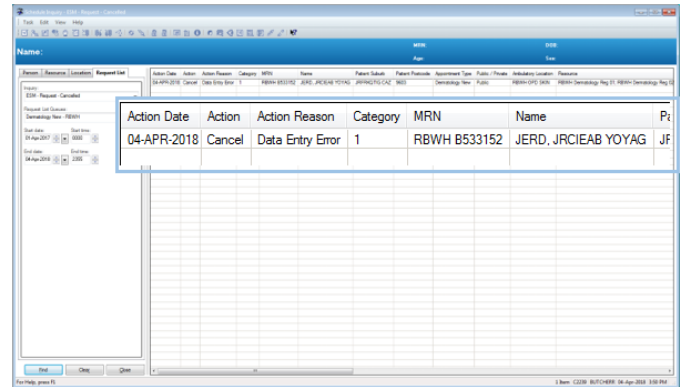
Request State	Wait List Name	Category	Public / Private	Appointment Type	Ambulatory Location
Cancelled	Orthopaedics General New - LCCH	2	Public	Ortho Gen New	LCCH 1B ORTP
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS

Search for Cancelled Request – by request list search

1. Click the *appointment inquiry* icon within ESM.



2. The *appointment inquiry window* will open and will default to the *resource* tab.
3. Click the *request list* tab.
4. Click on the drop-down beside the *inquiry* window and select *ESM – request – cancelled*.



5. The *action* displays the status as *cancel* for the record. NB the request **no longer appears** on the *ESM – Request – Standard* list

