

## PM Scheduling – Orthopaedic Request List

Request Lists are used to receive requests for appointments. They are a place to hold an appointment, until it can be scheduled. Requests for appointments may be placed on the Request List by two methods:

- An electronic Order for a future appointment placed from within PowerChart.

**Be Aware!** If a request is placed incorrectly for a particular appointment type, the appointment type cannot be changed within that request. The request (and Order, if applicable) must be cancelled and a new request placed.

### View an appointment on the Request List

- Click on the **Request List Inquiry** button on the toolbar. The **Schedule Inquiry** window appears.
- For Inquiry Type, select '**Queue – All Fields – CHW**'
- For Request List Queues, select '**Orthopaedic Request List**'
- Click on the **Find** button. A list of the appointments appear on the Request List.

The screenshot shows the 'Schedule Inquiry - Queue - All Fields - CHW' window. The 'Request List' pane on the left shows the 'Queue - All Fields - CHW' and 'Orthopaedic Request List' selected. The main table displays a list of appointments with the following columns: C, OC, Iso, Stat, Inp, Action, MRN, Person Name, DOB, Sex, Priority Score, Date of Refer, Earliest Date, Phone, and Mobile Phone. The table contains 24 rows of data, including appointments for patients like HOPPY, Gavin Kevin, CLINDOC, Ben, and various test appointments.

C	OC	Iso	Stat	Inp	Action	MRN	Person Name	DOB	Sex	Priority Score	Date of Refer	Earliest Date	Phone	Mobile Phone
					Book	1141609	HOPPY, Gavin Kevin	20/02/2004	M		13/09/2012 - 00:00	13/09/2012 - 00:00	0296151388	0431340179
					Book	1141609	CLINDOC, Ben	18/04/2006	F		10/09/2012 - 00:00	10/09/2012 - 00:00		
					Book	1141609	HOPPY, Gavin Kevin	20/02/2004	M		31/08/2012 - 00:00	31/08/2012 - 00:00	0296151388	0431340179
					Book	1140050	COLLYMORE, Dicyrah Alisha	05/03/2008	F		31/08/2012 - 00:00	05/09/2012 - 00:00	0401699626	0401699609
					Book	728348	MATI, Amanda	05/04/1999	F		31/08/2012 - 00:00	04/09/2012 - 00:00	0296771127	0413190827
					Book	1141616	TEST, James	16/09/2002	M		23/08/2012 - 00:00	23/08/2012 - 00:00	0297894123	041561561
					Book	1141620	FITZY, Tony	01/05/2008	M		23/08/2012 - 00:00	18/09/2012 - 00:00		
					Book	9999995	LOAD, Test 4	01/01/1999	F		17/08/2012 - 00:00	01/09/2012 - 00:00		
					Book	1141631	FITZY, Trevor Anakin	08/01/2008	M		17/08/2012 - 00:00	01/09/2013 - 00:00	0215648494	0104125469
					Book	1141609	HOPPY, Gavin Kevin	20/02/2004	M		13/08/2012 - 00:00	24/09/2012 - 00:00	0296151388	0431340179
					Book	1141609	HOPPY, Gavin Kevin	20/02/2004	M		13/08/2012 - 00:00	13/08/2012 - 00:00	0296151388	0431340179
					Book	1141608	HOPPY, Jimmy	26/06/2011	M		13/08/2012 - 00:00	13/08/2012 - 00:00	0284104141	0432818392
					Book	1141614	hoppy, Johnny	02/03/2012	M		13/08/2012 - 00:00	13/08/2012 - 00:00		
					Book	9999991	LOAD, Test 2	14/11/1998	F		13/08/2012 - 00:00	13/08/2012 - 00:00		
					Book	9999991	LOAD, Test 2	14/11/1998	F		13/08/2012 - 00:00	13/08/2012 - 00:00		
					Book	9999991	LOAD, Test 2	14/11/1998	F		13/08/2012 - 00:00	13/08/2012 - 00:00		
					Book	9999991	LOAD, Test 2	14/11/1998	F		13/08/2012 - 00:00	13/08/2012 - 00:00		
					Book	900000	YK, Bug	25/12/1999	M		13/08/2012 - 00:00	13/08/2012 - 00:00	98450000	
					Book	900000	YK, Bug	25/12/1999	M		13/08/2012 - 00:00	13/08/2012 - 00:00	98450000	
					Book	900001	YEAR, New	25/12/2005	M		13/08/2012 - 00:00	13/08/2012 - 00:00	98450000	
					Book	9999999	CERTEST, Monday	31/08/1984	F		10/08/2012 - 00:00	10/08/2012 - 00:00	97771392	
					Book	9999998	TEST, Resident One	27/01/2007	M		10/08/2012 - 00:00	10/08/2012 - 00:00	9876543	
					Book	9999997	TEST, Peter	01/01/2005	M		08/08/2012 - 00:00	08/08/2012 - 00:00		0412456123
					Book	9999997	TEST, Peter	01/01/2005	M		08/08/2012 - 00:00	08/08/2012 - 00:00		0412456123

**Tip:** The order of columns displayed can be customised. Right click on the column headings and choose '**Preferences**'. Visible columns are displayed in the right pane. Highlight a column name and click Move to get rid of it to the left pane, or the up/down arrows to shift the order. Columns near the top are visible without scrolling when the Inquiry runs.

Relevant columns for the Orthopaedic Request list are:

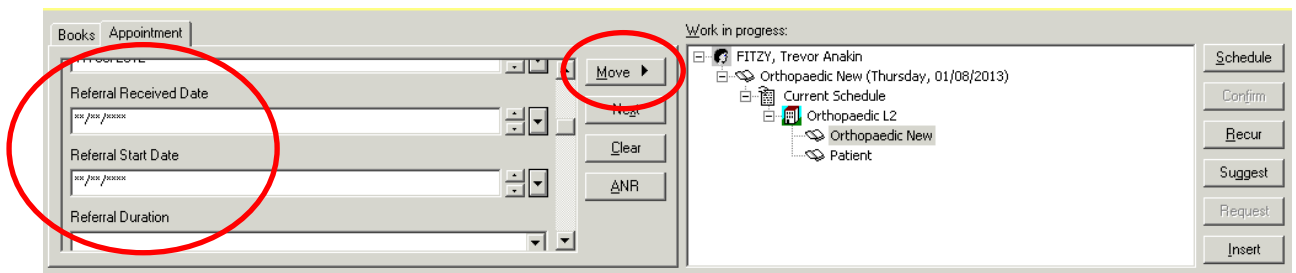
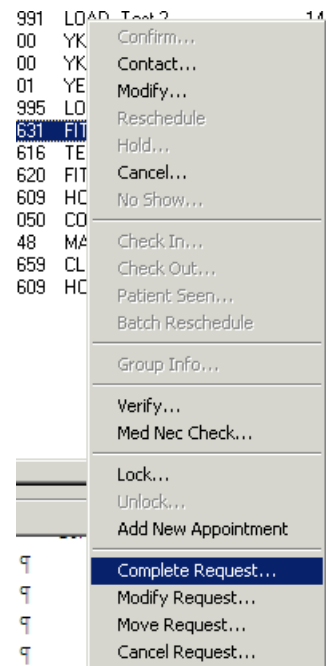
- **Patient demographics** (name, MRN, DOB, Sex, Phone Numbers)
- **Earliest Date** (the date for which the appointment has been requested – this is fed through from PowerChart)
- **Appointment Type** (this is set when chosen in PowerChart, and cannot be changed without creating a new appointment).
- **Special Instructions** (the name of the doctor the appointment should be booked with)

- **Orders** (the order type sent from PowerChart)

**Tip:** Left click column headings to sort by that column.

### Schedule a Patient from the Request List

- Right click the patient on the Request List, and select **Complete Request**.
- You will be taken to the Appointment Book, with the patient appointment details in the Work in Progress.
- The calendar on the book should jump through to the Earliest Date, but can be altered (you may need to override the system warning).
- *Skip this step if the patient will not be bulk billed under Medicare.* If billing information needs to be entered, complete the appropriate fields in the Appointment section, and then click Move to update this new information into Work in Progress.
- Schedule the patient as usual using your preferred method (Schedule button, Suggest button, or drag & drop).
- Confirm the appointment as usual.



### Cancel the Scheduling Request

- To cancel the request, right-click on the request in the Request List and select **Cancel Request**
- The Cancel Dialog box appears.
- On the General tab, Click in the **Cancel Reason** field and select a reason from the drop-down list.
- If your appointment type has associated PowerChart Orders, you will have to cancel the Order as well as the Request. Click on the **Orders** tab and in the **Cancel Reason** field select a reason from the drop-down list.
- Click on **OK**. The Scheduling Request will be removed from the queue and any associated orders will be cancelled with the status updated in PowerChart.

