

## Scheduling Appointments for Patients without MRNs

### Identifying Patients in Patient Management

When searching in Patient Management, search results can potentially display existing patients, parents, carers and other people connected to patients. Patients are identified as those who have received treatment at the Children's Hospital at Westmead (CHW) on previous occasions (generating a list of encounters) and have been registered with a medical record number (MRN). In addition, there will be instances of patients who have been added into the system by Pathology and have not yet been allocated a CHW MRN. These patients will not have any CHW encounters and care must be taken not to confuse them with non-patients.

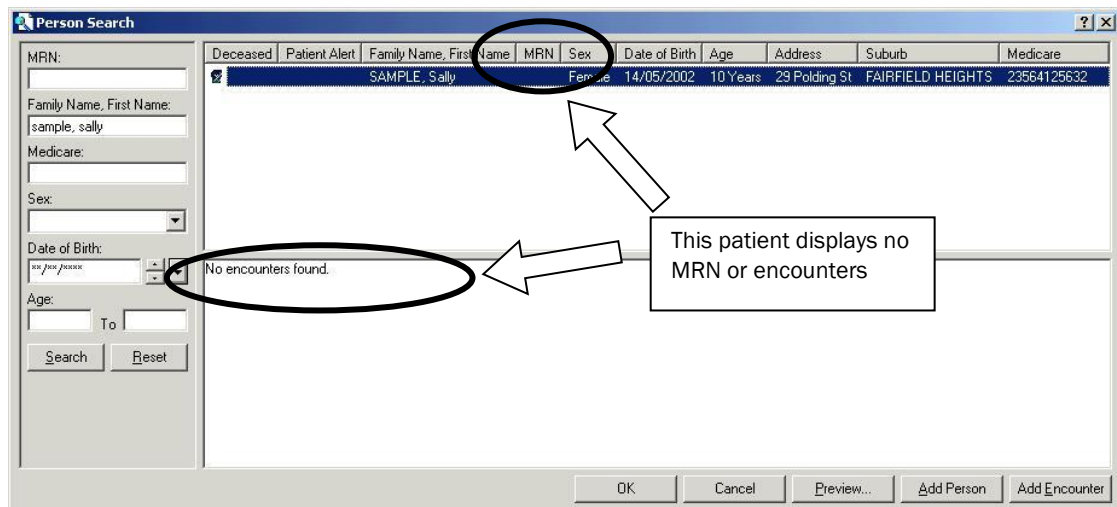
If a patient's details are found after a search in Patient Management, but an MRN and list of encounters is not displayed, you are able to add an encounter. Adding an encounter will also allocate an MRN for the patient.

**Information:** For further information on searching, please refer to the quickstart: "Searching for a person in Patient Management".

### How to Schedule Appointments for Patients without MRNs

Within the Outpatients Department, it is required that the patient MRN is available prior to check-in.

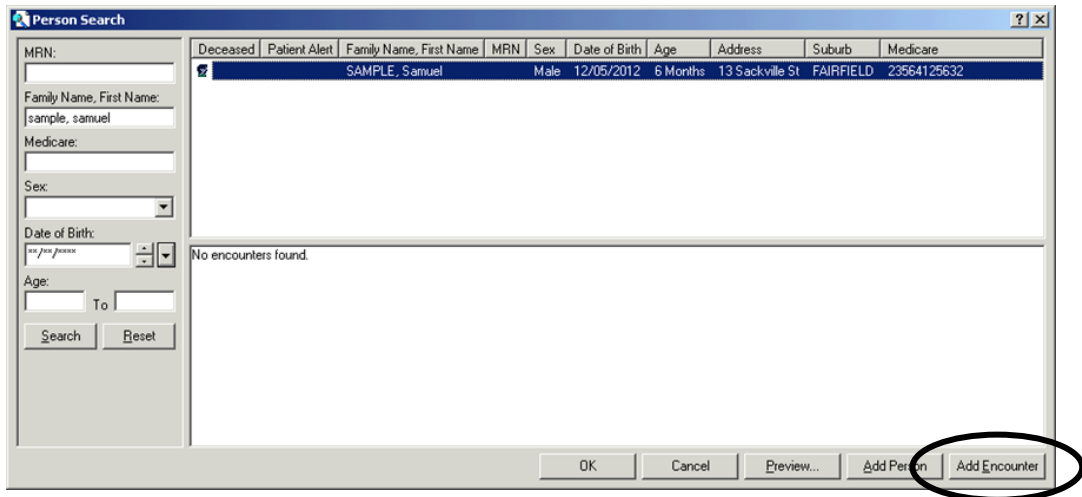
During the process of searching for a patient to be scheduled into an appointment, if the patient you wish to schedule is found and displays no MRN or encounters, you must carry out the following procedure. Note that it will require **cancelling** from the Person Search window and clicking on the 'rocket icon' (**Launches PM Launch**) to find the patient and add the encounter.



**Warning!** At this point, if you are sure you have found the correct patient, be careful of the following:

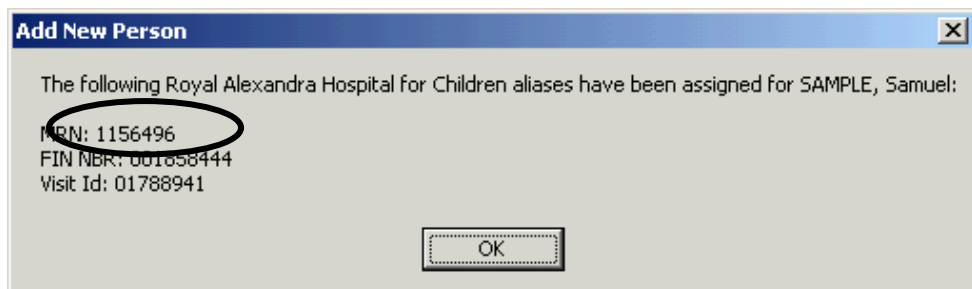
1. Clicking **Add Encounter** for patients without MRNs will result in an error message.
2. Clicking **OK**, will allow you to proceed with the appointment, however the patient **WILL NOT HAVE AN MRN** until the appointment is checked in.

- Click **Cancel** to close the search screen.
- Click on the 'rocket' (**Launches PMLaunch**) icon located on the Scheduling toolbar.
- The **Person Search** window is displayed. Enter the patient's surname and first name in the **Family Name, First Name** field and click **Search**. Again, search results will display patient details without an MRN and encounters.



- Click **Add Encounter**.
- The **Add New Person** window will be displayed.

- Complete the required fields in the top half and Demographic tab of the **Add New Person** window.
- Click **OK**.
- A confirmation message will appear, displaying the CHW MRN that has now been allocated to the patient.



- Make a note of the MRN and click **OK**.

- Search for the patient in Scheduling using the MRN noted from the previous step.

The screenshot shows a software window with two tabs: "Books" and "Appointment". The "Appointment" tab is selected. The window contains three input fields with the following values:

- \*Appointment Type:** Asthma Education
- \*Appointment Location:** Dept of Res Med
- \*Person Name:** SAMPLE, Samuel

To the right of the input fields are three buttons: "Move", "Next", and "Clear".

- Continue with scheduling an appointment for the patient as per current procedure.