DEALING WITH PATIENTS WHO HAVE AN APPOINTMENT BOOKED INTO THE APPOINTMENT BOOK.

Staff should carry out a risk assessment for patients who have an appointment already scheduled.

If it is deemed the patient is to be video called or telephone called the appt is **not** cancelled but edited.

If the appointment will not be carried out, either face to face or via telephone or video call the appointment should be cancelled choosing the cancellation reason of *cancelled by clinician* or *cancelled by patient/carer*.

CHANGING A BOOKED APPOINTMENT TO A VIDEO APPOINTMENT

<table>
<thead>
<tr>
<th>Time</th>
<th>Description / Patient Name</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>08:30</td>
<td>MOUSE, Fireman (Master)</td>
<td>Return</td>
</tr>
</tbody>
</table>

Right click on the appointment you want to convert to a video appointment and choose Slot Properties. This will open the slot properties window.

On the **booking Info** page delete the slot reason (in this case return) and type V and this will give you the options shown below. Select Video Call from this list and click ok.
No Changes to the general info page should be made. You are not changing the slot type, only the reason to show that the appointment will now be carried out via video call.

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<td>video Call</td>
</tr>
<tr>
<td>09:00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You should then send out a letter as detailed below. To create the letter from an already booked appointment you can right click on the appointment and select Print Letter. Alternatively you can create the letter from the Care Record.
BOOKING A NEW APPOINTMENT

For new appointments a risk assessment should be carried out **before** the appointment is booked.

The appointment should then be booked as normal, with the exception of the use of Video Call as the **Reason**

You can select the letter template here to create directly, or you can create the latter in the care record after the appointment has been booked.

![Booking Slot Image]

HOW PATIENTS ENTER THE WAITING ROOMS – PATIENT LETTERS

There are a number of EMIS patient letters also available on EMISWEB.

Within each letter there is a QR code allowing the patient to scan it on their phone to automatically enter the waiting areas and or they can type in the web link.

CREATING A LETTER FROM THE APPOINTMENT BOOK

SCS Video Appt process V2

Last Updated: 31/03/20
You can use the book and print option (or right click and print letter if the appointment has already been created). Meaning you create the letter and the appointment at the same time.

Reason: Video Call
Booking notes:
Slot type: Return
Letter/slip (optional): Video Appointment Letter Parent/Carer (SCS Glasgow)
Mobile number: 07972524587
Email address:

Use the spyglass to search for the letter you want and then choose book and print.

In the print window select your printer. **Ensure you tick the box that says “save in patient record”** then click Ok.
CREATING A LETTER FROM THE CARE RECORD

From the care record you can select Add → Document → Create Letter within consultations (or just add → create letter if you are in the document tab)

If creating a letter from the care record you must type the date and time of the appointment in the body of the letter. If you create the letter from the appointment book the appointment details will be added to the letter automatically.

LIST OF LETTERS

The letters that are available are as followings

Please search for VIDEO then the waiting room you have access to and want your patient to appear in e.g. Glasgow City
Find Document Templates

Find document template or use the hierarchy to browse

Video glasgow

Video Appointment Letter Parent/Carer... ❌
Video Appointment Letter +16 (SCS Glas... ❌

GLASGOW WAITING AREA

Glasgow City Generic

Video Appointment Letter +16 (SCS Glasgow City) Generic
Video Appointment Letter Parent/Carer (SCS Glasgow City) Generic

INVERCLYDE WAITING AREA – Inverclyde have more as there are the pilot team for Attend Anywhere

video inverclyde

A Inverclyde CAMHS Video Appointment Letter +16
B Video Appointment Letter +16 (SCS Inverclyde) Generic
C SCP Inverclyde Video Appointment Letter Parent Carer
D SCP Inverclyde Video Appointment Letter +16
E Inverclyde CAMHS Video Appointment Letter Parent Carer
F Video Appointment Letter Parent/Carer (SCS Inverclyde) Generic

CLEFT WAITING AREA

Find document template or use the hierarchy to browse

video cleft

A SCP Cleft and Craniofacial Video Appointment Letter Parent Carer
B SCP Cleft and Craniofacial Video Appointment Letter 16+

HOSTED AREA

video hosted

Video Appointment Letter Parent/Carer (SCS Hosted Services) Generic ❌
Video Appointment Letter +16 (SCS Hosted Services) Generic ❌

RENFREWSHIRE AREA

SCS Video Appt process V2
Page 6 of 7
Last Updated: 31/03/20
ROYAL HOSPITAL FOR CHILDRENS – Note search for Video RHC

WEST DUN WAITING AREA - West Dunbartonshire Areas have more letters as they are using Attend Anywhere already