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EMIS: Management of DNA and Cancelled Contacts

LCO Community Health Services



Cancelling Patient Appointments

Where a patient appointment needs to be cancelled from the daily diary/clinic

appointment, this can be done from the appointment book.

To cancel an appointment, select the appropriate appointment in the daily diary/ clinic appointment book. Next, right click and select the **Cancel appointment** option from the list provided.

Health Visiting Daily Diary (08:00-18:00) Levenshulme							
	Time	Description / Patient Name					
!	08:00	XXTRAINING PA	Real and attingt Ctal. Entry				
	08:15	Visit	Book new patient Ctri+Enter				
	08:30	Visit	Book follow up				
	08:45	Visit	Book unregistered patient				
	09:00	Visit	Squeeze in				
	09:15	Visit	Cancel appointment				



On the next screen, please indicate the reason for the appointment being cancelled and by whom i.e., Service / Patient.

Where appropriate to send a cancellation letter confirming this, please click in the print cancellation letter. Next click on the Cancel appointment option.

Cancer Appointments			^		
* Reason for canceling appointment					
Cancelled for Non-clinical Reasons		~			
* Appointment cancelled by					
		~			
Appointment cancelled or postponed by the Health Care Provider Appointment cancelled by, or on behalf of, the PATIENT					
Print cancellation letter					
	Cancel Appointment	Keep Appointment			



On the next screen, you will be given the options above. Please choose the most appropriate option, then click **OK**.

The appointment will then be removed and will no longer be visible within the daily diary/ clinic appointment book.

A record of the cancellation of the visit and the reasons specified for this, will be recorded in the diary section of the patient's record on EMIS.

Where appropriate a **failed encounter template** should be completed, taking safeguarding principles into account.

Recording DNA, CNA & No Access Visits in EPR

The Appointment Book within EMIS will not link DNA/CNA activity to a patient EMIS EPR. All cancellations of this nature need to be inputted by staff on the clinical record to show this activity.

To record a DNA/CNA or No Access Visit the practitioner must first change the slot status to - **visited but patient not seen**. This can be accessed by highlighting the

appointment in the appointment book and right clicking or short cutting by pressing **N**.

٢	09:00	Visit	-		7											
٢	09:15	Visit		Book new patient Ctri+Enter												
1	09:30	XXTRAINING PATIENTXX, Mcr (Mr)		Book follow up				27-Jan-20								
٩	09:45	Visit		Book unregistered patient												
٩	10:00	Visit		Squeeze in												
٢	10:15	Visit		Cancel appointment												
٩	10:30	Visit		Add commont after this slot	Add commont after this slot											
٢	10:45	Visit											View Medical Record M			
٢	11:00	Visit														
٩	11:15	Visit		Print Letter												
٩	11:30	Visit		Linange slot status		Visited and patient	seen	V	_							
٢	11:45	Visit		Slot actions	1	visited but patient	not in	N								

The contact in the diary page will strike through.

ø	Bealth Visiting Daily Diary (08:00-18:00)									
Le	Levenshulme									
	Time	Description / Patient Name	Reason	Slot Notes	Booking Notes	Last Appointment	Date of Birth			
٢	08:00	Visit								
٩	08:15	Visit								
٢	08:30	Visit								
٩	08:45	Visit								
٢	09:00	Visit								
٢	09:15	Visit								
	09:30	XXTRAINING PATIENTXX, Mcr (Mr)				27 Jan 2023 13:30	13 Jan 2019			

If you are using EMIS Mobile – please refer to the EMIS Mobile Handbook for further guidance on actualising a contact and adding a consultation.



To update the Care Record, navigate to the **consultations** page within the patient record.



On the next screen, click on the main **Add** icon or the small drop down arrow (under the word Add) and select **MFT Consultation**.

On the Consultation Properties page please change date and time fields to reflect the date and time of the planned contact and change the consultation type to:

"Did Not Attend" for DNA contacts/ No Access Visits "Other note" for CNA/Cancelled contacts.

5	×					
27-Jan-2023 🗰 14:00						
O External Organisation						
WEBB, Sarah (HealthVisiting) 🗸 🔎						
Manchester University NHS Foundation Trust 🗸 🔎	_					
Other note 🗸	1					
S						
Store as default for this session						
OK Cancel						
	27-Jan-2023 III 14 III Contrained Organization VetBill, Sariah (HealthVisting) VetBill, Sariah (HealthVisting) VetBill, Sariah (HealthVisting) Other note This session Other Contrained Other Co					

Click OK.

From the quick launch menu Unsuccessful Contact (Failed encounter)

Select the most appropriate option from the options provided (Visit/ Clinic/ Telephone).

Add any additional information into the text box.

(MFT) Failed Encounter Non RTT Adults v3					
Template Entry					
(MFT) Failed Encounter					
Failed Encounter Visit					
Failed encounter	Text No access visit				
Faled encounter - practitioner access denied	Text				
Faled encounter - message left on answer machine	Text				
Faled encounter - message left with household member	Text				
Other failed encounter	Text Could not attend				
Additional Details:					
Failed Encounter - Clinic					
Did not attend - no reason	Text				
Did not attend - reason given	Text				
Patient too late	Text				
Additional Details:					
Failed Encounter -Telephone Const	ultation				
Failed telephone encounter					
Additional Details:					

If you want to "spell check," your entry before saving, please click on the **Spell check** icon on the blue icon bar.

-				
L		ABC ABC		
L	Sa	ve Cancel Spell		
L	Temp	plate emplate check		
		Template		
	Task	a - 153 (41)		
-	Þ	New priority Workflow Items received - Ta	asks	
	₹•	Active * XXTRAINING PATIENTXX	X, Mcr (Mr) Born 13-Jan-2019 (4у 2m) Gender Male NHS No. 111 111 1111 Usual GP SMП	н,
5		(MFT) Failed Encounter Non RTT Ad	dults v3	
		Template Entry		-
		(MFT) Failed Encounter		
		Failed Encounter Visit		_
		Failed encounter	rains closed. No signs of activity at time at patient's home at time of attempted visit. Contact attempted via telephone using number on patient record. No reply obtained.	ŋ.
		Faled encounter - practitioner access denied	Text	j
dates 1	_	Faled encounter - message left on answer machine	Text]
	data	Faled encounter - message left with household member	Text]
Ľ	5	Other failed encounter	Text Could not attend	1
	(No sha	Additional Details:	Hessage left on patient's mobile. Further contact to be attempted to rearrange visit.	
111	τ			

Once you have completed your entry and are ready to save, please click the **Save** button. On the next screen, you have a further opportunity to complete a Spell check of the entry, if you do not need to complete this, please click on the **Save** button again.

Sav	Next roblem	Cancel Confide Sharing	ntiality Visibility		8-Mar-2023 12:11 VEBB, Sarah (Hea fome visit note fanchester Univer	1 althVisiting) rsity NHS Foundation	ion Trust	Run Template	Book Appointment	Create Task	Medication Regime Review	Spell check	Print	Configure	Informa	(The second seco			
-	Consul	tation	Patient F	a_	Date/Cor	nsulter/Place				Actions			Print	SetUp	5	iearch			
Tass	<u>s</u> - 153 (41)																		
•	New priority	Workflo	w Items received -	Tasks															
Ξ,	Active &	XXTR	AINING PATIENT	XX, Mar (Mr)					13-J	nn-2019 (4y	2m)		Male		111 111	1111		SMITH,
*	MFT Consult	ation	1. <no proble<="" th=""><th>em> 😳</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></no>	em> 😳															
	<u>C</u> omment		Additional																×
	Document Alleray	,	 I Template ((MFT) F 	entry ailed Encou	unter														
			Comment																×
	 Field Encounter Visit Field Encounter Visit occess visit: Visited patient's home as planned. No access obtained. Curtains closed. No signs of activity at time at patient's home at time of attempted visit. Contact attempted visit while/phone using number on patient record. No regly obtained. Additional Underlah: Nessage if on patient's models. Further contact to be attempted or currange visit. 						visit.												
data.)																			

On the patient episodes screen, select the **appropriate referral for your service** and then click **OK**.

	Select Patient Episode	
	🚰 Active episodes	^
	– 🔚 Initial Assessment Booked on TLCO Comm Neuro Rehab Stroke - (18-Mar-2023) Referral to stroke rehabilitation servic	
	Assessment Booked on (AUD) Audiology - (U9-Mar-2023) Unid referral for audiology-test	
	Tellow-up Booked on HV - Anne Szakaley - (08-Mar-2022) A&E attendance-test	
	Tellow-up Booked on HV - Katie Johnston - (26-Jan-2022) Referral to health visitor	
	- 🔚 Assessment Booked on (SHS) Abbey Hey Primary Academy - (03-Mar-2020) Other referral-test	
ł	Ended episodes	~
	< >	
	OK Cancel	

Complete the grey properties section in the usual way, ensuring the **Episode**, **Contact**, **Duration** and **Subject fields** are correct.

Add Care Contact						
XXTRAINING	PATIENTXX, Mcr (Mr) Born 13-Jan-2019 (4y 2m) NHS No. 111 111 1111					
Episode	Stroke on Neurology (TLCO Comm Neuro Rehab Stroke)					
Contact	🔿 Initial 🔘 Follow up					
Duration	Minutes					
* Subject	Patient Proxy					
	ОК					

Click OK.

Complete any relevant sections in the finished with outcomes and click **finished with outcomes**.

Select an	Outcome	
Patient I	lame:	XXTRAINING PATIENTXX, Mcr (Mr)
Episode:		Initial Assessment Booked on TLCO Comm Neuro Rehab Stroke - (18-Mar-2023) Referral to stroke rehabilitation ser
	ctions: Add Dat Book Tri Book Tri Book Tri Rebook Cancel A Move To Discharg Discharg	a Astrant Accountment Ascantrant Scholar Canada Uratin Canada Uratin Canada Uratin Canada Uratin Canada Uratin Li Avantari Dicklarae Li Avantari Dicklarae
Comm 2 8 2 8 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	tion Actio Create L Change Assign Change Add Epis Add Epis Add Epis Add Epis Send Le Routine Urgent Emerger	en en L'Ennode Dar Date Senta M'Annancent Bohad Inte M'Annancent Bohad Inte Et
		Finished with outcomes

Change Follow-up Waiting Due Date							
Due Date	28-Jan-2023						
O Due Week Number							
O Due Weeks Time							
	OK Cancel						

If you are not booking the next contact at this point, but will be visiting the patient again, please change the date in the **due date** field to the approximate date you plan to complete your next contact. Then click **OK**.

Next click Finished with outcomes.

The consultation will then save into the EPR and can be viewed via the care record – consultations tab.



Where the contact is recorded as a DNA, please follow the trust's "Missed Appointments Policy" and associated Safeguarding processes and procedures.

Created by

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