

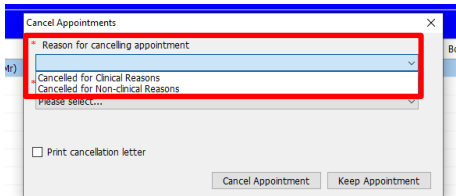
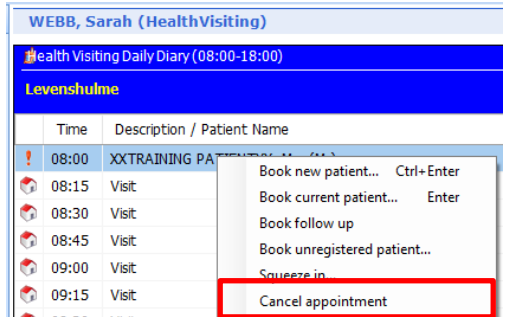
# **EMIS: Management of DNA and Cancelled Contacts**

## **LCO Community Health Services**

## Canceling Patient Appointments

Where a patient appointment needs to be cancelled from the daily diary/clinic appointment book, this can be done from the appointment book.

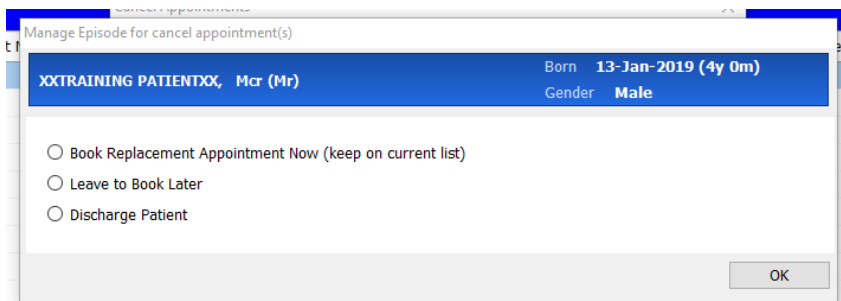
To cancel an appointment, select the appropriate appointment in the daily diary/ clinic appointment book. Next, right click and select the **Cancel appointment** option from the list provided.



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.





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.

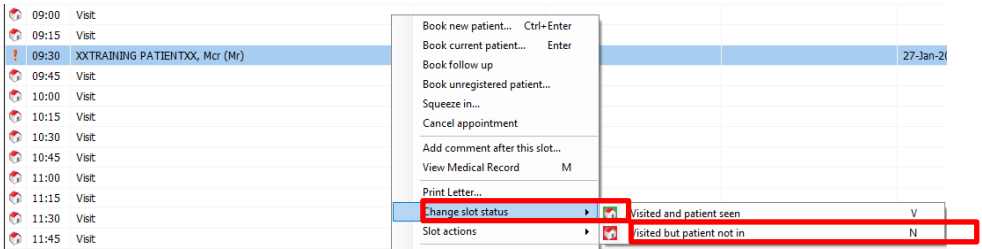
Where appropriate a **failed encounter template** should be completed, taking safeguarding principles into account.

### **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

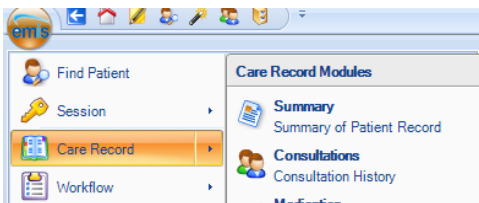
appointment in the appointment book and right clicking or short cutting by pressing N.



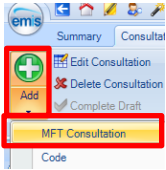
The contact in the diary page will strike through.

Time	Description / Patient Name	Reason	Slot Notes	Booking Notes	Last Appointment	Date of Birth
08:00	Visit					
08:15	Visit					
08:30	Visit					
08:45	Visit					
09:00	Visit					
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.



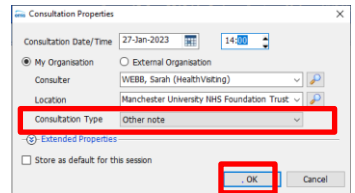
To update the Care Record, navigate to the **consultations** page within the patient record.



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.



Click **OK**.

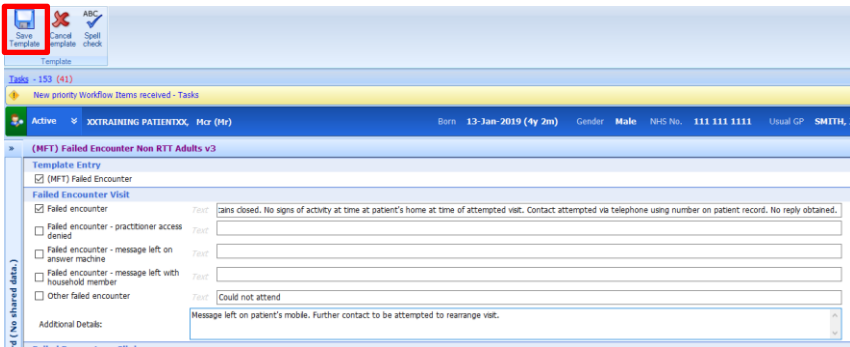
From the quick launch menu Unsuccessful Contact (Failed encounter)

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

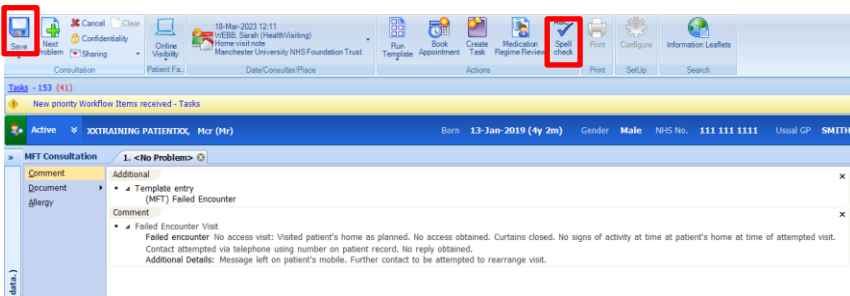
(MFT) Failed Encounter Non RTT Adults v3		
Template Entry		
<input checked="" type="checkbox"/> (MFT) Failed Encounter		
<b>Failed Encounter Visit</b>		
<input type="checkbox"/> Failed encounter	Text	No access visit
<input type="checkbox"/> Failed encounter - practitioner access denied	Text	
<input type="checkbox"/> Failed encounter - message left on answer machine	Text	
<input type="checkbox"/> Failed encounter - message left with household member	Text	
<input type="checkbox"/> Other failed encounter	Text	Could not attend
Additional Details:		
<input type="text"/>		
<b>Failed Encounter - Clinic</b>		
<input type="checkbox"/> Did not attend - no reason	Text	
<input type="checkbox"/> Did not attend - reason given	Text	
<input type="checkbox"/> Patient too late	Text	
Additional Details:		
<input type="text"/>		
<b>Failed Encounter - Telephone Consultation</b>		
Failed telephone encounter		
<input type="text"/>		
Additional Details:		
<input type="text"/>		

Add any additional information into the text box.

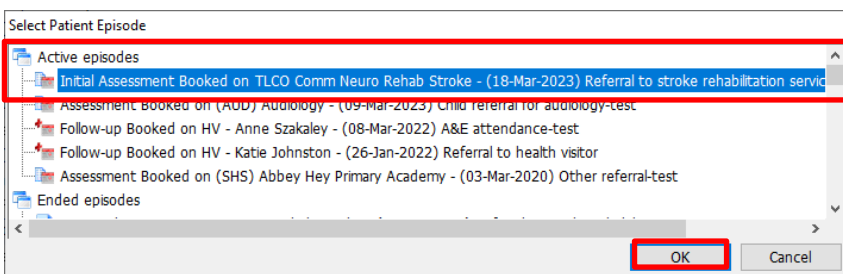
If you want to “spell check,” your entry before saving, please click on the **Spell check** icon on the blue icon bar.



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.



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



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

Add Care Contact

**XIXTRAINING PATIENTOX, Msc (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

**OK**

Click **OK**.

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

Select an Outcome

Patient Name: XIXTRAINING PATIENTOX, Msc (Mr)  
Episode: Initial Assessment Booked on TLCO Comm Neuro Rehab Stroke (18-Mar-2023) Referral to stroke rehabilitation ser...

**LIC Actions:**

- Add Data
- Book Treatment Appointment
- Book Treatment Schedule
- Rebook Assessment
- Cancel Appointment
- Move To Cancelled Waitlist
- Move To Initial Assessment Waitlist
- Discharge To Another Discharge
- Discharge To Discharged

**Common Actions:**

- Cancel Linked Episode
- Change Due Date
- Assign
- Change Service
- Add Episode Note
- Add Initial Assessment Booked Note
- Send Letter
- Routine
- Silent
- Emergency

**Finished with outcomes**

Change Follow-up Waiting Due Date

Due Date:

Due Week Number:

Due Weeks Time:

**OK** **Cancel**

If you are not booking the next Date 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.

Date	Consultation Text
18-Mar-2023 12:11	Home visit note (Manchester University NHS Foundation Trust) WEBB, Sarah (Health/Visitng)
Additional	<ul style="list-style-type: none"> <li>Template entry (MFT) Failed Encounter</li> </ul>
Comment	<ul style="list-style-type: none"> <li>Failed Encounter Visit</li> </ul> <p>Failed encounter No access 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 via telephone using number on patient record. No reply obtained.</p> <p>Additional Details: Message left on patient's mobile. Further contact to be attempted to rearrange visit.</p>

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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MTLCO**

**April 2023 V1**