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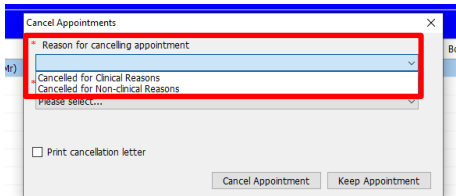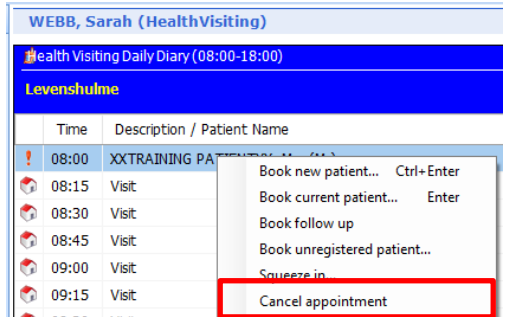
On the next screen, please indicate the reason for the appointment being cancelled and by whom i.e., Service / Patient.

Where appropriate to send a cancellation letter confirming this, please click in the print cancellation letter. Next click on the Cancel appointment option.
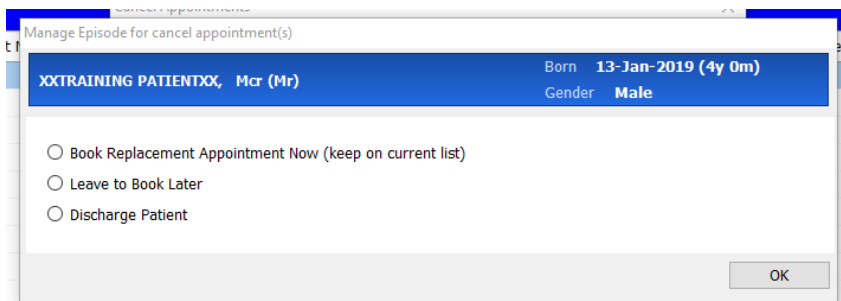
On the next screen, you will be given the options above. Please choose the most appropriate option, then click **OK**.

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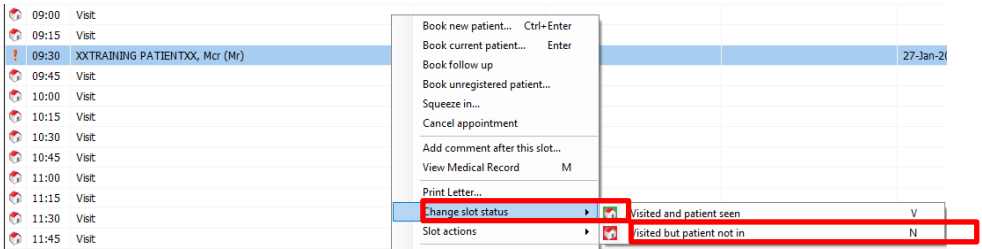
Where appropriate a **failed encounter template** should be completed, taking safeguarding principles into account.

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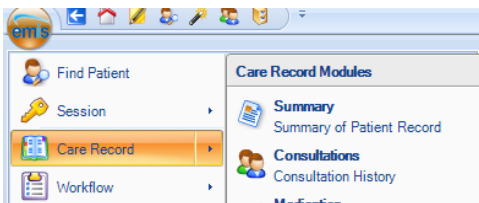
appointment in the appointment book and right clicking or short cutting by pressing **N**.

The contact in the diary page will strike through.

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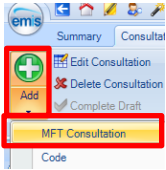
On the next screen, click on the main **Add** icon or the small drop down arrow (under the word Add) and select **MFT Consultation**.

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

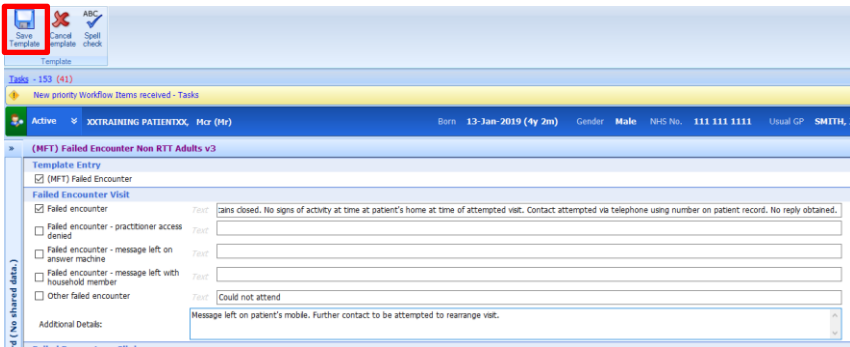"**Other note**" for CNA/Cancelled contacts.
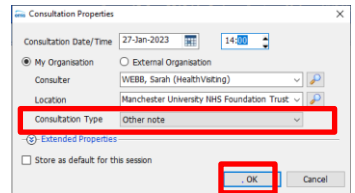
Click **OK**.

From the quick launch menu Unsuccessful Contact (Failed encounter)

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

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.
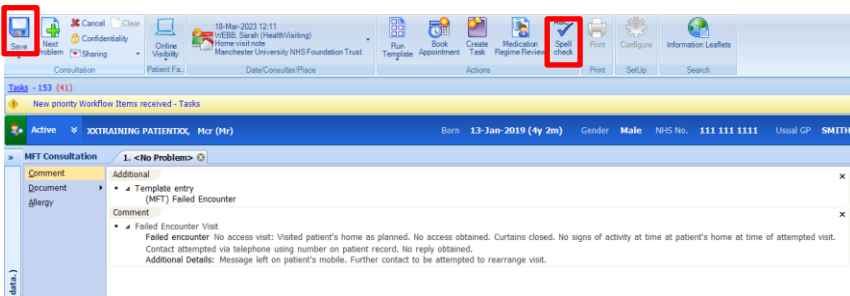
On the patient episodes screen, select the **appropriate referral for your service** and then click **OK**.
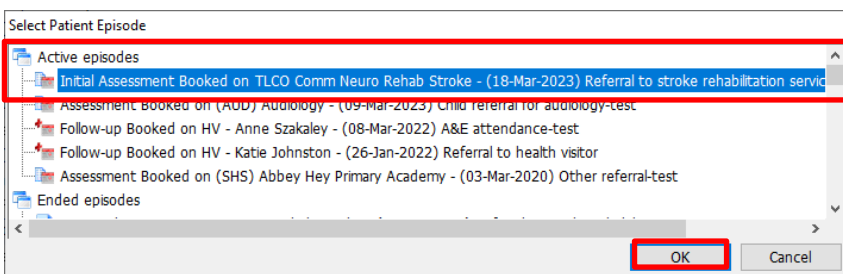
Complete the grey properties section in the usual way, ensuring the **Episode**, **Contact**, **Duration** and **Subject fields** are correct.

Click **OK**.

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

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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