

## ALL CLERKS

On occasion, a scheduled appointment may get linked to the wrong encounter preventing registration to be completed.

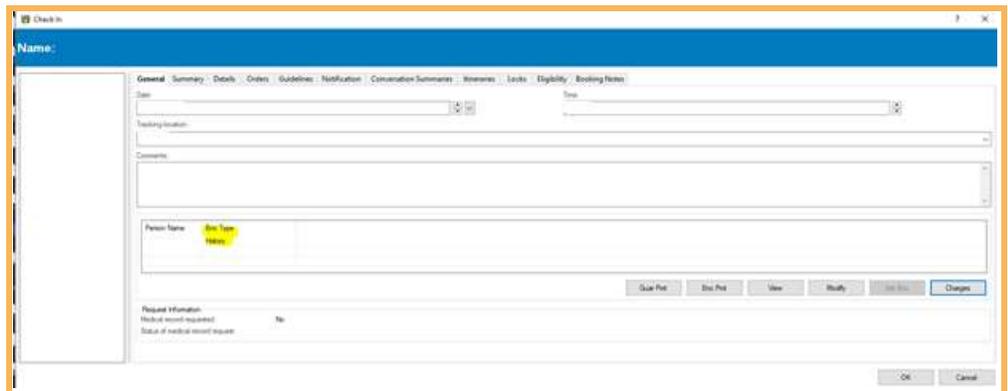
Error message example:

### OP Ambulatory Registration



The selected encounter has been discharged more than 12 hours. You cannot make changes to an encounter 12 hours post discharge. Please contact your supervisor.

On the check in page, if the encounter type is **HISTORY** or **OUTPATIENT/INPATIENT** registration will need to contact the originating department to reschedule the appointment correctly.

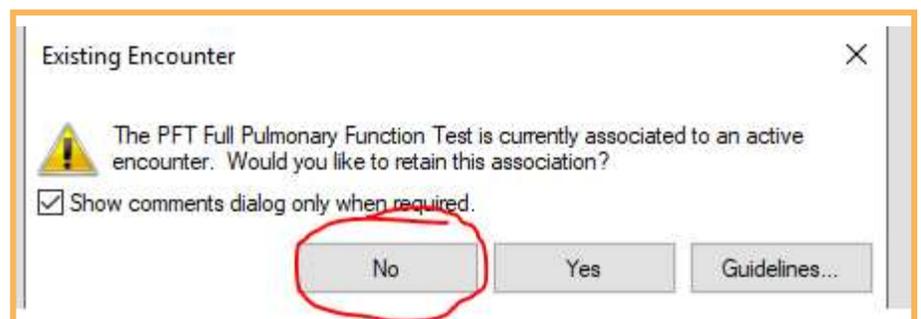


## Rescheduling Process

1. The patient will need to be rescheduled. When the patient is rescheduled, a pop up will appear.

Select **NO**.

This will detach the encounter and give you the opportunity to create one.





## WRONG ENCOUNTER ASSIGNED HOSPITAL INFORMATION SYSTEM (HIS)

- Schedule the patient in their same date and time.
- When the **Encounter Selection** window appears, be sure to click on **ADD ENC.**

FIN	Enc Type	Disch Date	Admit Type	Facility	Nurse Unit	Encounter Prsnl	Provider Name	Reg Date	Active Date
22-006557	Outpatient			SCS	SC GMRAC	Attending Physician	Test, IMO -> IMO	08/Nov/2024 - 12:36 PM	
22-006178	Outpatient		Elective	SCS	SC GMRAC	Attending Physician	Test, Doctor One	31/Oct/2024 - 2:52 PM	
22-006213	Outpatient		Elective	SCS	SC MHPHY	Attending Physician	Test, Doctor One	28/Oct/2024 - 9:00 AM	
22-005536	Service Interaction	07/Oct/2024 - 10:11 AM	Elective	SCS	SC NHEMO	Attending Physician	Lagrotteria, Danny D.	07/Oct/2024 - 10:11 AM	
22-005536	Recurring		Elective	SCS	SC NHEMO	Attending Physician	Lagrotteria, Danny D.	07/Oct/2024 - 10:05 AM	
22-004436	Outpatient		Elective	SCS	SC ORTHO	Attending Physician	Sacovich, Nathan Lee	20/Sep/2024 - 2:59 PM	
22-005254	Outpatient		Elective	SCS	SC PACECL	Attending Physician	Test, Doctor One	27/Sep/2024 - 12:40 PM	
22-005040	Outpatient		Elective	SCS	SC PACECL	Attending Physician	Mackett, Robert L., MD, BSc, FRCPC	23/Sep/2024 - 11:48 AM	
22-003329	Outpatient		Elective	SCS	SC HIJ	Attending Physician	Test, Cemer	12/Jul/2024 - 4:01 PM	
22-003099	Outpatient		Elective	SCS	SC GMRAC	Attending Physician	Jain, Ankur, MD	02/Jul/2024 - 10:41 AM	
22-000868	Telephone Visit	26/Apr/2024 - 12:15 AM		SCS	SC CLINU			24/Apr/2024 - 2:41 PM	
22-001628	Telephone Visit	26/Apr/2024 - 12:15 AM		SCS	SC CLINU			24/Apr/2024 - 2:33 PM	24/Apr/2024 - 2:33 PM
22-001627	Telephone Visit	26/Apr/2024 - 12:15 AM		SCS	SC CLINU			24/Apr/2024 - 2:23 PM	24/Apr/2024 - 2:23 PM
22-001626	Telephone Visit	26/Apr/2024 - 12:15 AM		SCS	SC CARD			24/Apr/2024 - 2:18 PM	24/Apr/2024 - 2:18 PM
22-001625	Telephone Visit	26/Apr/2024 - 12:15 AM		SCS	SC CARD			24/Apr/2024 - 2:14 PM	24/Apr/2024 - 2:14 PM

- Let **Registration** know when this is done so that they can register the patient.