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Overview

In Total Mobile visits will always display in time and date order; by default, the earliest scheduled visit of the day will display at the top of the Visit List. When the visit has been completed it will no longer display on the Visit List. There may be times when you need to see completed visits displayed either in the visits list or in the calendar area

Change the Visit View in an iPad

Amending the Visit display can only be done via the Visits screen

- Tap the **Visits** icon

- Tap the **Options** icon (bottom, right of Visits column)
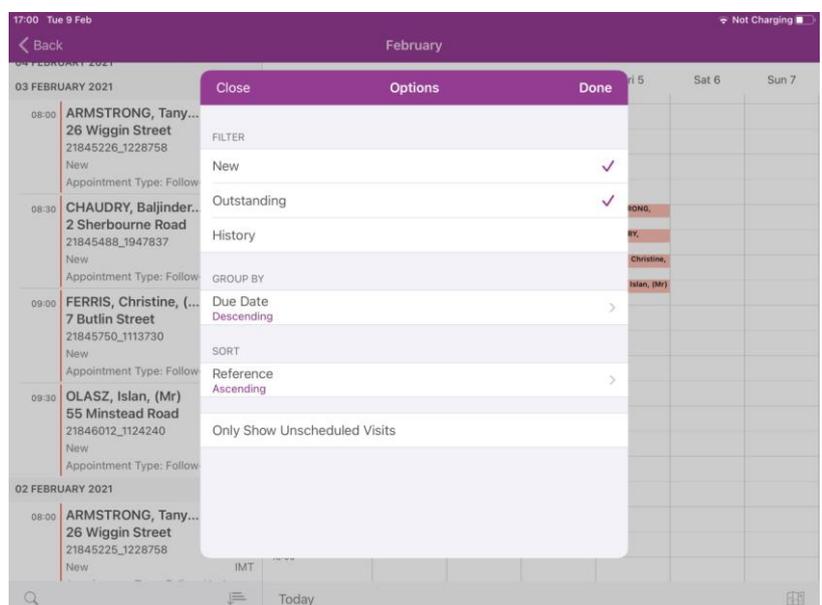
The **Options** screen will display

Filter

New: visits which have never been arrived

Outstanding: visits which have been arrived but not yet completed

History: visits which have been completed

By default New and Outstanding are ticked

- To view completed visits, tap **History**, a tick will now display

- Tap **Done** (top right)

Best Care Healthy Communities

The completed visits will now display in the Visits list in grey

To **hide completed visits**

- Tap the **Options** icon

- Tap to **remove** the tick against **History**

- Tap **Done**

Group By

By default, visits are grouped by **Due Date** and displayed in **Descending** order. This means visits for the same day are grouped together and are displayed with Todays visits at the top of the list.

It is not advised that **Group by** settings are changed

Sort

By default, visits are sorted by **Reference** and displayed in **Ascending** order. This means that visits for the same day are sorted to display in the same time order as they have been booked in RiO, the earliest appointment first.

It is not advised that **Sort** settings are changed

Show Only Unscheduled Visits

Most visits are booked in advance in RiO and are gathered by Total Mobile overnight. When the iPad has an internet connection and synchronises with RiO the following morning, these visits will display in the Visits list.

If a visit has been booked for you in RiO 'Today' it is known as an Unscheduled Visit in Total Mobile (some services call this 'emergent work'). If your iPad has an Internet signal, unscheduled visits will display in the Visit list in Total Mobile shortly after they have been booked in RiO.

- To view **ONLY** the unscheduled visits, tap **Only Show Unscheduled Visits**, a tick will now display

- Tap **Done** (top right)

Only the Unscheduled visits will now display in the Visits list

To **view all the visits again**

- Tap the **Options** icon

- Tap to **remove** the tick against **Only Show Unscheduled Visits**

- Tap **Done**

The Visits list will now display in full again

Change the Visit View on a Smart Phone

Amending the Visit display can only be done via the Visits screen

- Tap the **Visits** icon
- Tap the **Options** icon (top right)
- Tap **Change Sort**

The **Sort Options** screen will display

Filter

New: visits which have never been arrived

Outstanding: visits which have been arrived but not yet completed

History: visits which have been completed

Unscheduled: visits which have been booked 'Today'

By default, **New** and **Outstanding** are ticked

- To view completed visits, tap **History**, a tick will now display
- Tap the **confirm** icon a (top right)

The completed visits will now display in the Visits list in grey

To **hide completed visits**

- Tap the **Options** icon
- Tap **Change Sort**
- Tap to **remove** the tick against **History**
- Tap the **confirm** icon a (top right)

Group By

By default, visits are grouped by **Due Date** and displayed in **Descending** order. This means visits for the same day are grouped together and are displayed with Todays visits at the top of the list.

It is not advised that **Group by** settings are changed

Sort

By default, visits are sorted by **Reference** and displayed in **Ascending** order. This means that visits for the same day are sorted to display in the same time order as they have been booked in RiO, the earliest appointment first.

It is not advised that **Sort** settings are changed