



Clinic Rules

Clinic

- ✓ Always follow the Naming Convention for all new Clinics created using Service ID and description e.g. PODI (Podiatry)
- ✓ The Service ID will need to be obtained from the Service Support Team:
bchc.servicesupport@nhs.net
- ✓ Only use Delete (Close) if a clinic ceases to operate immediately and all past appointments have been outcomed
- ✓ Choose the appropriate slot length to allow appointment slots to be booked in multiples e.g., 5, 10, 30, 60 minutes
- ✓ Always select Referral Required
- ✓ Do not amend colours, these are pre-set for BCHC

Session

- ✓ Ensure the correct clinic is selected prior to making changes to the session
- ✓ Ensure the clinic is locked prior to making changes, all staff have been informed and no-one is using the clinic
- ✓ If ending a session, outcome all appointments prior to entering an end date
- ✓ The end date should be after the last appointment in the session e.g., if the last appointment is 17.00 on a Friday, the end date should be Saturday's date
- ✓ Once a session is end dated this will automatically end any associated streams
- ✓ Ensure the clinic is unlocked once session amendments have been made. If the clinic is not unlocked, no-one will be able to book Appointments

Stream

- ✓ Ensure the correct clinic is selected prior to making changes to the stream
- ✓ Ensure the clinic is locked prior to making changes, all staff have been informed and no-one is using the clinic
- ✓ If ending a stream, outcome all appointments prior to entering an end date
- ✓ The end date should be after the last appointment in the stream e.g., if the last appointment is 17.00 on a Friday, the end date should be Saturday's date
- ✓ Once the end date has passed, tick Stream Closed ☐ so that the stream is removed from the list and appointments cannot be booked
- ✓ Ensure the clinic is unlocked once stream amendments have been made. If the clinic is not unlocked, no-one will be able to book Appointments