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Overview

A Health Care Professional uses the Diary to book their Community Appointments for their Clients. It can also be used to record time spent writing clinical documents/admin duties.

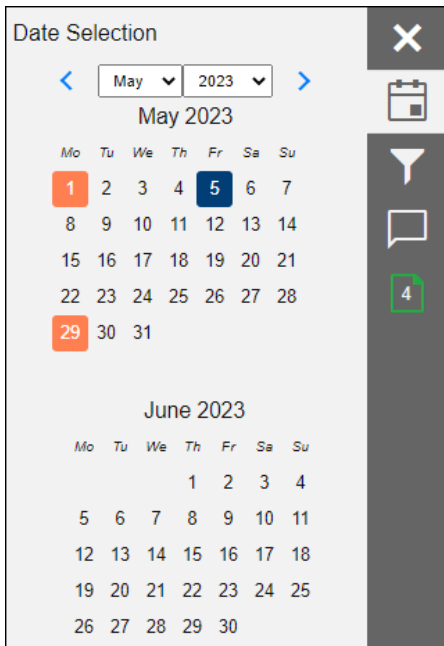
Opening the Diary

- Click **MENU**
- Click **Quick Menu**
- Click **Diary**

The Diary screen will display



Located on the left of the screen you will see **Date Selection**



Here you can select the date of the Diary you want to see displayed on the Right-hand side of the screen

The **Blue Chevrons** will change the Month selection forwards or backwards by 1 Month. You can also use the **Dropdown** boxes to select a specific month and/or year.

The **Selected date**, for the diary that is displaying on the right of the screen, will display in **Blue**

Bank Holidays will be displayed in **Orange**

To the Right of the Date Selection, you will see the following icon menu

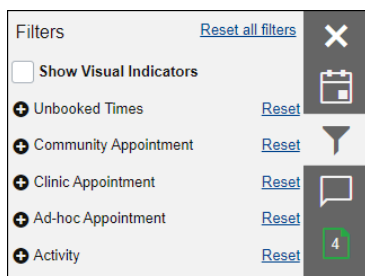


- Click to **Hide** the pane
- Click to **Open** the pane
- Click to display the **Date Selection** calendars
- Click to show **Filter** options
- Click to view **Comments**
- Click to show the **Scratchpad**

The pane on the Left of the screen will change to display the option selected in the Dark Grey icon menu list to the Right. The selected icon will display on a Light Grey background.

- Clicking on the **3 Dots** (bottom of the pane) will show another menu containing hyperlinks to different areas of Rio.

You can Filter the Diary screen to show specific information.



- Click on the **Filter** icon from the icon menu
- Select the **Visual Indicator checkbox** (top Left)

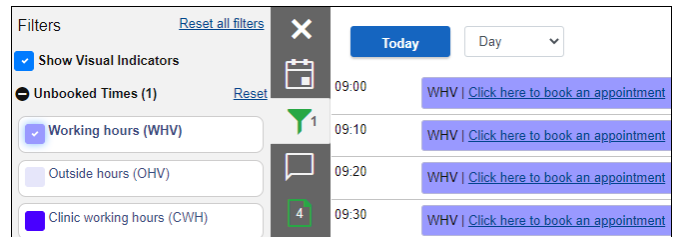
This displays a code in the Diary Appointment slots and alongside the Filter option.

Diary



The Diary times are set up according to the individual service requirements. The colours used in the Diary are Trust set colours.

- Click to **Display** the Filter options
- Click **Working Hours (WHV)** this will Filter the diary to only display the slots in Working Hours.



You can select to Filter the Diary using Multiple Filters (if required). The Filters icon in the menu (to the right) will display in Green when Filters are selected. The Number of Filters selected will display next to the Filters Menu Icon.

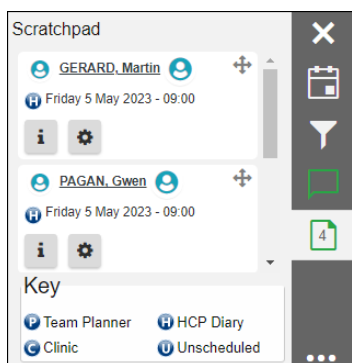
- Click [Reset](#) to remove Filters in a specific section
- Click [Reset all filters](#) (top of the pane) to deselect all Filters

You can select the Comments Icon to view and record any Diary Comments.



The Comments icon in the menu will display in Green if there are Comments recorded. Comments may be used as an aide memoire and is visible to the whole team; remember not to use this for Client details. Any Comments entered will only display on the specific day.

- Click **Edit** (bottom of pane)
- **Type** in comment text
- Click **Save**

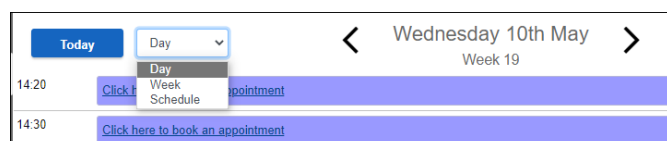


You can select the Scratchpad Icon to view any appointments waiting to be rescheduled.

There are four clients on this scratchpad waiting to be rescheduled. This is indicated by the number within the Icon.

There is a Key at the bottom of the pane to help determine what type of appointment it is.

Moving over to the main Diary area (right of screen)



- Click **Today** to return to today's date in the diary
- Click the dropdown next to **Day** to select a different view of the diary

The Diary has three views Daily, Weekly & Schedule to accommodate all user preferences.



Booking a Diary Appointment

- Check the diary displays the date you wish to book the appointment for
- Click on the link [Click here to book an appointment](#) in the desired time slot (e.g., 11:00)

This will take you directly to the **Search** screen to search for the Client's record.

The **Book HCP Appointment** screen displays. Please note that all pink/lilac fields are mandatory and **must be** completed.

The Appointment Details section

- **Date:** (Autofills)
- **Time:** (Autofills)
- **Intended Duration:** (Autofills)
- **Intended Consultation Medium:** Select as appropriate
- **HCP** (Autofills)
- **Urgency:** Select as appropriate
- **Type:** Select as appropriate (**See ***)
- **Location:** Select as appropriate
- **Comments:** If required

The **Client(s)** section displays the **Client ID** and **Client** name. The **Referral & Waiting List** field is mandatory; you will be unable to book an appointment without a referral to your service.

- Click **Book** (bottom)

When you return to the Diary screen, the booked appointment will display.



Booking a Diary Appointment with an Additional HCP

Follow the instructions for Booking a Diary Appointment to the **Additional HCPs** section, but do not book the appointment.

▶ Additional HCPs

- Click the **Additional HCPs** section to open it
- Click **Please Select** drop-down (on the Left) to locate the HCP
- Select the required HCP from the list
- When the Additional HCP name is visible, click **Add HCP** (on the Right)

Please Select ▼

BLACK, Jacob ▼

Add HCP

Additional HCPs
Client(s)

HCP Name	Client(s)
MOWBRAY, Sarah	WARD, Courtney (Miss) (1860846)

Search for HCP
MOWBRAY, Sarah
Add HCP
Remove HCP(s)

If you cannot find the required HCP in the list,

- Click **Search for HCP**

The **HCP Search** window will open to allow you to search using the Surname and Forename.

HCP Search

HCP National Code

HCP Surname

HCP Forename

Main Speciality

Staff Professional Group

Care Coordinator

Authorised SOAID

Named Nurse

Responsible Clinician

Responsible Clinician Profession

Search for HCP

Mowbray

Sarah

Please Select

Please Select

Consultant

AMHP

Other Doctor

Approved Clinician

Please Select

Search Result

MOWBRAY, Sarah

Search
Close
Accept HCP

- Enter **HCP Surname**
- Enter **HCP Forename**
- Click **Search**
- Select the correct HCP in the **Search Result** box
- Click **Accept HCP**
- Click **Book** (bottom)

The **Additional HCP** has now been added to this Appointment and the booking will also appear in their Diary.



Adding Intended Activities to an Appointment

You may add Intended Activities to the Appointment at the time of booking if they are known, alternatively you can add them when outcoming the Appointment.

Complete the booking process to the **Intended Activities** section

- Click **Intended Activities** to open the section

▶ Intended Activities

- Tick the **Activities** (bottom of the section) intended to be conducted at the Appointment

<input type="checkbox"/> Activities of Daily Living <input type="checkbox"/> Catheter - Care <input type="checkbox"/> Giving Training <input type="checkbox"/> Personal care <input type="checkbox"/> Support Visit	<input type="checkbox"/> Advice <input type="checkbox"/> Counselling <input type="checkbox"/> Health Promotion <input type="checkbox"/> Reassessment <input type="checkbox"/> Treatment	<input type="checkbox"/> Assessment <input type="checkbox"/> Developmental Assessment <input type="checkbox"/> Medication-Injection <input type="checkbox"/> Review <input type="checkbox"/> Wound care	<input type="checkbox"/> Blood Pressure Management <input type="checkbox"/> End of Life Care <input type="checkbox"/> Pain Management <input type="checkbox"/> Social Care
---	---	---	---

- Click **Add Activities**

Add Activities

The **Intended Activities** are now added to the Appointment

Client	Activities	HCP	Main?	
WARD, Courtney (Miss) (1860846)	Advice	WARD, Rachell	⊙	<input type="checkbox"/>
WARD, Courtney (Miss) (1860846)	Assessment	WARD, Rachell	○	<input type="checkbox"/>

- Click **Book** (bottom)

Booking Repeat Appointments

You may wish to add a series of Appointments at the same time on a daily/weekly or monthly basis. This can be done using **Repeat Appointments**.

Complete the booking process to the **Repeat Appointments** section. Note: This option is not available if you are editing an appointment.

- Click **Repeat Appointments** to open the section

▶ Repeat Appointments

- **Allow Repeat Bookings:**
 - **Appointment Type** Autofills, amend if alternative option is required
 - **Frequency - Daily/Weekly/Monthly/Yearly:** ⊙ Select as required
 - **Recurrence:** ⊙ Select as required, options will vary depending on frequency selected
 - **End After? Total No of Repetitions:** Enter number of additional Appointments needed
- or
- **End By:** Select date of last appointment



Repeat Appointments

Allow Repeat Bookings Appointment Type: FU-F2F Consultation

Frequency:
 Daily
 Weekly
 Monthly
 Yearly

Recur every **1** week(s) on
 Monday Tuesday Wednesday
 Thursday Friday Saturday
 Sunday

End After **3** Total No. of Repetitions
 End By 27 Jun 2023

Client/HCP Name Group	Booking Date	Status
▲ WARD, Courtney (Miss) (1860846) - 1860846	<input checked="" type="checkbox"/> 27 Jun 2023 11:10	
	<input checked="" type="checkbox"/> 29 Jun 2023 11:10	
	<input checked="" type="checkbox"/> 6 Jul 2023 11:10	
	<input checked="" type="checkbox"/> 13 Jul 2023 11:10	

The lower part of the booking screen lists the proposed repeat booking dates, if these are acceptable

- Click **Book**

Booking an Appointment for Multiple Clients

Rio will allow you to book an Appointment for more than one Client at the same time.

Follow the instructions for Booking a Diary Appointment to the **Client(s)** section.

- Click **Add Client** (right)

If the Client has Family Members recorded, you will be able to select them on the **Family Members** tab (used mainly by C&F) **if not** the **Client Search** screen will display.



Note: See the Recording Family Details Quick Reference Guide for more information.

- Complete the Search criteria for the Client that needs to be added.
- Click **Search**
- Select the correct Client from the **Search Results** screen

The second Client & their referral has now added to the booking.

Client ID	Client	Relationship to Client	Referral & Waiting List	Transport	Interpreter Required	Proxy Contact	Comments
1165783	TACUD, Merren (Mrs)	Client	DIGITAL SKILLS TRAINING (DST Total Mobile Training (<input type="checkbox"/>	<input type="checkbox"/>
2510852	TAYLOR, Edwina (Miss)	Client	DIGITAL SKILLS TRAINING (DST Total Mobile Training (<input type="checkbox"/>	<input type="checkbox"/>
No available waiting lists for the selected referral							

- Click **Book**



Booking an Appointment for Multiple Family Members

Follow the instructions for Booking a Diary Appointment to the **Client(s)** section.

- Click **Add Client** (right)

If the Client has Family Members recorded, you will be able to select them on the **Family Members** tab (used mainly by C&F)



Client	Participant	Not Invited	Invited	Referred	Referral
TAYLOR, Edwina (Miss) (2510852)	BAYLIS, Subayer (Mr) (2202491)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Referral Not Required
TAYLOR, Edwina (Miss) (2510852)	PICART, Mariuss (Mrs) (1957321)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Referral Not Required
TAYLOR, Edwina (Miss) (2510852)	TAJUDDI, Lily (Mrs) (2508723)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Please Select

- Click **Referred** (Referred is selected if the Client requires intervention, Invited is selected if the Client does not require an intervention)
- Select the appropriate **Referral** from the available list
- Click **Add Client(s)**

Client ID	Client	Relationship to Client	Referral & Waiting List	Transport	Interpreter Required	Proxy Contact	Comments
2508723	TAJUDDI, Lily (Mrs)	Half Sibling (2510852)	DIGITAL SKILLS TRAINING (DST Total Mobile Training No available waiting lists for the selected referral			<input type="checkbox"/>	<input type="checkbox"/>
2510852	TAYLOR, Edwina (Miss)	Client	DIGITAL SKILLS TRAINING (DST Total Mobile Training No available waiting lists for the selected referral			<input type="checkbox"/>	<input type="checkbox"/>

- Click **Book**

09:10 - 09:20

[TAJUDDI, Lily \(Mrs\)](#) | [To Outcome](#)
Consultation Medium

[TAYLOR, Edwina \(Miss\)](#) | [To Outcome](#)
Consultation Medium


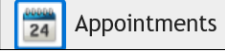
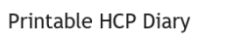
First-F2F Consultation @ Patient's Home

All the Client(s) will then display in the booked appointment





Printing a Diary List

Rio will allow you to print a list of your Diary Appointments if you are required to do so.

- Click **Menu** 
- Click **Appointments** 
- Click **Printable HCP Diary** 

- **Start Date & Time:** Select as required
- **End Date & Time:** Select as required
- **HCP's Name:** Select as required
- Click **OK**

Printable HCP Diary

Start Date	25 February 2021 07:00	
End Date	25 February 2021 18:00	
HCP	Aston, Deidre ▼	

OK
Cancel

The **Printable HCP Diary** for the HCP on that date and within the specified time period now displays

- Click **Print**
- Click **Close**

Printable HCP Diary											
Run Time: 15 May 2023, 12:26			RIO Instance: SPINETEST (Live)				Logged in User: WardR01 (Rachell Ward)				
Parameters: Start Date = 12 May 2023 09:00, End Date = 15 May 2023 12:26, HCP = Ward, Rachell											
Record Count: 3 records returned											
Name	Address	Postcode	Date of Birth	Appointment Date	Intended Time	Location	Day Phone Number	Mobile Number	Referral Reason	Intended Activities	Next Immunisation
Miss Edwina TAYLOR	21 Birdbrook Road, Birmingham,	B44 8RE	8 Mar 2022	13 May 2023	09:00 - 09:10	Patient's Home		078965769384	Advice		
Miss Edwina TAYLOR	21 Birdbrook Road, Birmingham,	B44 8RE	8 Mar 2022	13 May 2023	09:10 - 09:20	Patient's Home		078965769384	Advice	Advice Assessment	
Mrs Lily TAJUDDI	23 Birdbrook Road, Birmingham,	B44 8RE	29 Jun 2022	13 May 2023	09:10 - 09:20	Patient's Home		07975323211	Advice	Advice Assessment	

Print
Close




Outcoming a Diary Appointment

When a client has been seen by the HCP, the Diary Appointment should be outcomed to reflect this action has taken place.

- Access the **HCP Diary**
- Locate the **Appointment**



- Click **To Outcome**

The **Attendance Indicator** screen displays, split into five sections. Each can be opened or closed using the arrow to the left of the section heading. 

Appointment Details:

Displays the information recorded when booking the appointment. Click the [View More](#) link to view all the details

Client(s):

Displays the Client's details for you to check you are outcoming the correct appointment.

- For **Multiple Client** appointments, tick to select the required Client(s) appointment to outcome

Clients	Specialty	Details	<input type="checkbox"/> Check All
TAJUDDI, Lily (Mrs)	DIGITAL SKILLS TRAINING	No	<input type="checkbox"/>
TAYLOR, Edwina (Miss)	DIGITAL SKILLS TRAINING	No	<input type="checkbox"/>

Attendance Information:

The pink/lilac fields are all mandatory

- **Actual Duration:** Enter the length of time spent at the visit
- **Seen Time:** Enter the time you saw the Client
- **Actual Consultation Medium:** Autofills, amend if required
- **Follow -Up:** Not used currently at BCHC
- **Conclusion:** Complete as required
- **Who Else Was Seen?:** Not used currently at BCHC
- **Location:** Autofills, amend if required
- **Reasonable Adjustment Made Indicator:** Not used currently at BCHC
- **Attendance Comment:** Complete if required



Attendance Information

Attendance Information

Actual Duration	10 minutes	Seen Time	[Time Picker]
Actual Consultation Medium	Face to Face with Client	Follow-Up	Please Select
Conclusion	Please Select	Who Else Was Seen?	Please Select
Location	Patient's Home		
Reasonable Adjustment Made Indicator	Please Select		
Attendance Comment			

Progress Notes:

Enables you to record a Progress Note. This can be done at the time of outcoming or later via the Client's Clinical Portal – Client's View screen. This **must be** completed within the timeframe given by your service.

- **Originator:** The name of the person creating the note, this can be amended if required but only the named person can validate the note.
- **Note Type:** This will default to the usual type of note recorded but can be amended as appropriate.
- Type the body of the note as required.

You may apply any formatting options from the toolbar if you wish.



- **Validation Status:** If your role gives you Validation Rights then you will see the option to Validate the note

Progress Notes can be saved without validating, allowing staff to edit the note. Once the note is validated and saved it cannot be changed.

Tick Box Options: You will see further options that can be applied to the note via a series of tick boxes.

- **This is a Significant Event:** Check your Standard Operating Procedure's (SOP's), to guide you and explain what quantifies a significant event and when to use it.

 This is a significant event

- **This Note contains third party information:** An example of a third-party note is when a Clinician has a conversation with a representative of the Client.

 This Note contains third party information

- **Add to Risk History:** Check your Standard Operating Procedure's (SOP's), to guide you and explain what quantifies to add to Risk History and when to use it.

 Add to Risk History

Diary



- When **Add to Risk History** is ticked, select an appropriate reason from the **Not Selected** list

Notable A&E Attendance Pre-EPR Concerns - see Hx Concerns Assessment and Safeguarding Supervision School Attendance Concerns	<input type="button" value=">>"/> <input type="button" value="<<"/>	
--	--	--

- Click to move the reason into the **Selected** list

Notable A&E Attendance Pre-EPR Concerns - see Hx Concerns Assessment and School Attendance Concerns Significant Liaison	<input type="button" value=">>"/> <input type="button" value="<<"/>	Safeguarding Supervision
--	--	--------------------------

Activities: If you added Intended Activities, you would see the example below

Client	Activities	HCP	Actual Duration	Actual	Actual	Intended	Main Activity	Delete
TAYLOR, Edvina (Miss)	Advice	WARD, Rachell	minute(s)	No	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

If you conducted the intended (Advice) **Activity** at the visit with the Client, then this needs to be indicated.

- Click **Actual**

If you wish to add further activities

- Select the **Activity** from the list
- Click **HCP** to select HCP
- Click the **Green Plus**

Activity	HCP
Admission Assessment Advice Assessment Bereavement Support Blood Pressure Management	BLACK, Jacob <input style="background-color: #90EE90; border: 1px solid #000; padding: 2px 5px; vertical-align: middle;" type="button" value="+"/>

The **Main Activity** needs to be identified before this can be saved

- Click **Main Activity**

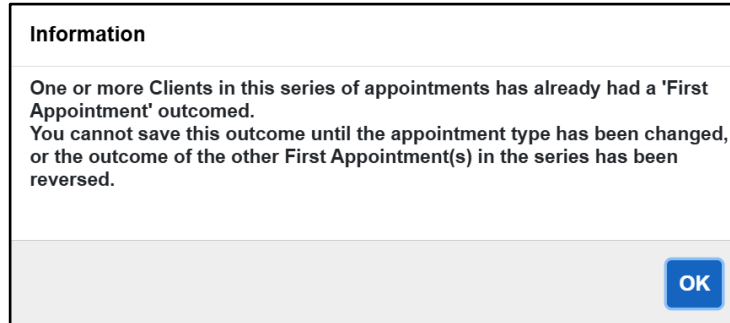
Client	Activities	HCP	Actual Duration	Actual	Actual	Intended	Main Activity	Delete
TAYLOR, Edvina (Miss)	Advice	WARD, Rachell	minute(s)	No	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
TAYLOR, Edvina (Miss)	Assessment	WARD, Rachell	minute(s)	No	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Click **Save**
- Click the **Close Outcome** link



Error Message – Outcoming an Appointment

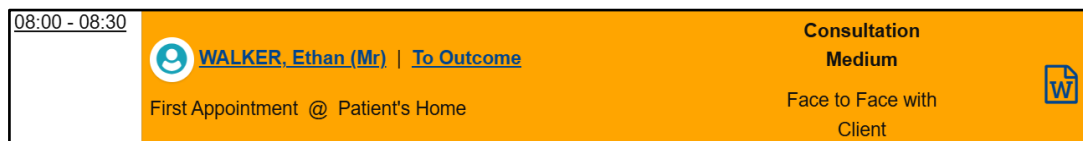
When you are outcoming an Appointment and have completed all the necessary information, as you save the outcome you may get a prompt.



This is because the appointment was booked as a First Appointment, but Rio knows, this is a Follow-Up Appointment.

Changing the Appointment Type

- Click **Close Outcome**
- Click **Time**



Appointment displays on the screen for you to change the appointment type

- **Type** FU-F2F Consultation
- Click **Update**

Now repeat the outcome steps and the prompt will no longer display



Cancelling a Diary Appointment

It is important to monitor cancellations by Clients or by our service, as this provides the Trust with a true reflection of the patient's journey.



- To **Cancel**, click the appointment time e.g., **09:00 - 09:10**

This opens the **Book HCP Appointment** screen.

- Click **Cancel Appointment** (located at the bottom, centre)
- For **Multiple Client** appointments, tick to select the required Client(s) at the top of the screen

- Cancellation Date Time:** Change this to reflect the date the patient called/you called
- Cancellation Reason:** Complete as required
- Cancellation Comment:** Complete as required
- Cancelled By:** Autofills user from Smartcard
- Click **Cancel this Appointment**

You will see an **Information** prompt asking, 'are you sure you wish to continue to cancel?'

- Click **Yes**

Rio now presents the **Select Letter** screen which allows you to generate a cancellation letter from the Rio letter templates.



- Click **Close** (unless required)
- You may see a prompt 'Do you want to rebook this appointment?':
- Click **No** (unless required)

Rio returns you to the HCP Diary.

You will see that the appointment no longer displays in the diary. However, it will be visible in the Client's Diary.

Outcoming as a Did Not Attend (DNA)

When attending a community visit, if there is no answer at the door, the outcome is recorded as a DNA.

Note: Check your services Standard Operating Procedures (SOP's) for service specific information on recording DNAs in Rio.

- Access the **HCP Diary**
- Locate the **Appointment**
- Click **To Outcome**



The **Attendance Indicator** screen displays

You will see the **Appointment Details** section detailing the intended duration of the appointment and the HCP it was booked with. For more information click the [View More](#) link to the right.

The **Client(s)** section displays, enabling you to check you are outcoming the correct Client's appointment.

- The **Attendance Information** section. The pink/lilac fields are all mandatory
- **Actual Duration:** Autofills
- **Seen Time:** Leave Blank
- **Actual Consultation Medium:** Leave Blank
- **Follow up** Leave Blank
- **Conclusion:** Did Not Attend
- **Location** Autofills
- **Who Else Was Seen?** Leave Blank
- **Attendance Comment:** Complete if required

The **Progress Note** section allows you to record a progress note, **if required**, according to your services SOP's



The **Activities** section has disappeared as the Conclusion of Did Not Attend tells Rio that the Client was not seen, therefore no Activities were conducted.

- Click **Save**

Rio may prompt you to book a follow up

- Click **No** (unless required)
- Click the **Close Outcome** link

You will be returned to the Diary screen




Rescheduling An Appointment

Once an Appointment has been booked it can be rescheduled using the **Appointment Scratchpad**. However, this should be used carefully as incorrect use will result in Client Appointments being duplicated or missed and this could provide false statistics for our services.

The Appointment is booked in the usual way.



If the Client calls to ask you to visit tomorrow instead as they have an urgent hospital appointment, rather than Cancel the Appointment and Rebook for the following day, you can use the Appointment Scratchpad.

- Click on the **Scratchpad Icon**  (to the left of the Diary)
- **Click & drag** the Appointment onto the Scratchpad (located on the left)

The Move Appointment to Scratch Pad dialogue box displays:

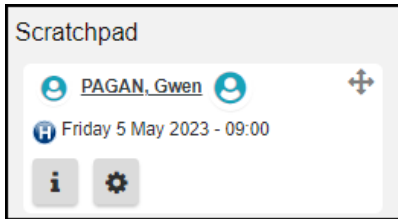
Move Appointment to Scratch Pad

Reschedule Reason: Please Select

Reschedule Comment:

Move to Scratch Pad Close

- **Reschedule Reason:** Select a required reason
- **Reschedule Comment:** Enter an appropriate comment
- Click **Move to Scratch Pad**



The Client's appointment now appears in the Scratchpad, **this is temporary** and should be moved to the correct diary date as soon as possible.

When the new appointment date and time is agreed, you will need to move the appointment to the new Appointment Date & Time.

- **Click & drag** Appointment **from** the Scratchpad **to** the new position (this will highlight in blue)

Rio will prompt you to **Select a letter**

- Click **Close**

The Appointment now displays with the Rescheduled icon on the far right of the diary.



Group Activities

Some services book Group Activities into their HCP Diaries when working with groups of Clients. This does not specify the names of the Clients or record in their EPR but provides other information for the service.

- Click the **Book an activity** link at the specific time (Right of Diary slots)

Book Other Activity screen displays

- **Start Date:** Autofills
- **Time:** Autofills
- **Duration:** Select required duration
- **HCP:** Autofills
- **Activity Type:** Type of Activity

Note, if a group activity type is selected the Group Booking tab below will be activated

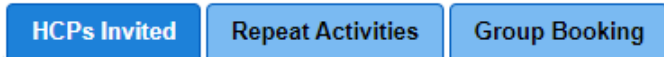
- **Location:** Location of Activity
- **Comments:** Complete if required

Diary



Start Date	25 May 2021	Time	14:00	Duration	1 hour
HCP	ASTON, Deidre	Comments	Group for parents		
Activity Type	Baby Massage				
Location	RiO Health Centre				

There are three tabs (located left)



If you have colleagues also invited to the group session, select these on the HCPs Invited tab.

- Click **HCPs Invited**

Click Include in Activity

HCP Name	Include In Activity
DELEGATE, iPad2	<input type="checkbox"/>
DELEGATE, iPad3	<input type="checkbox"/>
DELEGATE, iPad4	<input type="checkbox"/>
DELEGATE, iPad5	<input type="checkbox"/>
DELEGATE, iPad6	<input type="checkbox"/>
DELEGATE, iPad7	<input type="checkbox"/>
DELEGATE, iPad8	<input type="checkbox"/>
DELEGATE, iPad9	<input type="checkbox"/>

Repeat Activities can be booked for recurring Group Sessions, here we have booked sessions to repeat weekly, every Tuesday for the next 6 weeks.

- Click **Repeat Activities** tab

Allow Repeat Bookings: Activity Type Autofills (can be changed if needed)

Frequency Daily Recur every 1 week(s) on

Weekly Monday

Monthly Tuesday

Yearly Wednesday

Thursday

Friday

End After 6 Total No. of Repetitions

Or End By a specific date

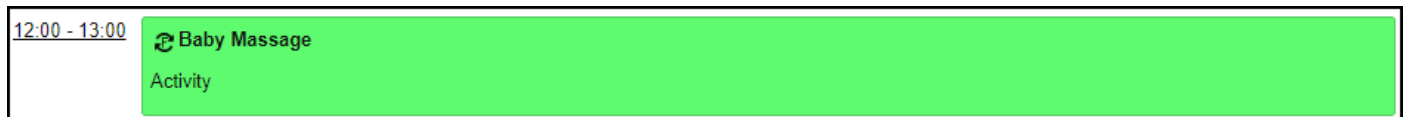


Group Booking tab can now be completed with the finer details of the session and its attendees. These are all mandatory fields.

- Click **Group Booking** tab
- **Name of Group:** Complete as required
- **Venue:** Complete as required
- **Type of Group:** Complete as required
- **Number of People Present:** Complete as required
- Click **Book**

The **Activity** displays in the Diary as a Group Contact in **Green** with the **Repeating icon** alongside the time of the group.

When hovering over the Repeating icon you will see the number of repeating group activities have been made.



Other Activities

Other activities may be recorded in the HCP Diary e.g., training days, meetings etc.

- Click the **Book an activity** link at the specific time (right of diary)

Book Other Activity screen displays

- **Start Date:** Autofills
- **Time:** Autofills
- **Duration:** Select time required
- **HCP:** Autofills
- **Activity Type:** Type of activity

Note, **do not** select a group activity type as this will activate the Group Booking tab below

- **Location:** Location of activity
- **Comments:** Complete if required
- Click **Book**

The Other Activity displays in the Diary in a darker green compared to the green of the Group Activity.



Reversing an Outcomed Appointment

Once an appointment has been Outcomed it cannot be amended. If errors have been made (wrong HCP/time/activities etc.) then the appointment Outcome will need to be 'Reversed'

As the name of the HCP does not display on the Reverse Outcome screen, always check the HCP details via the Client Diary before Reversing an appointment

The Service Support team can Reverse Outcomed appointments on your behalf. Some BCHC staff will have Reverse Outcome functionality on their Rio Access

- Click **MENU**
- Click 
- Click **Reverse AMS Outcome**

The **Reverse Outcome** screen will display

Client	<input type="text"/>	<input type="text"/>	End Date	<input type="text"/>	<input type="button" value="Go"/>
Start Date	<input type="text"/>	<input type="text"/>		<input type="text"/>	

Clinic	Stream	Date	Time	Duration	Seen Time	Seen Duration	Outcome
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- **Client:** Click 

The **Select Client for Reverse Outcome (Search)** screen will display

- **Search** for Client

The Client's name will now display

- **Start Date:** Complete as required e.g. Date of appointment to be Reversed
- **End Date:** Complete as required e.g. Date of appointment to be Reversed or date range
- Click **Go**

A list of Outcomed appointments within the date range for the Client will display

Client	Ethan WALKER	Start Date	1 January 2007	End Date	12 February 2024	<input type="button" value="Go"/>
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Clinic	Stream	Date	Time	Duration	Seen Time	Seen Duration	Outcome
Clients Home	0	16 Oct 2013	08:00	60	08:00	60	Attended, Follow Up - 1 Day <input checked="" type="checkbox"/>

- Click to select the appointment(s) you wish to Reverse
- Click **Reverse Outcome** (bottom)

The appointment is now removed from the list and can be Outcomed correctly via the HCP Diary or Client Diary

08:00 - 09:00  **WALKER, Ethan (Mr)**  | [To Outcome](#)

First Appointment @ Clients Home Consultation Medium
Face to Face with Client 