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Overview

Reverse functionality is only available via special access. Diary or Clinic Appointments cannot be changed once they have been outcomed by the Clinician. However, the BCHC Service Support team have access to reverse outcomes of appointments if contacted and given the appropriate details.

Training by the Digital Skills Team must be completed before a user has reverse functionality applied to their Rio access. This is usually arranged with manager consent.

Locating Outcomed Appointments via the Client Diary

- Click Menu
- Click Appointments
- Click Client Diary
- Search for Client and the Client Diary screen displays

By default, you will see appointments from 1 month ago to 1 month in the future

- Locate the Appointment Filter (top left)
- Start Date: Change as required
- End Date: Change as required
- Select the radio button ⊙ for specific types of appointment or just leave as default ⊙ All Appointments
- Select a specific Health Care Professional from drop down list if required
- Select appointments attached to a specific Referral from the drop down list if required
- Click Find







The Client Diary displays Appointments that match the search criteria

Outcomed appointments display as



Date & Time	Consultation Medium	Location	Team	НСР	Referral	Specialty	Activity	Outcome/Cancellation Reason	Other	
3 May 2025 14:06	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment	Attended		
4 May 2025 14:10	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Activities of Daily Living	Attended		
5 May 2025 14:14	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment	Attended		
6 May 2025 14:15	Face to Face with Client	Patient's Home	DST Total Mobile Training	<u>DELEGATE</u> , <u>iPad9</u>	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment	Attended	O	
7 May 2025 09:20	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment		B i	

- Click
- Click Appointment Details

Here you can see the details used to outcome the appointment

Click Appointments History (blue tab, top left of the screen)



It is very important to note the details – date/time/location of the outcomed appointment as the HCP's name does not display on the Reversals screen. Once this is noted, you can then reverse the outcome to allow the correct information to be recorded.





Reversing the Outcome

- Click Menu
- Click Reverse Functions
- Click Reverse AMS Outcome
- Click Q
- Search for Client

Start Date: Enter date

End Date: Enter date

		Client Start Date	Carl Brett TWIST 1 May 2025			Q End Date	3 June 2025	Go		
Clinic	Stream	Date		Time	Durat	ion	Seen Time	Seen Duration	Outcome	
Patient's Home	0	1 May 202	25	09:20	20		13:47	9	Attended	✓
Patient's Home	0	2 May 202	25	09:20	20		14:00	3	Attended	
Patient's Home	0	3 May 202	25	09:20	20		14:06	3	Attended	

Note the correct location, date, time and other details

- Click ☑
- Click Reverse Outcome (bottom)

The selected appointment disappears from the list.

- Access Client Diary as before
- Apply filters as required

Date & Time	Consultation Medium	Location	Team	НСР	Referral	Specialty	Activity	Outcome/Cancellation Reason	Other	•
3 May 2025 09:20	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment		B	
4 May 2025 14:10	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Activities of Daily Living	Attended		\
5 May 2025 14:14	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment	Attended		\
6 May 2025 14:15	Face to Face with Client	Patient's Home	DST Total Mobile Training	<u>DELEGATE,</u> <u>iPad9</u>	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment	Attended		5
7 May 2025 09:20	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment		B	

The appointment that has been reversed displays in pink

The Booked icon will display



The appointment can now be outcomed, cancelled or rescheduled correctly via the Client Diary



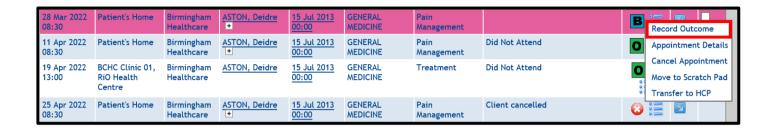


Outcoming an Appointment from the Client Diary

• Locate the required appointment

Appointments can be outcomed, cancelled or rescheduled from this screen

- Click
- Select Record Outcome



The Attendance Indicator screen displays for you to complete with the correct information

