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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**


**Appointment Filter**

**Start Date** 1 Jan 2022  

**End Date** 4 Jun 2022  

☒ **All Appointments**  
☐ **Show Non-Cancelled**  
☐ **Show Cancelled**  
☐ **Show Urgent Care Attendances**

**HCP**  
All 

**Referral**  
All 
















**Find**

# Reversing Outcomed Appointments



The Client Diary displays Appointments that match the search criteria

Outcomed appointments display as 

Date & Time	Consultation Medium	Location	Team	HCP	Referral	Specialty	Activity	Outcome/Cancellation Reason	Other	
3 May 2025 14:06	Face to Face with Client	Patient's Home	DST Total Mobile Training	<a href="#">DELEGATE, iPad9</a>	<a href="#">1 Apr 2025 09:00</a>	DIGITAL SKILLS TRAINING	Treatment	Attended	  	
4 May 2025 14:10	Face to Face with Client	Patient's Home	DST Total Mobile Training	<a href="#">DELEGATE, iPad9</a>	<a href="#">1 Apr 2025 09:00</a>	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	<a href="#">DELEGATE, iPad9</a>	<a href="#">1 Apr 2025 09:00</a>	DIGITAL SKILLS TRAINING	Treatment	Attended	  	
6 May 2025 14:15	Face to Face with Client	Patient's Home	DST Total Mobile Training	<a href="#">DELEGATE, iPad9</a>	<a href="#">1 Apr 2025 09:00</a>	DIGITAL SKILLS TRAINING	Treatment	Attended	  	
7 May 2025 09:20	Face to Face with Client	Patient's Home	DST Total Mobile Training	<a href="#">DELEGATE, iPad9</a>	<a href="#">1 Apr 2025 09:00</a>	DIGITAL SKILLS TRAINING	Treatment	Attended	  	

- 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)



Action Date/Time	User	Action	Details
16 Apr 2025 12:47	<a href="#">BHATTI, Charan (BhattC01)</a>	New Appointment Created	Appointment Type: FU-F2F Consultation  Clients: - TWIST, Carl (Mr) (2841817)  Main HCP: DELEGATE, iPad9 Activities: - Treatment (Intended) for TWIST, Carl (Mr) (2841817)
6 May 2025 14:09	<a href="#">DELEGATE, iPad9 (DSTDel9)</a>	Outcomed	The Appointment Activities were changed to: - Treatment (Actual) for TWIST, Carl (Mr) (2841817)  The following clients were outcomed for this Appointment with the conclusion of: Attended  Clients: - TWIST, Carl (Mr)  Outcome Comment:

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 Outcomed Appointments



## Reversing the Outcome

- Click **Menu**
- Click **Reverse Functions**
- Click **Reverse AMS Outcome**
- Click 
- **Search** for Client
- **Start Date:** Enter date
- **End Date:** Enter date
- Click 


Client		Carl Brett TWIST						
Start Date		1 May 2025		End Date				
		3 June 2025		Go				
Clinic	Stream	Date	Time	Duration	Seen Time	Seen Duration	Outcome	
Patient's Home	0	1 May 2025	09:20	20	13:47	9	Attended	<input checked="" type="checkbox"/>
Patient's Home	0	2 May 2025	09:20	20	14:00	3	Attended	<input type="checkbox"/>
Patient's Home	0	3 May 2025	09:20	20	14:06	3	Attended	<input type="checkbox"/>

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	HCP	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			<input checked="" type="checkbox"/>
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		<input type="checkbox"/>
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		<input type="checkbox"/>
6 May 2025 14:15	Face to Face with Client	Patient's Home	DST Total Mobile Training	DELEGATE, iPad9	1 Apr 2025 09:00	DIGITAL SKILLS TRAINING	Treatment	Attended		<input type="checkbox"/>
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			<input checked="" type="checkbox"/>

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

# Reversing Outcomed Appointments



## 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**

28 Mar 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre 	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management		   	<b>Record Outcome</b>
11 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre 	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Did Not Attend	   	Appointment Details
19 Apr 2022 13:00	BCHC Clinic 01, RiO Health Centre	Birmingham Healthcare	ASTON, Deidre	15 Jul 2013 00:00	GENERAL MEDICINE	Treatment	Did Not Attend	   	Cancel Appointment
25 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre 	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Client cancelled	   	Move to Scratch Pad
									Transfer to HCP

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