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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 Appointment via the Client Diary

- Click **Menu**
- Click **Appointments Menu**
- Click **Client Diary**
- Search for **Client - 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
- Select appointments attached to a specific **Referral** from the drop down list
- 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

Reversals



The Client Diary displays Appointments that match the search criteria

Outcomed appointments display as 

Date & Time	Location	Team	HCP	Referral	Specialty	Activity	Outcome/Cancellation Reason	Other		
15 Mar 2022 13:00	BCHC Clinic 01, RiO Health Centre	Birmingham Healthcare	ASTON, Deidre	15 Jul 2013 00:00	GENERAL MEDICINE	Treatment	Attended	  		<input type="checkbox"/>
28 Mar 2022 08:25	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Attended	  		<input type="checkbox"/>
11 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Did Not Attend	  		<input type="checkbox"/>
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	  		<input type="checkbox"/>
25 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Client cancelled	  		<input type="checkbox"/>
9 May 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management		  		<input type="checkbox"/>
17 May 2022 13:00	BCHC Clinic 01, RiO Health Centre	Birmingham Healthcare	ASTON, Deidre	15 Jul 2013 00:00	GENERAL MEDICINE	Treatment		  		<input type="checkbox"/>

Here you can see the details used to outcome the appointment

- Click 
- Click **Appointment Details**



Action Date/Time	User	Action	Details
4 May 2022 13:27	ASTON, Deidre	New Appointment Created	Appointment Type: Follow-Up Appointment Clients: - FOSTER, Rodger (Mr) Activities: - Treatment (Intended) for FOSTER, Rodger (Mr)
4 May 2022 13:35	ASTON, Deidre	Outcomed	The following clients were outcomed for this Appointment with the conclusion of: Did Not Attend Clients: - FOSTER, Rodger (Mr) Outcome Comment: Too poorly to attend clinic







- Click **Appointments History**

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 
- **Search** for Client
- **Start Date:** Enter date
- **End Date:** Enter date
- Click 

Client		Rodger FOSTER 						
Start Date	1 January 2020  	End Date	4 May 2022   					
Clinic	Stream	Date	Time	Duration	Seen Time	Seen Duration	Outcome	<input type="checkbox"/>
Patient's Home	0	17 Jan 2022	08:30	30	08:30	30	Attended	<input type="checkbox"/>
Patient's Home	0	31 Jan 2022	08:30	30	08:40	45	Attended	<input type="checkbox"/>
Patient's Home	0	14 Feb 2022	08:30	30	08:30	55	Attended	<input type="checkbox"/>
BCHC Clinic 01	1	15 Feb 2022	13:00	60	13:00	60	Attended	<input type="checkbox"/>
Patient's Home	0	28 Feb 2022	08:30	30	08:15	20	Attended	<input type="checkbox"/>
Patient's Home	0	14 Mar 2022	08:30	30			Did Not Attend	<input type="checkbox"/>
BCHC Clinic 01	1	15 Mar 2022	13:00	60	13:00	60	Attended	<input type="checkbox"/>
Patient's Home	0	28 Mar 2022	08:30	30	08:25	50	Attended	<input checked="" type="checkbox"/>
Patient's Home	0	11 Apr 2022	08:30	30			Did Not Attend	<input type="checkbox"/>
BCHC Clinic 01	1	19 Apr 2022	13:00	60			Did Not Attend	<input type="checkbox"/>

Note the correct location, date, time, location and other details

- Click
- Click **Reverse Appointment** (bottom)

Reversals



Clinic	Stream	Date	Time	Duration	Seen Time	Seen Duration	Outcome	<input type="checkbox"/>
Patient's Home	0	17 Jan 2022	08:30	30	08:30	30	Attended	<input type="checkbox"/>
Patient's Home	0	31 Jan 2022	08:30	30	08:40	45	Attended	<input type="checkbox"/>
Patient's Home	0	14 Feb 2022	08:30	30	08:30	55	Attended	<input type="checkbox"/>
BCHC Clinic 01	1	15 Feb 2022	13:00	60	13:00	60	Attended	<input type="checkbox"/>
Patient's Home	0	28 Feb 2022	08:30	30	08:15	20	Attended	<input type="checkbox"/>
Patient's Home	0	14 Mar 2022	08:30	30			Did Not Attend	<input type="checkbox"/>
BCHC Clinic 01	1	15 Mar 2022	13:00	60	13:00	60	Attended	<input type="checkbox"/>
Patient's Home	0	11 Apr 2022	08:30	30			Did Not Attend	<input type="checkbox"/>
BCHC Clinic 01	1	19 Apr 2022	13:00	60			Did Not Attend	<input type="checkbox"/>

The selected appointment disappears from the list.

- Access **Client Diary** as before
- Apply filters as required

Date & Time	Location	Team	HCP	Referral	Specialty	Activity	Outcome/Cancellation Reason	Other
17 Jan 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Attended	
15 Mar 2022 13:00	BCHC Clinic 01, RiO Health Centre	Birmingham Healthcare	ASTON, Deidre	15 Jul 2013 00:00	GENERAL MEDICINE	Treatment	Attended	
28 Mar 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management		
11 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Did Not Attend	

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**

28 Mar 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management			<ul style="list-style-type: none"> Record Outcome Appointment Details Cancel Appointment Move to Scratch Pad Transfer to HCP
11 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Did Not Attend		
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		
25 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Client cancelled		

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

Attendance Indicator

Appointment Date Monday, 28 Mar 2022, 08:30
Intended Duration 30 minutes
HCP ASTON, Deidre
Other HCP BLACK, Jacob
Location Patient's Home

Client	Specialty	Details
 FOSTER, Rodger (Mr)	GENERAL MEDICINE	No

Attendance Information

Actual Duration

Seen Time

Consultation Medium

Conclusion

Attendance Comment

Attendance Information

30 minutes

Please Select ▼

Please Select ▼



Removing an Additional HCP from the Appointment

- Locate the appointment with the additional HCP you wish to remove

- Hover over

The name of the additional HCP displays

28 Mar 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +
11 Apr 2022 08:30	Patient's Home	BLACK, Jacob	

- Click

- Select **Appointment Details**

28 Mar 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management			
11 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Did Not Attend		
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		
25 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +	15 Jul 2013 00:00	GENERAL MEDICINE	Pain Management	Client cancelled		

- Record Outcome
- Appointment Details**
- Cancel Appointment
- Move to Scratch Pad
- Transfer to HCP

The **Book HCP Appointment** screen displays

- Click **Additional HCPs** tab

Client(s)	Additional HCPs	Intended Activities	Repeat Appointments
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- Select

- Click **Remove HCP(s)**

HCP Name	Client(s)	<input checked="" type="checkbox"/>
BLACK, Jacob	FOSTER, Rodger (Mr)	<input checked="" type="checkbox"/>

Search for HCP **Add HCP** **Remove HCP(s)**

Information prompt displays

- Click **Yes**
- Click **Update**

Information

Are you sure you want to remove the selected HCP(s) from the appointment?

Additional HCP icon is now removed

28 Mar 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre
11 Apr 2022 08:30	Patient's Home	Birmingham Healthcare	ASTON, Deidre +