

Issue: Cancelling a RCR (Recurring) Visit

When an **Attended** Recurring (RCR) visit is cancelled in Community Wide Scheduling (CWS), that cancelled visit does not flow to the Meditech Admissions Module (ADM). The visit will still appear in ADM and will still show as “attended”.

Solution

When a user cancels a visit/appointment in CWS, it will have to be removed manually from ADM:

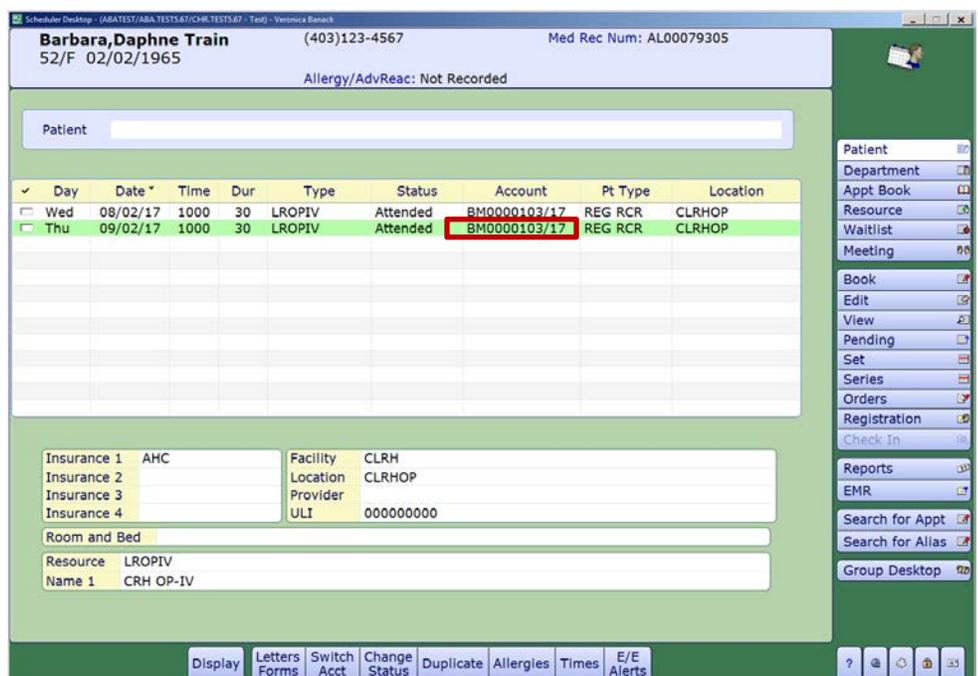
1. Go into **ADM > Registration Management Desktop**
2. From the desktop function buttons on the right-hand side, click on **Revisit**
3. Go to **Edit/Delete Revisit** tab at the top of the screen
4. Enter the patient account number
5. Under **Revisit Information** and **Revisit Date**, highlight/select the appointment that was cancelled in SCH
6. From your keyboard, Delete the selected appointment and click on **Save**.

Issue: Switching a RCR (Recurring) Account

Using the **Switch Account** routine on a Recurring (RCR) visit with an **Attended** Appointment status does **NOT** remove the original account number in ADM, MRI or the EMR.

- A. Example, the user brings up a client in Patient Mode and sees 2 appointments with different account numbers.
- B. The user selects one of those appointments, clicks on Switch Acct, and chooses which account to switch the appointment to.
- C. Now the appointments have the same account number.

In this Scheduler Desktop (Patient Mode), you see 2 appointments. The second appointment originally had the account number **BM0000104/17**, but has been switched to **BM0000103/17**.



The screenshot shows the Scheduler Desktop interface for patient Barbara, Daphne Train. The patient's information includes name, phone number (403)123-4567, and date of birth 02/02/1965. The appointment list shows two appointments:

Day	Date *	Time	Dur	Type	Status	Account	Pt Type	Location
Wed	08/02/17	1000	30	LROPIV	Attended	BM0000103/17	REG RCR	CLRHOP
Thu	09/02/17	1000	30	LROPIV	Attended	BM0000103/17	REG RCR	CLRHOP

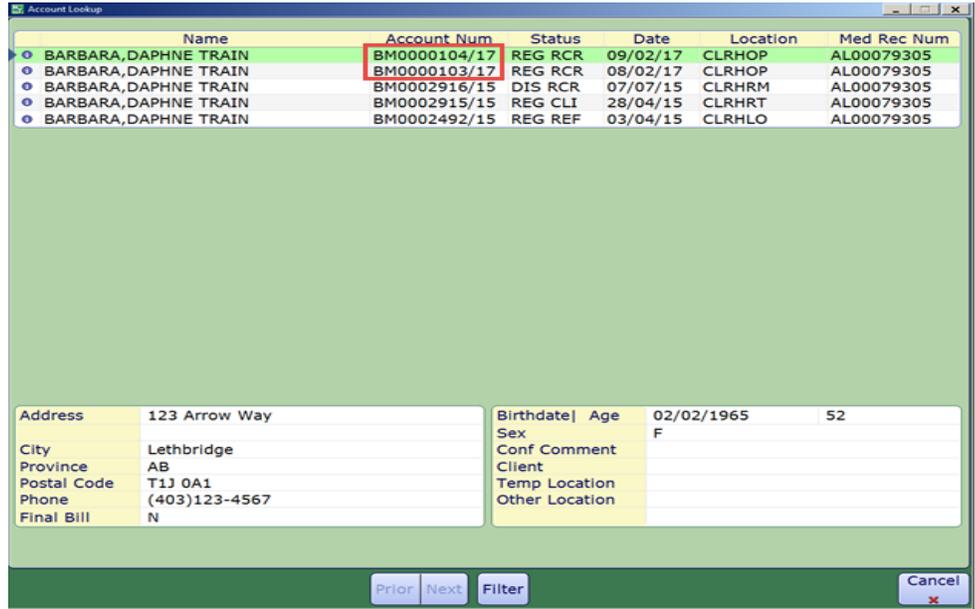
The second appointment (Thursday, 09/02/17) is highlighted in green, and its account number, BM0000103/17, is circled in red. Below the appointment list, there are fields for Insurance (AHC), Facility (CLRH), Location (CLRHOP), and Provider (000000000). At the bottom, there are buttons for Display, Letters Forms, Switch Acct, Change Status, Duplicate, Allergies, Times, and E/E Alerts.

D. Even though the switch is completed, the original account number still shows in

- ADM
- MRI
- EMR

ADM View

Notice the account numbers, BM0000104/17 is showing even though it was switched to BM103/17 in scheduling.

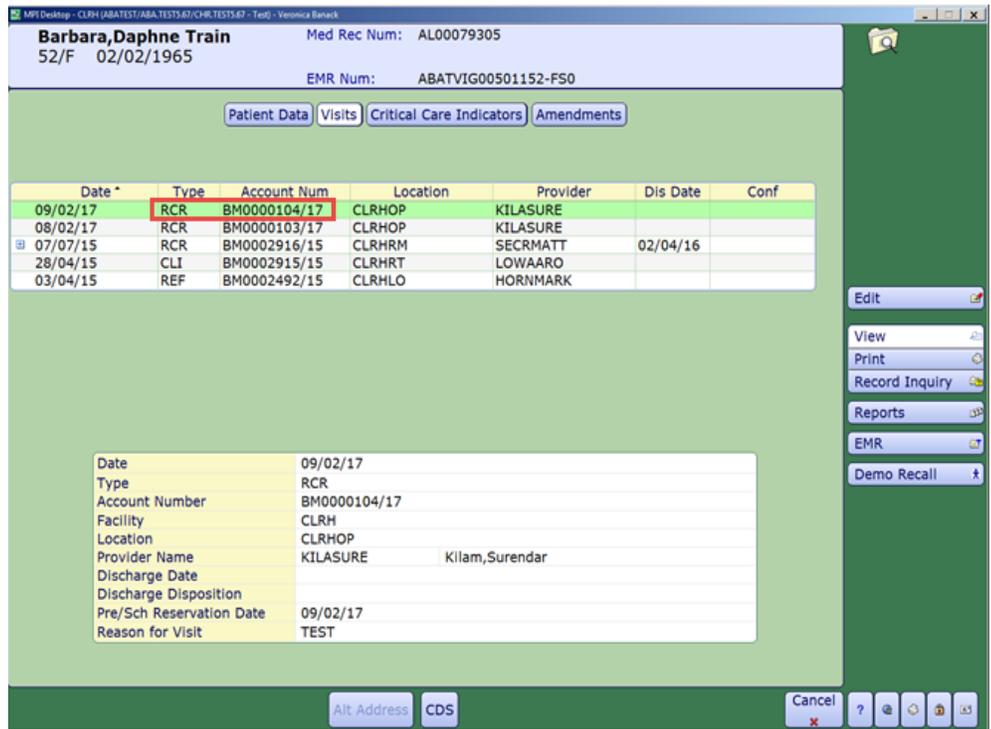


Name	Account Num	Status	Date	Location	Med Rec Num
BARBARA, DAPHNE TRAIN	BM0000104/17	REG RCR	09/02/17	CLRHOP	AL00079305
BARBARA, DAPHNE TRAIN	BM0000103/17	REG RCR	08/02/17	CLRHOP	AL00079305
BARBARA, DAPHNE TRAIN	BM0002916/15	DIS RCR	07/07/15	CLRHRM	AL00079305
BARBARA, DAPHNE TRAIN	BM0002915/15	REG CLI	28/04/15	CLRHRT	AL00079305
BARBARA, DAPHNE TRAIN	BM0002492/15	REG REF	03/04/15	CLRHLO	AL00079305

Address	123 Arrow Way	Birthdate Age	02/02/1965	52
City	Lethbridge	Sex	F	
Province	AB	Conf Comment		
Postal Code	T1J 0A1	Client		
Phone	(403)123-4567	Temp Location		
Final Bill	N	Other Location		

MRI View

Notice the account numbers, BM0000104/17 is showing even though it was switched to BM103/17 in scheduling.



Barbara, Daphne Train Med Rec Num: AL00079305
52/F 02/02/1965
EMR Num: ABATVIG00501152-F50

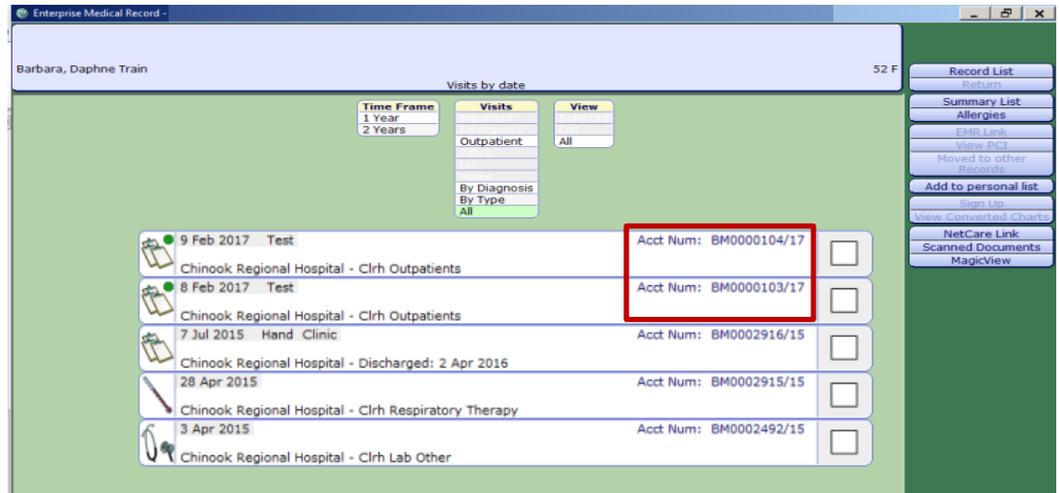
Patient Data Visits Critical Care Indicators Amendments

Date	Type	Account Num	Location	Provider	Dis Date	Conf
09/02/17	RCR	BM0000104/17	CLRHOP	KILASURE		
08/02/17	RCR	BM0000103/17	CLRHOP	KILASURE		
07/07/15	RCR	BM0002916/15	CLRHRM	SECRMATT	02/04/16	
28/04/15	CLI	BM0002915/15	CLRHRT	LOWAARO		
03/04/15	REF	BM0002492/15	CLRHLO	HORNMARK		

Date	09/02/17
Type	RCR
Account Number	BM0000104/17
Facility	CLRH
Location	CLRHOP
Provider Name	KILASURE Kilam, Surendar
Discharge Date	
Discharge Disposition	
Pre/Sch Reservation Date	09/02/17
Reason for Visit	TEST

EMR View

Notice the account numbers, BM0000104/17 is showing even though it was switched to BM103/17 in scheduling.



Solution

1. Go into **ADM > Registration Management Desktop**
2. From the desktop function buttons on the right-hand side, click on **Revisit**
3. Go to **Edit/Delete Revisit** tab at the top of the screen
4. Enter the client account number to be deleted
5. Under **Revisit Information** and **Revisit Date**, no visits are showing so this account will need to be undone in ADM
6. Click on **Undo**
7. Check to make sure the account that needs to be undone is showing at the top of the screen.
8. Click **Save**
9. The account will now be in a “pre” status
10. Go to **Cancel**, to cancel the account

