

MAY 14, 2025

RESCHEDULING A CONSULT APPOINTMENT

CENTRAL INTAKE



Impact to patient's Wait Time when an appointment is re-scheduled

Once a patient's referral has been accepted and prioritized, the patient is scheduled to attend a consult appointment with the specialist. However, situations may arise that result in the consult appointment being re-scheduled from the original appointment date. When a re-scheduling of the appointment occurs, there is an impact to how the patient's wait time is calculated and reported.

If the health care system needs to re-schedule the consult appointment, we need to continue to calculate the wait time.

If a patient requests a change to their consult appointment, then the wait time needs to pause the calculation to account for this change that results from outside of the health care system.

The Central Intake team have two basic scenarios for when they will learn about a re-scheduled consult appointment in order to update the CI solution accordingly in order to ensure the wait time is calculated correctly.

Scenario A: Reschedule is identified **AFTER** the scheduled consult appointment is attended

In this scenario, Central Intake staff are informed that a patient has been rescheduled for their consult appointment *after* the patient has attended their appointment.

Scenario: *Patient Bar Chocolate was scheduled for a consult appointment on March 15th, 2025 and attended his appointment on March 20th, 2025. Bar had called to re-schedule his appointment. Central Intake learns about this change (e.g., March 30th, 2025) with the consult appointment date when they are notified that the patient has attended their appointment.*

Assumption: *The delay is the result of the patient calling to reschedule their consult appointment.*

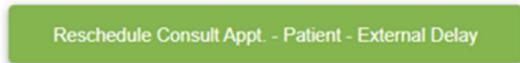
1. Within the Central Intake solution, find the patient's referral (e.g., Bar Chocolate) who had their appointment re-scheduled from the original consult appointment (and has subsequently attended the consult appointment).
2. The patient's status is **Scheduled Consult Appointment** (e.g., March 15, 2024)
3. Note the date of the original consult appointment (March 15, 2025) as it will be needed later.

Consult Appointment	
Consult Specialist	Eastern Urban
Specialist	Alkhalaf, Stephanie Dr
Consult Appointment	15-Mar-2025
Location	E2 - Carleton Hospital

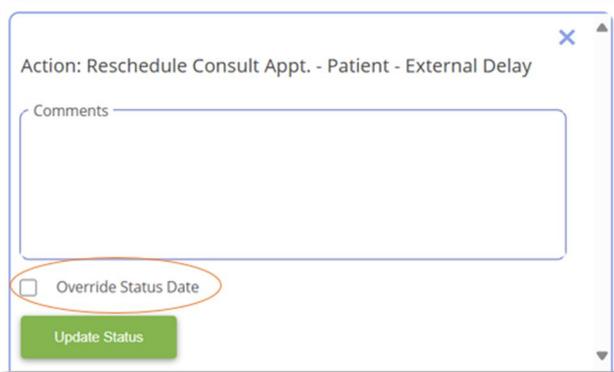
- Update the consult appointment date (e.g., March 20, 2025) in the **Consult Appointment** section. Click **Save**.



- In the **Workflow** section, click the **Reschedule Consult Appt – Patient – External Delay**.

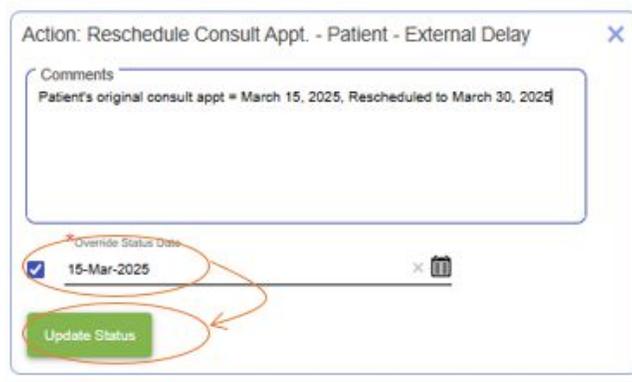


- From the ACTION pop-up, check **Override Status Date**.



- Enter the **date** the patient called to reschedule (if known). If the date is unknown, enter the date of the original consult appointment (e.g., March 15, 2025). Enter any additional details in the Comment box.

- Click **Update Status**.



- The patient **status** is now set to **Reschedule Consult Appt – Patient – External Delay**.



- Since the patient has attended their consult appointment, the workflow status needs to be updated. Click **Attend Consult Appt** button. Check the **Override Status Date** box and select the date the patient attended the consult appointment, e.g., March 20, 2025.



- The patient's status is updated to **Attended Consult Appt**.



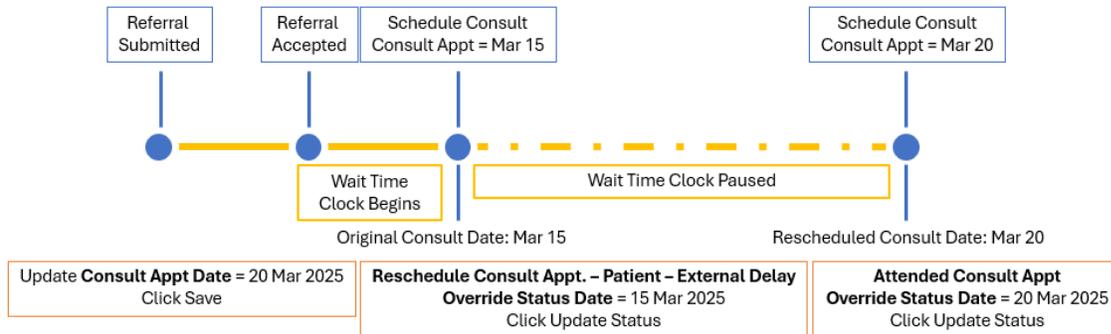
Why do we need to know when a patient reschedules their consult appointment?

One of the benefits of the CI solution is to capture accurate information to calculate a patient's wait time for the service. One factor that contributes to the wait time calculation includes those scenarios where the patient wants to reschedule an appointment to something other than what was offered to them. Patients who opt to change their appointment (i.e., a reschedule) should not reflect on the healthcare system when calculating a wait time, as these scenarios are outside of the healthcare system's control. As a result, the CI solution needs to know when to start and pause (or stop) the wait time clock.

In our scenario (below), the patient was originally scheduled for a consult appointment for March 15th which was changed to March 20th. The patient attended the March 20th appointment. The CI team learns of the reschedule and attendance of the appointment on March 30th after the patient attended the March 20th appointment.



In this case, the CI team needs to “back date” the rescheduling of the appointment in the CI solution for the wait time calculation to accurately reflect a pause in the calculation.



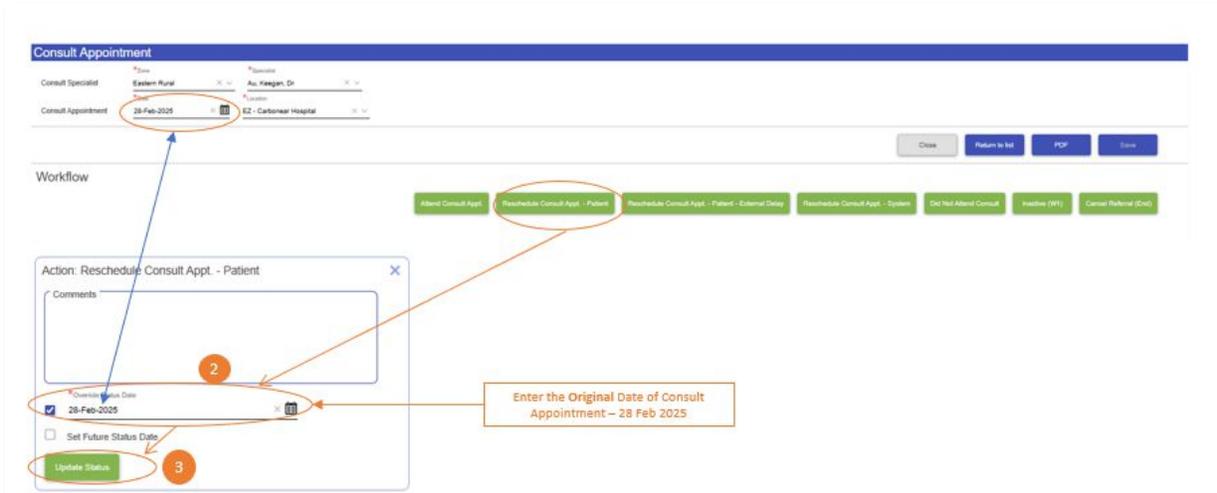
Scenario B: Reschedule **BEFORE** the scheduled consult appointment

In this scenario, the patient calls indicating they want to re-schedule their consult appointment before the appointment is scheduled to happen.

Scenario: Patient McCormick M. was contacted on February 20th to inform him of his consult appointment booking for February 28th. On February 22nd, McCormick calls to re-schedule his consult appointment as he is going to be away on February 28th. McCormick is offered a new consult appointment for March 17th.



1. Within the Central Intake solution, find the patient who is requesting to change their consult appointment.
2. Click **Reschedule Consult Appt – Patient** button.
3. From the pop-up, check the box **Set Future Status Date**. **When the Set Future Status Date is checked, the field changes to Reschedule Consult Appt. – Patient – External Delay**. Enter the date of the **ORIGINAL** consult appointment. This will trigger the CI solution to start the external delay clock for the wait time calculation.



4. Click **Update Status**.
5. The patient's status (noted in the top right corner) is set to **Rescheduled Consult Appt. - Patient**



6. Select the date of the new consult appointment (e.g., March 17th) for the **Consult Appointment** field and click **Save**.



If the patient calls to re-schedule the appointment again, before the rescheduled appointment has occurred, follow the same process as outlined above. Click the Reschedule Consult Appt – Patient button to extend the external delay. Does the date entered remain as the first (original) appointment (i.e., February 28th)? Enter the date of the third re-scheduled consult appointment. Click Save.

Scenario C: Patient Unavailability – Patient has a scheduled consult appointment but will be unavailable

Some patients may be scheduled for a consult appointment but may have scheduled plans where they will be unavailable for a period of time. A common example of this would be those who travel outside of Canada for 1-3 months in the winter or who work away from home for an extended period of time. To account for this period of unavailability, and ensure the wait time is calculated appropriately, the CI solution allows for the tracking of this period of unavailability and ensure the wait time clock is stopped.

Scenario: Ztest Test has been notified of a scheduled consult appointment (e.g., May 15th) but has called to indicate that she will be out of province from May 12th until May 23rd.

1. Within the Central Intake solution, find the patient's referral who has indicated they will be away for a period.
 - a. From the **Referrals List**, select the patient and **open the referral**.

W1 - Referrals List

Filter: Scheduled Consult App. Patient Home Zone: Research for Referral: Potential Diagnosis: Central Triage Consult Specialist: Priority: Contacted on Call Spn: List Name: Referral Count (Current Filter): 5

MCP

Referral #	Referral Type	Patient Name (HON)	Patient Home Zone	Scheduled Date	Contacted on Call Spn	Book With Specialist	Research for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Priority	Triage Consult Zone	Triage Consult Specialist	Status	Status Date	Wait Time	Details
81000001	Orthopaedics	LARSON, CONNY, LISA (33662327642)	Central	13-Dec-2024		Not Available	Yes	Right	Fracture	1 - High Acuity	P2	Central	Not Available	Scheduled Consult App.	18-Jan-2025	150	
81000002	Orthopaedics	ZTEST, TEST (2087221198)	Eastern Urban	07-Feb-2025		Conf. Stephen, Dr	Strabismic	Strabismic	Abducens Nerveless	2 - Regular Acuity	P2	Central	Not Available	Scheduled Consult App.	12-Feb-2025	98	
81000003	Orthopaedic Legals	WAI, HELEN, EDWARD (2047310215)	Central	12-Feb-2025			Yes	Left	Abducens Nerveless	2 - Regular Acuity	P2	Central	Not Available	Scheduled Consult App.	12-Feb-2025	98	
81000004	Orthopaedics	WAI, HELEN, EDWARD (2047310215)	Central	11-Mar-2025		Not Available	Strabismic	Right	Fracture	1 - High Acuity	P2	Central	Not Available	Scheduled Consult App.	25-Apr-2025	62	
81000005	Orthopaedic Legals	WAI, HELEN, EDWARD (2047310215)	Central	06-Apr-2025			Yes	Left	Osteoarthritis	2 - Regular Acuity	P2	Central	Steve, Mohamed, Dr	Scheduled Consult App.	14-Apr-2025	24	

Page 1 of 1

Back to Referral Management

2. With the referral open, scroll down to the **Patient Unavailability** section (below the Workflow History). Click the **Add Unavailability** button.

Workflow History

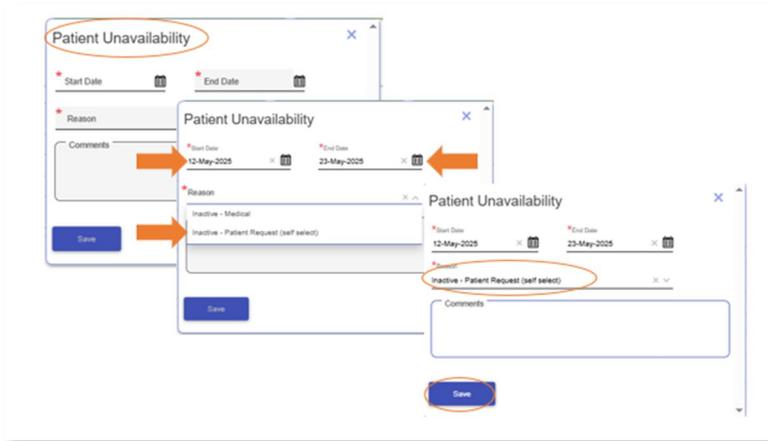
Status	Status Date	Status Updated By	Status Detail
Scheduled Consult Appt	12-Feb-2025	mandybull	 
Ready to Schedule Consult Appt	12-Feb-2025	mandybull	
Accepted & Prioritized for Consult	12-Feb-2025	mandybull	
Submitted Referral	07-Feb-2025	background	
Inactive (91)	31-Jan-2025	background	

Start Date	End Date	Reason	Future Statuses
31-Jan-2025	07-Feb-2025	Inactive - Medical	 

[Add Unavailability](#)

3. The Patient Unavailability pop-up is displayed. There are three required fields that must be completed.

- *Start Date [Required]** – First day the patient is unavailable
- *End Date [Required]** – Last day the patient is unavailable
- *Reason [Required]** – Select the reason the patient is unavailable – If the patient has indicated they are unavailable, choose **Inactive – Patient Request**. If the patient is unavailable for other medical reasons / treatment, choose **Inactive – Medical**.



d. **Comments** – [Optional] Enter any comments / details to further explain the reason for the period of unavailability.

4. Click **Save**.

5. The **Patient Unavailability** section of the patient’s referral is updated with the information to show when the patient is unavailable. This period of inactivity is **NOT** included in the calculated wait time for the patient.

Patient Unavailability

Start Date	End Date	Reason	Future Statuses
31-Jan-2025	07-Feb-2025	Inactive - Medical	
12-May-2025	23-May-2025	Inactive - Patient Request (self select)	 

[Add Unavailability](#)

- If you were to view this patient during the period of unavailability (e.g., between May 12 and 23), the patient’s status would show **Inactive**.

Scenario D: System Unavailability – Patient has a scheduled consult appointment, but the healthcare system has initiated a delay

Some situations may arise where a patient’s consult appointment needs to be rescheduled to conditions arising within the healthcare system. For example, if the specialist is not available or the facility is unavailable, then the patient’s consult appointment needs to be rescheduled. In these situations, the wait time clock is not stopped since it is not the patient who is causing the delay of the service.

1. Within the Central Intake solution, find the patient whose consult appointment needs to be change due to change initiated by the healthcare system.
2. Enter the **date of the new consult appointment** (Step 1). Click **Save**. (Step 2)
3. Click **Reschedule Consult Appt – System** button. (Step 3)
4. Complete the **comments** section with an explanation as to why the appointment is being rescheduled. (Step 4)
5. Click **Update Status**. (Step 5)



6. The **Workflow Status** section is updated to reflect the change in the rescheduled consult appointment to reflect the change is the result of a system reschedule.

