

Appointment details

Scenario

This guide explains the Appointment Details screen within the My GNCR service. Select an appointment from the upcoming appointment list or the past appointment list to see the details. This guide also shows the corresponding locations within the Management Portal for the data shown in the appointment.

Management Portal	In App	Sent in appointment message
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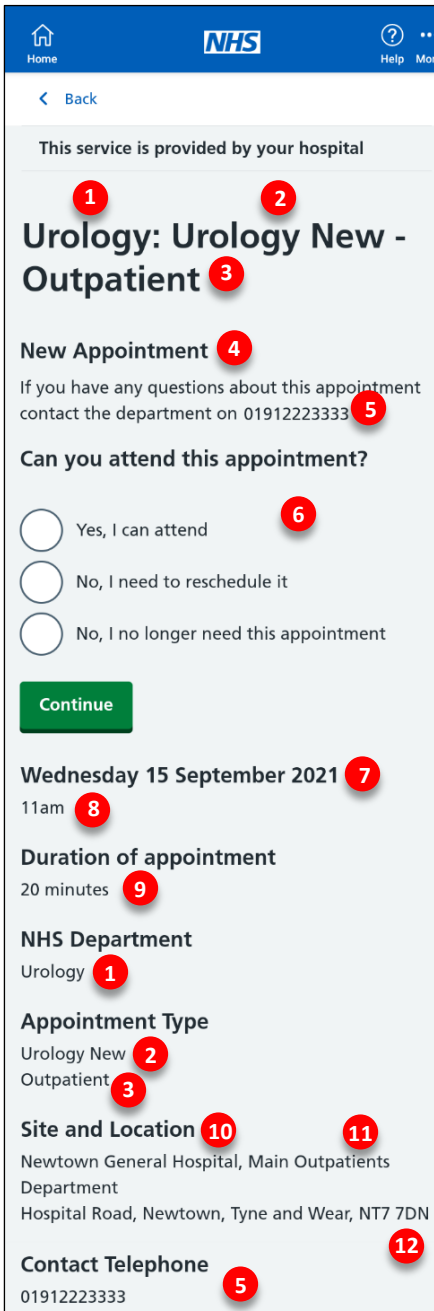
Overview

The details in the appointment details are as follows:

1	Speciality	Department > Speciality
2	Service Name	Appointment Type > Service Name
3	Encounter Type	Sent in appt message
4	Appointment Header	In App*
5	Telephone Number	Appointment type > Telephone number**
6	Appointment Confirmation	In App
7	Date	Sent in appt message
8	Time	Sent in appt message
9	Duration	Sent in appt message
10	Site	Site > Label
11	Location	Location > Label
12	Address	Site > Address
	<i>Continued on next page</i>	

*The header changes depending on what action has been taken by the patient or the provider, *see next page*

**If the Appointment Type telephone number is not provided the Department Telephone number will be populated. If the Department telephone number is not provided the Organisation telephone number will be populated.



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This service is provided by your hospital

1 **2**
Urology: Urology New - Outpatient **3**

New Appointment **4**

If you have any questions about this appointment contact the department on 01912223333 **5**

Can you attend this appointment?

Yes, I can attend **6**

No, I need to reschedule it

No, I no longer need this appointment

Continue

Wednesday 15 September 2021 **7**

11am **8**

Duration of appointment

20 minutes **9**

NHS Department

Urology **1**

Appointment Type

Urology New **2**

Outpatient **3**

Site and Location **10** **11**

Newtown General Hospital, Main Outpatients Department
Hospital Road, Newtown, Tyne and Wear, NT7 7DN

Contact Telephone **5** **12**

01912223333

13	Appointment Instructions	Added via Prerequisite reminders Displayed text is Description within the Prerequisite Reminder
14	Location Instructions	Location > Instructions
15	Associated Documents	Added via Assets Displayed text is Description within the Asset
16	Associated Information	Linked correspondence item
17	Add to calendar	In App
18	Request a change/cancellation	In App

Appointment Instructions 13
Bring a specimen of urine in a small container with you.

Location Instructions 14
The clinic is located in the New Victoria Wing.

Associated Documents 15
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Associated Information 16
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Appointment header

The Appointment header is changed if the appointment has been changed or cancelled, or if a change or cancellation has been requested.

New Appointment	<p>New Appointment</p> <p>If you have any questions about this appointment contact the department on 01911234567</p> <p>Can you attend this appointment?</p> <p><input type="radio"/> Yes, I can attend</p> <p><input type="radio"/> No, I need to reschedule it</p> <p><input type="radio"/> No, I no longer need this appointment</p> <p>Continue</p>
Patient has confirmed they can attend (no banner)	
Patient has requested to reschedule	<p>You have requested a change to this appointment</p> <p>Thank you for informing us this appointment is not suitable.</p> <p>We have sent your response to your care provider. They will contact you to rearrange.</p> <p>You do not need to take any further action but if you have any questions call 01915555555</p>

<p>Patient has requested to cancel</p>	<p>You have told us you want to cancel this appointment</p> <p>Thank you for informing us you no longer need this appointment.</p> <p>We have sent your response to your care provider and they may contact you to discuss this cancellation.</p> <p>You do not need to take any further action but if you have any further questions call 01274232323</p>
<p>Care provider has changed the appointment</p>	<p>Change to Appointment</p> <p>Your appointment has been updated by your care provider.</p> <p>If you have any questions regarding this appointment contact the department on 01277544445</p> <p>Can you attend this appointment?</p> <p><input type="radio"/> Yes I can attend</p> <p><input type="radio"/> No, I need to reschedule</p> <p><input type="radio"/> No, I no longer need this appointment</p> <p>Continue</p>
<p>Care provider has cancelled the appointment</p>	<p>Cancelled Appointment</p> <p>Your appointment has been cancelled by your care provider.</p> <p>This appointment has been cancelled because of COVID-19 restrictions.</p> <p>Don't forget, if you have booked transport you will need to cancel this.</p> <p>Dont forget to remove this from your calendar.</p> <p>If you have any questions call 01911234567.</p> <p>Remove from upcoming appointments list</p>