

Appointment Letters

This quick start guide shows Administrators how to send appointment letters. It includes how to send letters for appointments that have been rescheduled or cancelled.

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Sending Appointment Letters

This section goes through how Administrators can send appointment letters to patients. These letters are printed and sent centrally. Administrators are not required to print appointment letters locally.

Sending the Appointment Letter

At the end of making a patient's appointment, an appointment letter can be sent by inputting 'Yes' or 'No' in the 'Print Letter' section.

The screenshot shows the 'Registration' interface with a navigation bar at the top containing icons for Appt Desk, GP, Audit Trail, Referrals, Pt Prefs, Patient FYI, Family Lookup, View WQs, Reg History, and Confirm. The main content area is titled 'Outpatient Letters' and includes a sub-section 'Select Booked Letter (choose 'Yes' for a letter, 'No' for no letter)'. Below this, there is a 'Print Letter:' field with a magnifying glass icon, which is highlighted with a red box. Underneath is a 'Dot Codes:' section with a dropdown menu showing '1'. The 'Referral Information' section includes an 'Admin category:' dropdown set to 'NHS Patient' and a '12-month resident?' field with a warning icon.

Click 'Finish' to complete the appointment booking process and to send the appointment letter.

A notification will be sent to the communicator and the letter will be printed centrally. The communicator will decide whether the letter needs sending via 1st class or 2nd class.

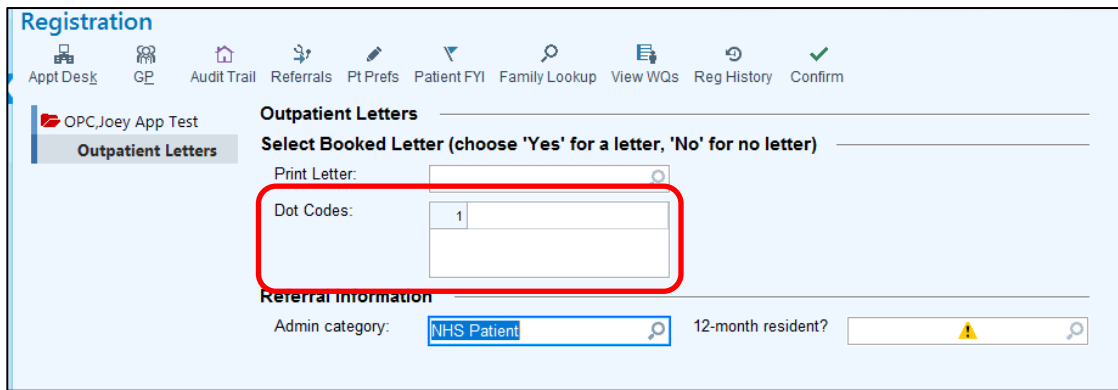
- The letter will be sent by 1st class if the appointment is between 2 and 7 days in the future
- It will be sent 2nd class if the appointment is 7 days or more in the future
- Appointment letters will not print if the appointment is less than 2 days in the future

NB: Patients who have signed up for MyChart will also get an electronic notification of their appointment.

Dot Codes

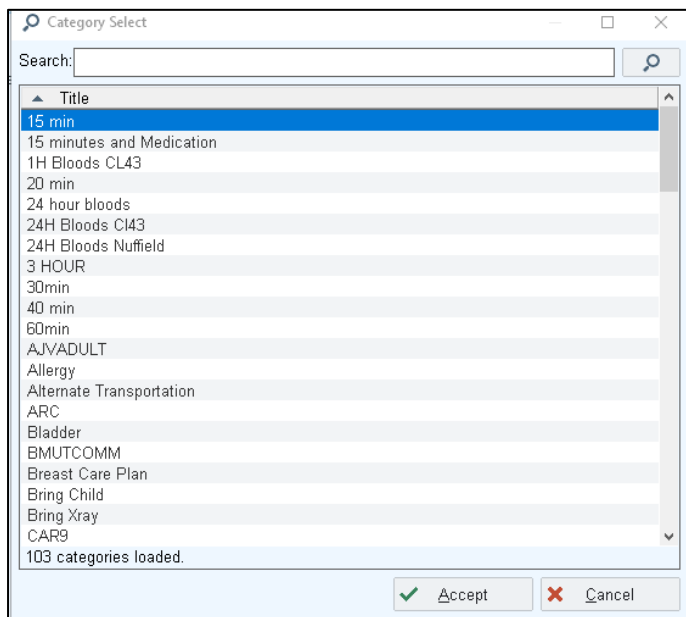
Certain departments require further information to be added to the generic appointment letter. This information can be added by selecting a 'Dot Code'.

- To add extra information to the appointment letter, select the magnifying glass in the 'Dot Codes' section



This will open up a list of 'Dot Codes'. Each 'Dot code' corresponds to further information that can be added to an appointment letter.

- Select the required 'Dot Code' and click 'Accept'. Only one 'Dot code' can be included on the appointment letter



There is a list of the current 'Dot Codes' is in the appendix at the end of this document.

Rescheduled Appointment Letters

If a patient's appointment is rescheduled, the reschedule letter is sent in the same way as sending an appointment letter (see above).

The letter that is sent after rescheduling an appointment will detail the appointment that has been cancelled and the new future appointment that has been scheduled.

Cancellation of Appointment Letters

This section shows administrators how they can send a letter to patients when an appointment has been cancelled and hasn't been rescheduled.

Cancel/Reschedule Activity

- While cancelling a patient's appointment, if this appointment doesn't require reschedule, a cancellation letter can be sent by typing the code 'CNX1' into the 'Comments' section

Once the code has been input into the 'Comments' section, further information about the cancellation reason can be added into the 'Comments' section

- To send the letter, select 'Cancel Appts'. The letter will be printed centrally by communicator

Outside the Cancel/Reschedule Activity

If a cancellation letter needs to be sent but the code 'CNX1' was not input within the 'Cancel/Reschedule' activity, administrators can still send a cancellation letter.

- Select the patient's cancelled appointment from within the 'Past Tab' on the 'Appt desk' and click 'Appt Info'

Encounter Date	Appt Time	Status	Visit Type	Pre-OPA Review	Provider	Dept	Centre
29/7/2020 Wed	10:00	Cancel...	NEW [34005]		ABERDEEN, DREW-CAD [CAD21000]	ADD AHNR [2010050033]	ADD Cadence Training
18/7/2020 Sat	10:00	Compl...	NEW [34005]		ABERDEEN, SARA-CAD [CAD18720]	ADD ALCNIMM [2010050055]	ADD Cadence Training

- Within the 'Appointment Information' activity, navigate to the 'On Demand Print' section
- To send the cancellation letter, input '1' in the 'Appt Letter' section and input the type of letter as 'Cancel Letter'

Appointment Information

Undo Reg GP Referrals Documents

NEW

Patient Demograp...

Clinical Information

Name: Julie-CAD BARCELONA NHS No.: []

Sex: Female Birth date: 05/11/1977 Aliases: 1

1-PermanentAddress 2-TemporaryAddress 4-Correspondence Address

Address: 128 High Street
Harston
CAMBRIDGE
CB22 7QD

Contact Information:

Number Type	Number
1 Home Phone	01223 345678
2 Work Phone	
3 Mobile	

Email: []

Comments: []

+ Create New Address

Start Date: 06/06/2010

Referring: []

How you heard about us: 1

GP: []

Appt phone: []

Block calls for appt

On Demand Print

Appt letter: 1 Cancel Letter

Enc form: 0 Face sheet: 0

Visit label: 0

Perm comm: []

- Click 'Accept' to send the letter. The letter will be printed centrally by the communicator

Appendix of Dot Codes

Dot code	Info that will be printed in the letter
15 min	Please arrive 15 minutes prior to your appointment because tests or paperwork may have to be completed before your consultation.
20 min	Please arrive 20 minutes prior to your appointment because tests may have to be completed before your consultation.
30min	Please arrive 30 minutes prior to your appointment because tests may have to be completed prior to your consultation.
40 min	Please arrive 40 minutes prior to your appointment because tests may have to be completed before your consultation.
60min	Please arrive 60 minutes prior to your appointment because tests may have to be completed before your consultation.
3 HOUR	Please allow up to 3 hours for your appointment as this may involve having imaging tests done and seeing different clinical staff.
AJVADULT	Please allow 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
Allergy	If you suspect you are allergic to fruits or vegetables, please bring one of each of these to your clinic appointment as these are needed for allergy tests. If you do not bring these, allergy tests cannot be performed.
Alternate Transportation	This treatment may cause blurry or impaired vision or increased sensitivity to light. Please make necessary arrangements for your journey home.
ARC	Clinic 9 is located next to the Outpatient entrance. If you are diabetic please bring your insulin with you and a sufficient amount of food and drink as you could be in clinic for a while. If you are a new patient, please ensure you have a list of all current medications with you.
Bladder	Please arrive for this test with a full bladder.
BMUTCOMM	Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin.
Breast Care Plan	We will discuss your end of treatment care plan summary during this appointment. This appointment will take 30 minutes.
Bring child	Please bring your child to this appointment
Bring Xray	When you attend for the appointment please could you bring with you any X-rays you may have.
CAR9	A car parking space has been reserved for you outside Clinic 9. Unfortunately we are unable to guarantee its availability on arrival.
CATARACT	Please allow up to 3 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home. Please bring your spectacles and a list of any current medications with you. If you wear contact lenses please stop wearing soft lenses 7 days before your assessment and hard lenses 4 weeks before your assessment.

Chaperone	An accompanying adult must be present when any child is seen or examined by health professionals in the Trust.
Diabetic	Please remember to bring your insulin with you if you are diabetic, and a sufficient amount of food and drink as you could be in clinic for a while.
Diabetic Pregnancy	The result of your recent Glucose Tolerance Test (GTT) shows that you are not controlling the glucose in your blood as well as you would normally. This is a manageable condition of pregnancy and is called Gestational Diabetes Mellitus (GDM). This appointment is to plan your further care.
DIGIRETINAL	<p>At this appointment you will have a series of tests designed to examine the health of your eyes. This includes vision measurements, eye drops and a retinal scan and photograph.</p> <p>Once the tests are complete you will be free to go. You will receive your results by post within 4 weeks. If you are found to need further tests or require treatment, we will send you another appointment.</p> <p>Please allow approximately 1 hour for this appointment. The eye drops may blur your vision so you will be unable to drive for 4-6 hours. Please arrange alternative transport or someone to take you home.</p>
Do Not Bring Child	Please note that your child will NOT need to attend this appointment.
ECG 15MIN	Please attend 15 minutes prior to the time of your appointment in order to have an ECG undertaken. If your appointment falls on a Monday please go to the Cardiology Diagnostic department. If your appointment falls on any other day of the week please attend Clinic 2 to have this undertaken. Once this is completed please head to the location of your appointment.
Family or Friend	You are welcome to bring a member of your family or a close friend with you.
Flow Meter	If you have been given a flow-meter, please bring this with you.
Friend	Please attend this appointment with a relative or friend.
Fruit and Antihistamine	<p>Please stop taking any antihistamine medication 3 days prior to your appointment. Also, if you suspect that you are allergic to fruits or vegetables, please bring one of each of these to your clinic appointment as these are needed for allergy tests.</p> <p>If you do not bring these, allergy tests cannot be performed.</p>
Genetic blood test prior to appt	Please allow extra time as you will need to have a blood test prior to your Genetic appointment. Please go directly to phlebotomy (blood test room) and provide your details. They will then be able to see on the system what tests are required. You will continue to receive separate appointments for other investigations such as scans.
GII	<p>Please contact us to rearrange if you take antibiotics during the two weeks prior to this test.</p> <p>Do not have anything to eat or drink (except water) for 12 hours before your test. Do not smoke for 12 hours before your test. If you are Diabetic please be aware that you may be given glucose. The test will last for 3.5 hours. If you have any queries please contact your doctor or diabetic nurse.</p>
Glasses	Please bring all your current glasses or visual aids with you for this appointment.
GLAUC	Please allow approximately 2 hours for this appointment. The appointment time reflects the time when your first test will begin. You will undergo a number of tests before seeing a clinician. You may require eye drops which dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.

Growth Hormone Assessment	This appointment is for your growth hormone assessment.
Held Record	Please would you bring your child's parent held record to the appointment.
HFTSPLIT	Please allow approximately 1hour for this appointment. The appointment time reflects the time when your first test will begin.
HINCH	If you need to contact the Children's Outpatient Department at Hinchingsbrooke Hospital directly, please call 01480 423150. An accompanying adult must be present when any child is seen or examined by health professionals in the Trust. Please arrive with a full bladder.
Hospital Transport has been arranged	Hospital transport has been arranged for your appointment.
Hospital Transportation Required	If you require hospital transport, please ask GP to arrange this for you.
Immunoglobulin Treatment	Please bring the medication and ancillaries used to administer one dose of your home immunoglobulin treatment and a list of your current prescription medications with you when you attend this appointment. Please allow up to 3 hours for your appointment as this may involve having blood tests done.
INHALER	If you are using inhalers please bring these, together with your spacer if you have one, to the clinic appointment. Please also bring a list of all your medications with you.
Injection Equipment	Please bring all monitoring and injection equipment with you so that it can be checked.
Joint appt with Cardiology	Please note that this is a joint appointment with Cardiology. You will receive a separate appointment letter from the Cardiology Department. If you need to cancel your appointments please inform both departments.
LCP Booklet	If you have one, would you please bring your child's Lifespan Community Paediatric Booklet with you when you attend this appointment.
MAKEUP	Please try to avoid wearing any make up for this appointment.
MEDICALRET	Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
MedicationList	Please bring a list of all medications being taken at present, including the drug name and dosage you take each day.
Medications	Please bring all medications being taken at present, not just a list.
More Information Required	Prior to your appointment we also require further information. A separate letter will follow with more details.
MSDMT	The Cambridge MS Clinic is a research active clinic. So, when you attend the clinic, you may be asked if you would like to hear about on-going research studies, and/or if you would be willing to donate a sample of blood for MS research. Involvement in research is entirely voluntary; saying no will not affect your medical care in any way. Further information about what to bring and what to expect in clinic can be found on the Cambridge MS clinic website: http://www.cambridgmsclinic.org.uk .
MSRCORNEAL	Please allow 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you may require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.

MSRCORNREV	Please allow 2 hours for this appointment as you may undergo a number of tests. The appointment time reflects when your first test will begin. At this appointment you may require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
Multi Procedure UROL NP	Please Note: there are several consultations and procedures to be carried out in different parts of the hospital as part of this appointment. Please ensure you have the necessary domestic arrangements in place, as your appointment may not finish until late afternoon.
NLE	This appointment is with Dr. Manford at the Ely GP Practice near you. The address of the practice is: St Mary's Surgery 37 St Mary's Street, Ely, CB7 4HF
NLH	This appointment is with Dr. Manford at the Haverhill GP Practice near you. The address of the practice is: Dr. Cornish & Partners Christmas Maltings Surgery, Camps Road, Haverhill CB9 8HF
NLO	This appointment is with Dr. Manford at the Over GP Practice near you. The address of the practice is: Over Surgery 1 Dring's Close, Over, CB24 5NZ
NLR	This appointment is with Dr. Manford at the Royston GP Practice near you. The address of the practice is: Market Hill Surgery Market Hill, Royston, SG8 9JN
NURSEPRAC	Please allow up to 2 hours for this appointment. The appointment time reflects when your first test will begin. Please bring your spectacles and a list of any medication with you. If you wear contact lenses please remove soft lenses 7 days before your appointment and hard lenses 4 weeks before your appointment.
Nutrition 1	This appointment is to have your tube removed. Please ensure you are nil by mouth/nil by tube for two hours prior to this appointment.
Nutrition 2	This appointment is to have your tube changed. Please ensure you bring your spare tube and that you are nil by mouth/nil by tube for two hours prior to this appointment.
Nutrition 3	This appointment is to have your first tube inserted. Please ensure you are nil by mouth/nil by tube for two hours prior to this appointment.
OCP	If you are using the oral contraceptive pill or HRT, please stop taking for 6 weeks prior to this appointment. We advise you to use another form of contraception if required.
OCULOPLAST	Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin.
Oncology tests	Please arrive in Outpatients Oncology and Haematology Department 60 minutes prior to your appointment time in Clinic 2 because tests may have to be completed before your consultation.
OPHTHDIAB	You may undergo a number of tests. Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
OPHTHMR	You will undergo a number of tests before seeing a clinician. Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops

	which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
OPHTHNEURO	Please allow 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
OPHTHPAED	Please note that the appointment time you have been given is the time you should arrive at the clinic, and not the time you will see the clinician. Your child may have to undergo a number of tests before seeing a clinician, such as Dilation (eye drops), a Visual Field Test or Photography. The eye drops that may be given will likely cause painless temporary blurring of vision and sensitivity to bright lights, therefore, sunglasses or a hat for children may be helpful. Please allow approximately 2 hours for your appointment, however, this does not account for any delays that may be experienced on the day.
OPHTHVR	You may undergo a number of tests. Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
OPTOMARU	Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin.
ORTHOPAED	Please allow approximately 1hour for this appointment. Please be aware that an accompanying adult must be present when any child is seen or examined by a Health Professional in the Trust.
ORTHOPARU	Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin.
Other Family	The doctor would like to see other affected members of your family. Would you please call the number provided at least 2 weeks in advance with the names of those in your family who will be attending.
Over 3 years	All patients must be accompanied by an adult in this clinic. Any patient over 3 years old - please arrive with a full bladder.
Pacemaker	Please bring your pacemaker registration card with you when you attend your appointment.
Partner	We encourage patients attending this appointment to attend with their partner.
Pharmacist	Please note you will be seeing a Specialist Clinical Pharmacist.
Pre-assessment	If you are advised by the doctor during your outpatient consultation that you need an operation, you will be required to attend a Pre-operative Assessment appointment before leaving the hospital. This is to ensure that you are fit for surgery and may increase your hospital visit by several hours.
PSA Blood Test	Would you please make sure you have a PSA blood test two weeks before your appointment.
Range of child's food and drink	In order to assess your child's swallowing please could you bring along your child's usual drink and a range of foods to the appointment.
Scan	On arrival, please go to the X-ray Department where you will have an Ultrasound Scan. For this you will need to have a full bladder. Then go to the Ante-natal Clinic where a urine sample will be tested. Blood samples will also be taken before you see the midwife. For this visit you will need to bring a dressing gown.

Separate Clothing	Please wear separate top and bottom clothing as all garments from the waist up will need to be removed.
Shoes	It is advisable that you do not eat a heavy meal 2 hours prior to your Exercise test and that you bring a pair of flat, comfortable shoes with you.
Shorts	To enable ease of examination, please bring with you a loose pair of shorts.
SJMM	Please bring a sandwich with you to this appointment as you may be asked to swallow it during the procedure.
SSP	You will be seen by one of the Extended Scope Practitioners who work alongside our Consultants. They will assess you and order investigations if necessary and can discuss further ongoing management with one of the Neurosurgeons at their weekly meeting.
STICKLER	Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin.
Stop Antihistamines	Please stop taking any antihistamines 3 days prior to the appointment.
Stop Inhaler	Please stop using any reliever inhalers 12 hours before your appointment. If you feel you cannot attend your appointment without using your inhaler, please contact the Lung Function team.
Talcum	Please do not use talcum powder or any kind of deodorant as this may affect the quality of the x-ray should you be required to have one.
Transport and 30 minutes	Hospital transport has been arranged for your appointment. Please arrive 30 minutes prior to your appointment as tests may have to be completed before your consultation.
Transportation Home	Please arrange to be collected, as we do not advise you to drive or to take public transport home. If you need transport please contact your G.P.
Ultrasound	On arrival at the Rosie Hospital please go directly to the Ultrasound Scan department. You will be offered an Ultrasound Scan if you have not previously had one for which a full bladder is required.
Urine	Please bring with you a urine sample for this appointment.
VITRORET	Please allow approximately 2 hours for this appointment. The appointment time reflects when your first test will begin. At this appointment you will require eye drops which will dilate your pupils so you will be unable to drive home. Please ensure you arrange transport for your journey home.
VULV	<p>We are a physiotherapy team specializing in Women's health problems and you have been booked into a vulvodynia class. This single 2 hour session forms the basis of your treatment plan. A physiotherapist will build on this when you see them on a one to one basis - these sessions will be booked after the class.</p> <p>The class will include information about pain, ideas about how to break the pain cycle and self-help ideas to start your recovery. We understand that some patients may be nervous about attending a group for a problem of a sensitive nature but, from experience, all the patients in the previous groups have benefitted.</p> <p>If you would like to call us to discuss the group sessions then please contact us on 01223 217422.</p>
WARFARIN	As you are taking Warfarin, please ensure that you have your INR checked a maximum of 5 days prior to your appointment date. Please let the booking team know the INR result before your appointment date otherwise you risk your appointment being cancelled on the day. Please contact the booking team on 01223 216091.
Xray	You will need to have an X-ray before your clinic appointment. Please go to the main X-ray department 45 minutes before your appointment to have this done.

