

## Patient Unavailability

### Quick Reference Guide

Patients lead busy lives and there may be circumstances when they are not available for surgery; these are called Dates Affecting Readiness and entering these dates stops the clock on their provincial wait time. Provincial Surgical leadership has identified two scenarios when this functionality should be leveraged.



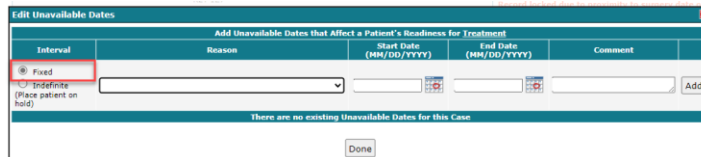
**If a patient must be seen in clinic after they have met a condition (re-assessed), do not add this patient to your waitlist**

### Dates Affecting Readiness

#### 1. Place patient on Fixed Hold

Once a surgery date has been offered, if the patient indicates that they are unavailable for a period of time, add a **Fixed Hold** to enter the date range that the patient has indicated they are not available

- From the **Case Details** screen select **Patient Unavailability – To treat**
- On the **Edit Unavailable Date** select **Fixed hold**
  - **Start Date** = date that surgery was offered
  - **End Date** = date when patient will be ready for surgery
  - Enter a comment and click **Add**
  - Click **Done**

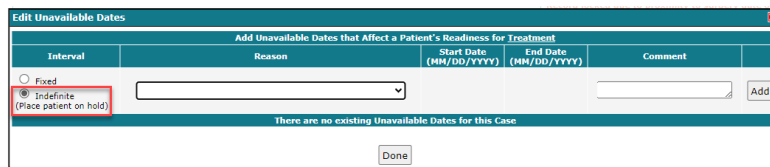


The screenshot shows the 'Edit Unavailable Dates' form with the following fields: Interval (Fixed), Reason (dropdown), Start Date (MM/DD/YYYY), End Date (MM/DD/YYYY), and Comment (text input). The 'Fixed' radio button is selected and highlighted with a red box. Below the form, it states 'There are no existing Unavailable Dates for this Case' and a 'Done' button is visible.

#### 2. Place patient on Indefinite Hold

If a patient is seen for consultation and there is a decision to treat, but a condition must be met prior to ensure readiness for surgery, and the patient has been instructed to call the office when ready, enter an indefinite hold.

- From the **Case Details** screen select **Patient Unavailability – To treat**
- On the **Edit Unavailable Date** select **Indefinite hold**
  - Select a **Reason** from the drop-down menu
  - Enter a comment and click **Add**
  - Click **Done**



The screenshot shows the 'Edit Unavailable Dates' form with the following fields: Interval (Indefinite), Reason (dropdown), Start Date (MM/DD/YYYY), End Date (MM/DD/YYYY), and Comment (text input). The 'Indefinite' radio button is selected and highlighted with a red box. Below the form, it states 'There are no existing Unavailable Dates for this Case' and a 'Done' button is visible.