

# SWIM – Access to Care

## Case Completions

### Quick Reference Guide

After surgery occurs, complete cases or indicate cancelled day of surgery procedures to ensure the waitlist is up to date. (Only complete cases when 100% sure of completion status)

Update Complete Status							
<b>1. Open the Care Venue module</b>	<ul style="list-style-type: none"> <li>Login to the application and select the <b>Care Venue</b> module</li> </ul>						
<b>2. Find Case Completions</b>	<ul style="list-style-type: none"> <li>Notification of required Case Completions can be found in two places:               <ul style="list-style-type: none"> <li>along the top of the <b>Care Venue Booking Calendar</b></li> </ul> </li> </ul> <div data-bbox="722 625 1183 678" style="border: 1px solid red; padding: 2px; margin: 5px 0;"> <p>Case Completion has not been entered for some dates (today or in the past). This can impact patient safety! Please perform case completion for all days.  <a href="#">Click here</a> to view the first (09/11/2023) incomplete case.</p> </div> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>or on the calendar day</li> </ul> <div data-bbox="717 760 899 903" style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>26  </p> <p>Case Completion Required 1</p> <p> </p> <p>1 0</p> </div> <ul style="list-style-type: none"> <li>Click the text hyperlink</li> </ul>						
<b>3. Identify cancelled cases</b>	<ul style="list-style-type: none"> <li>Indicate the cases that were not completed by changing the radio button in the <b>complete</b> column to <b>N</b> (no)</li> <li>Choose the <b>cancellation reason</b> from the drop-down. <i>These reasons are the same as the SIMS values</i></li> </ul> <div data-bbox="576 1131 1333 1247" style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #007060; color: white;">Complete</th> <th style="background-color: #007060; color: white;">Completing Provider</th> <th style="background-color: #007060; color: white;">Cancellation Reason</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"> <input type="radio"/> Y <input checked="" type="radio"/> N  <a href="#">Clear</a> </td> <td style="background-color: #cccccc;"></td> <td style="text-align: center;">           PATIENT - NO SHOW           <div style="border: 1px solid gray; width: 100%; height: 15px; margin-top: 2px;"></div> </td> </tr> </tbody> </table> </div>	Complete	Completing Provider	Cancellation Reason	<input type="radio"/> Y <input checked="" type="radio"/> N <a href="#">Clear</a>		PATIENT - NO SHOW <div style="border: 1px solid gray; width: 100%; height: 15px; margin-top: 2px;"></div>
Complete	Completing Provider	Cancellation Reason					
<input type="radio"/> Y <input checked="" type="radio"/> N <a href="#">Clear</a>		PATIENT - NO SHOW <div style="border: 1px solid gray; width: 100%; height: 15px; margin-top: 2px;"></div>					
<b>4. Identify completed cases</b>	<ul style="list-style-type: none"> <li>Confirm the cases that were completed.</li> <li>Change the radio button in the <b>complete</b> column to <b>Y</b> (yes), if required</li> </ul> <div data-bbox="521 1388 1487 1562" style="border: 2px solid green; padding: 10px; margin: 5px 0;"> <p> If all cases were completed (none cancelled) change the radio button at the top of the page <b>Apply to all</b> and click the <b>Y</b> radio button</p> <div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center;"> <span style="background-color: #007060; color: white; padding: 2px 5px; margin-right: 5px;">Apply to all:</span> <input checked="" type="radio"/> Y <input type="radio"/> N  <span style="margin-left: 10px;"><a href="#">Clear All</a></span> </div> </div>						
<b>5. Submit</b>	<ul style="list-style-type: none"> <li>Click <b>Submit</b>.</li> <li>A warning message will appear at the top of the screen. If you are sure all the information is correct, click <b>OK</b>.</li> </ul> <div data-bbox="532 1730 1479 1822" style="border: 2px solid green; padding: 10px; margin: 5px 0;"> <p> <b>Warning: this action cannot be undone</b></p> </div>						