show that a journey stage has been completed and the named Appointment is available to be called to the next stage of their journey (if any).

- o *End Journey* - Ending a Journey updates Enlighten to show that the Appointment is complete.

- o *Receipt* – Logged-in staff Users can print a receipt ticket showing the Appointment details (where a Client has bypassed the Auto-Arrivals System).

- o *Block Auto Arrival* – Check-in is blocked for that particular Appointment, sending user to Reception.

- o *Set Auto-Arrival Message* - Use to enter Appointment specific message when the Client checks in. The Message will appear in the final view of the Touchscreen, will print onto any receipt or can be relayed verbally.

- o *View Auto Arrival Error* – Will display any error(s) or data missing during Check-in and show them on the Appointments row.

- o *View Survey Results* – Advises Staff of any Check-in Survey responses submitted (licensed feature).

- o *Call* - This is used to Call the Client from the Waiting Location to the correct Location.

- o *Send - U*sed to send the Client from one Waiting Location to another or call back to Reception.

- o *Show System Messages* – Passes Server messages relating to the Appointment page to the right hand side of the page. Any Message will have an associated Action or advice to help.

- o *Show Department* - View the Department associated with the Appointment Owner.

- o *Enable extended tracking* – This will add an extra column to the Appointment page to show further actions completed with any Appointment

N.B. You may see the message "Your appointments view may be limited because you are using IE" when using Internet Explorer browsers. Please contact your Technical Management to optimise the limitations forced by Internet Explorer; the view is restricted at build to +- +/- 1 hours of real time to view Appointments (variable depending on settings in System Parameters).

To see a full list of "All Days" Appointments, Enlighten recommends a browser such as Firefox, Chrome or Prism. Set these as a non-default for access to Enlighten E4 only. If any Patient is marked "Arrived" but not "Left" the appointment details will stay on screen past this time limit.

Click the **_Save_** button at the bottom of the page to save any changes, or click the round *Enlighten* button at the top to move away from the page.

Appointments page

Friday 18 October 2013

E4

Logout

Appointments

Room A is set as default for calls. To change this, click here

Add Client

	Not Arrived	Arrived	All Appointments				AM	PM	All	

Gender	Client	Tracking	Time	Arrival	Consultor	Actions
	Mr Derek Black	Booked	14:15		Dr. Susan Cooper	🚫 ✅ 📥 ✉ 🔄
	Mr Jirrmy Choo	Booked	14:23		Dr. Susan Cooper	🚫 ✅ 📥 ✉ 🔄

Showing 1 to 2 of 2 appointment(s)

Show Legend

Actions/Legends

🚫 Block Auto Arrival	❌ "Un-Arrive"	🔊 Call (Default) or Call to room or Send to	📥 Add Notes	Survey Results
⭕ Unblock Auto Arrival	✅ Mark as Arrived		📝 Edit Notes	
⚠ Auto Arrival Notification	🚩 Release or End Journey	🖨 Print Receipt	✉ Add Auto Arrival Message	
⚠ Data mismatch notification			✉ Edit Auto Arrival Message	

Male (age: under 10 yrs)	Blocked Male (age: under 10 yrs)	Outcomes Completed	Arrived
Female (age: under 10 yrs)	Blocked Female (age: under 10 yrs)	Outcomes Partially Completed	Called
Male (age: 10 to 17 yrs)	Blocked Male (age: 10 to 17 yrs)	Outcomes Not Completed	Waiting area
Female (age: 10 to 17 yrs)	Blocked Female (age: 10 to 17 yrs)		Left
Male (age: over 17 yrs)	Blocked Male (age: over 17 yrs)		Auto Arrival Issue
Female (age: over 17 yrs)	Blocked Female (age: over 17 yrs)		Error (requires attention)
Other	Other Blocked		

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This page is the view set from "My Profile", to show the status of any booked Appointment and allows the User to interact with the page to set any required Actions. Features and Actions are based on Three sets of information.

(1) The features licensed for use in your Enlighten E4 application, e.g. if you have not licensed the Calling Module you will not see the "Call" icon.

(2) The Actions that have been enabled for you to view or use, based on the User Role set by your System Administrator.

(3) The unique parameters set by your Supplier that allows configuration of the label "Consultor (*variable*) /Client", to any other staff based (appointment with) term, along with other system settings from System Parameters such as browser views, call by number.

The following details the features available. Click the **_Show Legend_** button at the bottom of the page to view all icons, click the round *Enlighten* button at the top to move away from the page.

Room xx is set as default for calls. To change this click on the link to select the required location.

o   Where "Call" is enabled to last known location from the user log-in credentials will advise:-

- *Add Client* (variable label) - this is a short-cut to *Manage → Enlighten Diary*.

- *Not Arrived* tab – this shows all the Appointments for today for the *Consultor (variable name)* you have selected in *My Profile* for which the Client has not yet arrived.

- *Arrived* tab – this shows all the Appointments for today the *Consultor (variable name)* you have selected in *My Profile* for which the Client has arrived.

- *All Appointments* tab – this shows all the Appointments for today for the *Consultor (variable name)* you have selected in *My Profile* independent of whether they have arrived or not.

- *Filter* - Enter any text in the box to filter Appointments. Note that this operates on Appointments loaded in the web page.

- *AM*, *PM*, *All* radio buttons can be used to filter any Appointments displayed to morning only, afternoon only, or both.

- *Gender/Information* – To sort the order of Appointments based on the gender click on the arrow. Click the icon shown in this column to view mode detail about the person with the appointment. This includes an option to cancel the appointment.

- *Client Name* - Click on the arrow to sort by alphabetical name (1ˢᵗ name)

- *Tracking* - Click on the arrow to sort. Click the link shown in this column to view a log of events for the specific Appointment.

- *Extended tracking* – Click on the arrow to sort. Hover mouse over the row to view the Appointment extended status. The extended tracking colour and label is set in "Manage>Rooms".

- *Number* – Call numbers are generated internally commencing at **1** each day. Increasing for each Appointment made.

- *Time* – This is the Appointment booked time passed to Enlighten by the diary or 3ʳᵈ party data service. Click on the arrow to sort.

- *Arrival* – This is the Arrival Time given by Enlighten on Check-in. Click on the arrow to sort.

- *Consultor (variable name)* - Click the link shown in this column to see the further information. Click on the arrow to sort.

- *Actions* - The actions available will depend on which actions are included in the *Profile* of your *User Type.* Click the *Legend* link below for a list of all available *actions*.

Show/Hide Legend – find this at the bottom of the Appointments page to view all icons.

- *Block Auto Arrival* – Block Appointment from being able to check in at a Touch Screen.

- *Unblock Auto Arrival* – Allow the blocked Appointment to check in at the Touch Screen.

- *Auto Arrival Notification* - View the error the Client received when self checking-in, click on the check box to clear the message and take recommended Action

o *Data Mismatch Notification* – View the message that will accompany a RED status row where the issue is a mismatch of expected data between Enlighten and your data system. Possible reasons and suggestions will be provided in a text box to assist you in resolving the issue. The Red Row status can be switched off and browser alerts muted for this Appointment. The notification message will disappear after the issue is resolved between the systems.

o *Un-Arrive* – Undo the action that marked the Client arrived.

o *Mark as Arrived* – Click to mark the Client as arrived.

o *Release Client or End* journey – To complete a journey point in an Appointment or click the drop-down arrow to mark the Appointment completed.

o *Call (Default) / Call to / Send* to – An animated speaker icon is the default action is to call the named Appointment to your location. Alternatively click the drop-down arrow to call to an alternative *Room* or to send them to another *Waiting location*. When using Call to un-tick from the checkbox if you do not want this message displayed. When using Send to tick the check box if you want the message to be displayed. Typically "Call to" is for Rooms where the caller is located such as consulting rooms. "Send to" is for more general locations such as Waiting Area (variable name).

o *Print receipt* – Click on this to view a receipt on screen and then click on the "print" link to open the local printer settings for that machine.

o *Add Notes* – Allows a logged in Staff Member to add notes to support the Appointment.

o *Edit notes* -Allows a logged in Staff Member to edit notes to support the Appointment.

o *Add Auto Arrival Message* – Use to enter Appointment specific message when the Client checks in. Message will appear in the final view of the Touch Screen, will print onto any receipt or can be relayed verbally.

o *Edit Auto Arrival Message* – Use to edit Appointment specific message when the Client checks in. Message will appear in the final view of the Touch Screen, will print onto any receipt or can be relayed verbally.

o *Survey results* – Click on this icon to view any Check-In Survey answers submitted. (licensed feature)

o *Gender icon* - A selection of icons for each Appointment type reflects their gender, if they are an Adult, Youth or Minor and also whether they are blocked (or not) from using the Touch Screen

o *Outcomes Completed* – When the Outcome forms are fully completed

o *Outcomes Partially Completed* – When Outcome forms are partially completed

o *Outcomes not completed* – When Outcome forms are not initiated

o *Background colour* - Each Appointment status has a different colour as it changes from Booked to Left.

Notes:

a.   When an Appointment background colour is red, there may be a yellow/black or Yellow/Red exclamation mark (Notification). The exclamation mark indicates the likely cause of the issue and how to clear any problem. If there is no exclamation mark then there is an issue with Enlighten system and/or one or more third party Appointment systems. Possible issues could be:

(i)   Enlighten knows the Client has arrived but the third party system has not acknowledged their Arrival within the server time expected. (a default of 7 minutes, configurable in System parameters by the Support Department). This could be because of the third party system has stopped responding, or there is a network issue.

Red rows caused by slow system response should resolve themselves automatically in time. The first thing to check is whether the status change (e.g. Client Arrival) has been recorded by the 3rd party system. It should then be investigated why the response from the third party system is slow - is the third party system slow as well? Are there any network issues that are making the response slower (e.g. IP address conflicts/ mapped networked drive disconnected)? This may need liaison with local IT support.

(ii)   Enlighten does not receive an acknowledgement from the third party system for any such status change event within the expected time (e.g. Client Called, Client sent to a Waiting Area (*variable name*), Client Journey Ended, etc.), then it will trigger an action to advise the logged-in User.

b.   Appointments are only fetched if they were made more than 15 seconds previously – this prevents from the Database being hit constantly by every browser request. What this implies is that it may sometimes take up to 15 seconds (or until the next browser refresh) for the Appointments page to pick up newly added appointments.

c.   1st data passes (collecting the list of "booked" clients) can take a considerable time due to methods enforced on Enlighten by 3rd party data systems. It is good working practice to ensure the Enlighten Server is switched on to start collecting appointments at least 20 minutes (worst known scenario) before Users attempt to Check-In. Subsequent data passes are much quicker.