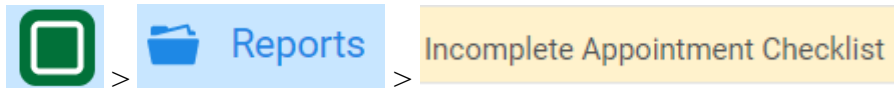



## Contents

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## Check self-incomplete appointment(s)



- Select the Date From e.g 01/09/2023
- Select the Date To e.g 30/09/2023
- Select all of the Missing Entries Type e.g. “(Select All)”
- Uncheck the “(Select All)” and select the Practicum Group e.g. 4.1
- Select the Provider e.g your name
- Then click [View Report](#) at the top right





### Incomplete Appointment Checklist

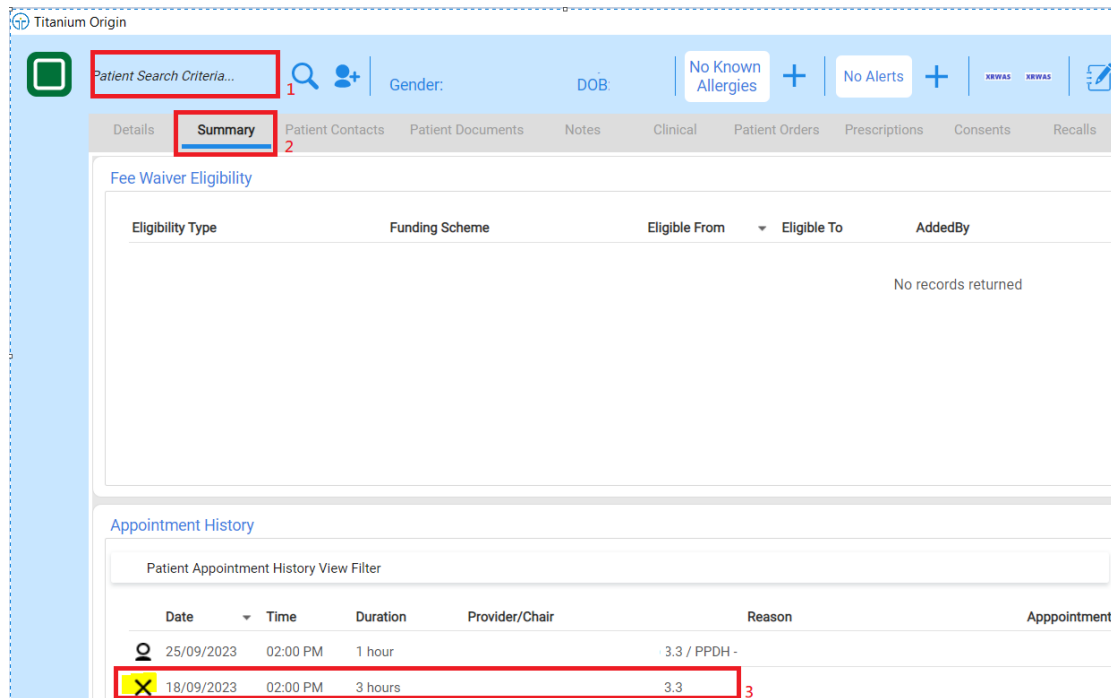
Report Parameters								
Start Date	1/9/2023							
End Date	7/10/2023							
Missing Entries Type	All Missing Entries Types							
Providers								
Practicum Group								
Printed By	PPDH_DOMAIN\svc_titanium 2/11/2023 3:05:11 PM							


Provider ID	Provider Name	Hospital No	Date	Time	Patient Name	Status	Encounter No	Missing Entries Type
			6/9/2023	02:00 PM		Seated	370265-1	Treatment No Daysheet
			5/9/2023	02:00 PM		Failed		Not Completed
			5/9/2023	02:00 PM		Arrived	369327-1	Daysheet No Treatment
			19/9/2023	02:00 PM		Seated	370741-3	Incomplete Encounter

## For Missing Entries Type = Appointment Not Completed Locate the incomplete appointment in Titanium


1. Type in the patient number
2. Click on the “Summary” tab
3. The incomplete appointment record will have a  /  symbol on the left



The screenshot shows the Titanium Origin interface. At the top, there is a search bar labeled "Patient Search Criteria..." with a magnifying glass icon, highlighted by a red box and labeled "1". Below the search bar, there are tabs for "Details", "Summary", "Patient Contacts", "Patient Documents", "Notes", "Clinical", "Patient Orders", "Prescriptions", "Consents", and "Recalls". The "Summary" tab is highlighted by a red box and labeled "2". Below the tabs, there is a section for "Fee Waiver Eligibility" with a table that has columns for "Eligibility Type", "Funding Scheme", "Eligible From", "Eligible To", and "AddedBy". Below this, there is a section for "Appointment History" with a "Patient Appointment History View Filter" and a table with columns for "Date", "Time", "Duration", "Provider/Chair", "Reason", and "Appointment". The table has two rows: one for 25/09/2023 and one for 18/09/2023. The row for 18/09/2023 is highlighted by a red box and labeled "3". The "Appointment" column for this row contains a yellow box with a red "X" icon.

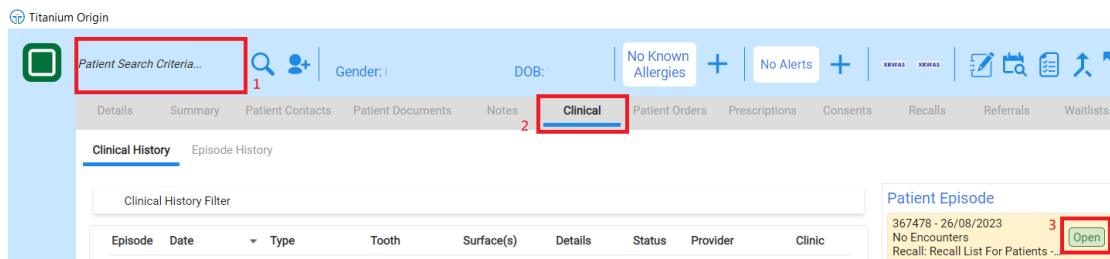
Date	Time	Duration	Provider/Chair	Reason	Appointment
25/09/2023	02:00 PM	1 hour		3.3 / PPDH -	
18/09/2023	02:00 PM	3 hours		3.3	

## Action 1 - To cancel the incomplete appointment

1. In the patient detail page, Click on the  "Search for available appointments" button at the top right
2. Click "Patient Summary"
3. Select the appointment
4. Click "Cancel Appointment"
5. Select the reason for cancel
6. Enter the appointment notes
7. Click "Cancel Appointment"
8. The appointment would be changed to cancel

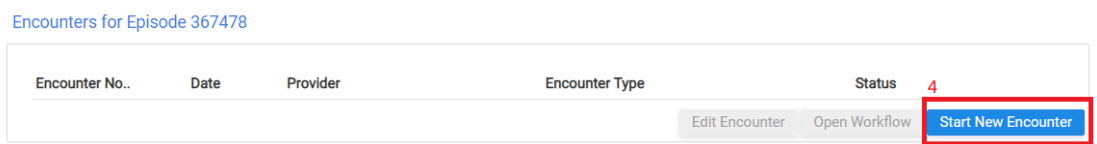
## Action 2 - To fill-in the treatment code and daysheet beyond the appointment date

1. Type in the patient number
2. Click on the "Clinical" tab
3. Click on the "Open" button under "Patient Episode"




The screenshot shows the Titanium Origin patient detail page. The 'Patient Search Criteria...' field is highlighted with a red box and a red '1'. The 'Clinical' tab is highlighted with a red box and a red '2'. The 'Open' button in the 'Patient Episode' section is highlighted with a red box and a red '3'.

4. Click on the "Start New Encounter" button



The screenshot shows the 'Encounters for Episode 367478' section. The 'Start New Encounter' button is highlighted with a red box and a red '4'.

5. Please select the “Date” dateback to the **incomplete appointment’s date.**  
**(If you can’t pick up the appointment record, please check whether the appointment is linked to another opened encounter under different episode)**
6. Select your provider ID as the “Provider”
7. Select the encounter type “Student”
8. Select the Appointment from the drop down list, to locate the Incomplete appointment’s date
9. Click “Save & Open Workflow”
10. Go to the “Treatment Entries” tab to enter treatment code and “Progress note” tab to enter the daysheet for the incomplete appointment  
**(Authorisation is required)**
11. Click  to close the encounter  
If the close encounter have error, please check whether there are outstanding  
-Recall / Waitlist / Referral Management  
-Charting / Treatment Entries / daysheet authorisation  
-Invoicing

### Add Encounter

**Episode Details**

Episode Number

Status Open

Description Appointment: 18/09/2023 - 3ACARIO

---

**Follow Up Encounter Details**

Encounter Number

Status In Progress

5 **Date** \* 1/09/2023 ▼

6 **Provider** \* ▼

Data Entry By ▼


Clinic \* The Prince Philip Dental Hospital (PPDH) ▼

7 **Encounter Type** \* Student ▼

8 **Appointment** \* ▼

Workflow \* 

Date	Time	Duration	Provider
<input type="checkbox"/> 18/09/2023	2:00 PM	01:00	
✓ Appointment			



Dental Assistant(s) ▼ 

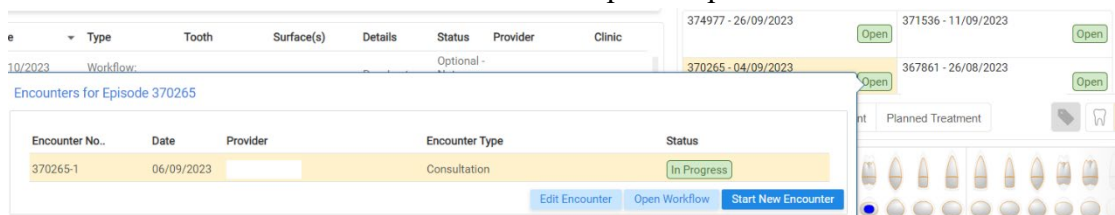
9

Cancel
Save & Open Workflow

## For Missing Entries Type = Treatment With No Daysheet

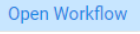

Action - Enter the Daysheet for the past appointment

1. Type in the patient number
2. Click on the “Clinical” tab
3. Click on the  next to the “Patient Episode”
4. Expand the episode by clicking the  on the left and locate the linked encounter no. which could referred from the report output



### Report output:

Provider ID	Provider Name	Hospital No	Date	Time	Patient Name	Status	Encounter No	Missing Entries Type
			6/9/2023	02:00 PM		Seated	370265-1	Treatment No Daysheet
			5/9/2023	02:00 PM		Failed		Not Completed
			5/9/2023	02:00 PM		Arrived	369327-1	Daysheet No Treatment
			19/9/2023	02:00 PM		Seated	370741-3	Incomplete Encounter

5. Highlight the row
6. Click on the  button
7. Navigate to the “Progress Note” tab and add a daysheet for the encounter (**Authorisation is required**)
8. Please remind your tutor to sign and complete the daysheet
9. Click  to close the encounter

If the close encounter have error, please check whether there are outstanding



-Recall / Waitlist / Referral Management

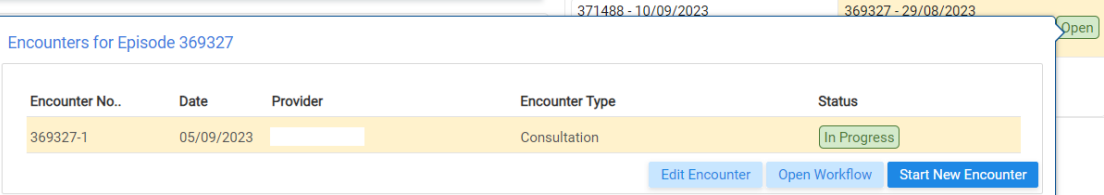
-Charting / Treatment Entries / daysheet authorisation

-Invoicing

## For Missing Entries Type = Daysheet With No Treatment

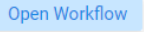

Action - Enter the treatment code(s) for the past appointment

1. Type in the patient number
2. Click on the “Clinical” tab
3. Click on the  next to the “Patient Episode”
4. Expand the episode by clicking the  on the left and locate the linked encounter no. which could referred from the report output

5. 



### Report output:

Provider ID	Provider Name	Hospital No	Date	Time	Patient Name	Status	Encounter No	Missing Entries Type
			6/9/2023	02:00 PM		Seated	370265-1	Treatment No Daysheet
			5/9/2023	02:00 PM		Failed		Not Completed
			5/9/2023	02:00 PM		Arrived	369327-1	Daysheet No Treatment
			19/9/2023	02:00 PM		Seated	370741-3	Incomplete Encounter

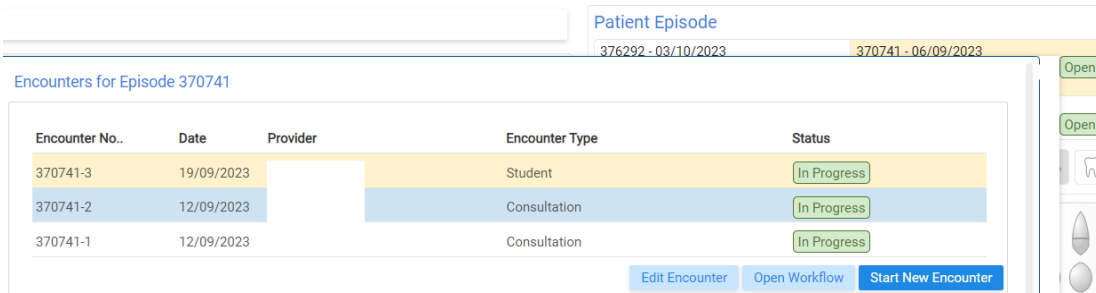
6. Highlight the row
  7. Click on the  button
  8. Navigate to the “Treatment Entries” tab and add a treatment code for the encounter (**Authorisation is required**)
  9. Click  to close the encounter
- If the close encounter have error, please check whether there are outstanding
- Recall / Waitlist / Referral Management
  - Charting / Treatment Entries / daysheet authorisation
  - Invoicing

## For Missing Entries Type = Incomplete Encounter

### Action – Closing the “In-progress” encounter

1. Type in the patient number
2. Click on the “Clinical” tab
3. Click on the  next to the “Patient Episode”
4. Expand the episode by clicking the  on the left and locate the linked encounter no. which could referred from the report output

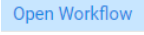

5.



Encounter No..	Date	Provider	Encounter Type	Status
370741-3	19/09/2023		Student	In Progress
370741-2	12/09/2023		Consultation	In Progress
370741-1	12/09/2023		Consultation	In Progress

#### Report output:

Provider ID	Provider Name	Hospital No	Date	Time	Patient Name	Status	Encounter No	Missing Entries Type
			6/9/2023	02:00 PM		Seated	370265-1	Treatment No Daysheet
			5/9/2023	02:00 PM		Failed		Not Completed
			5/9/2023	02:00 PM		Arrived	369327-1	Daysheet No Treatment
			19/9/2023	02:00 PM		Seated	370741-3	Incomplete Encounter

6. Highlight the row
7. Click on the  button
8. Click  to close the encounter

If the close encounter have error, please check whether there are outstanding

- Recall / Waitlist / Referral Management
- Charting / Treatment Entries / daysheet authorisation
- Invoicing

**\*By closing an encounter, the linked appointment’s status will update to “Completed”**

Please contact the IT Office of PPDH via 28590452 or [it@ppdh.org.hk](mailto:it@ppdh.org.hk) for further assistance.