

DAWN Customer Support Guide

Making Diary/Clinic Adjustments (Timed Clinics)

This guide will take you through the steps for making adjustments to timed clinics where each patient has a specific, timed appointment slot.

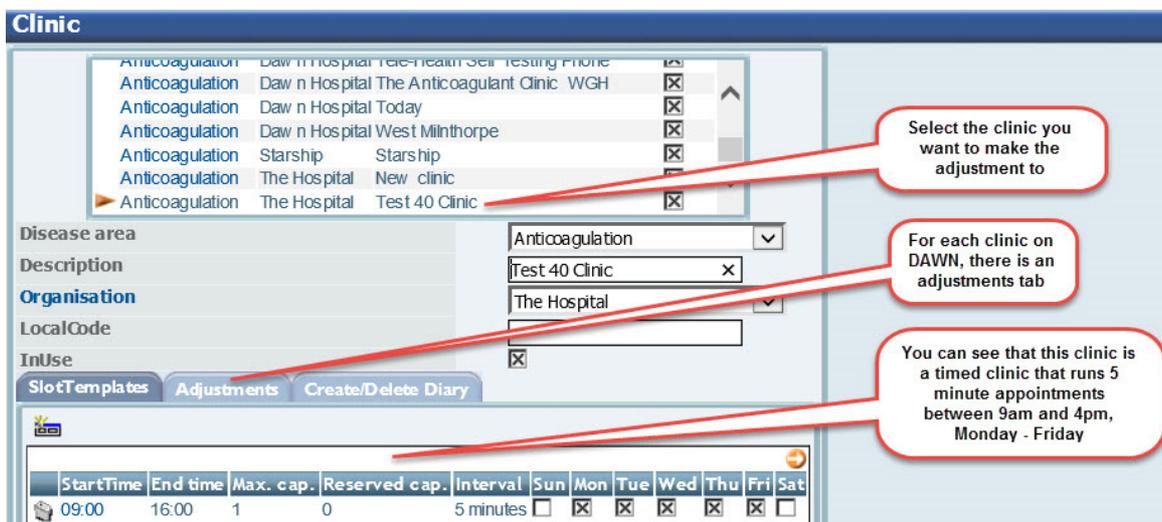
There are a number of reasons that you may need to make adjustments to your clinics diaries and these could include cancelling days due to public holidays or decreasing the number of slots on particular days due to staff training or to account for staff shortages during periods of annual leave.

Please note:
Diary adjustments are clinic specific so if you have more than one clinic on DAWN that the adjustment applies to, you will need to make the adjustment on each individual clinic.

1. Press F5 to bring up the system menu and select 'Clinic' under the 'Normal' tables option.



2. The clinic screen will then show you a list of all the clinics that are set up in your DAWN system



3. Click on the adjustments tab and then on the form button to add a new adjustment.



4. This will bring up the clinic adjustments screen where you can specify what adjustment you want to make.

To block out a whole day e.g. for a Bank Holiday

Description	Good Friday - Easter Bank Hol
Start date	30/03/2018
End date	30/03/2018
StartTime	
End time	
% ?	<input checked="" type="checkbox"/>
Give relative percentage, like 50 or 125	
Cap. adj.	0
Res.Cap. adj.	0
Sun	<input checked="" type="checkbox"/>
Mon	<input checked="" type="checkbox"/>
Tue	<input checked="" type="checkbox"/>
Wed	<input checked="" type="checkbox"/>
Thu	<input checked="" type="checkbox"/>
Fri	<input checked="" type="checkbox"/>
Sat	<input checked="" type="checkbox"/>

Describe what the adjustment is for

Set the dates for the adjustment - set both to the same date to block out a full day e.g. Good Friday

Set the Cap.adj and the Res.Cap.adj to zero to ensure there are no slots for that day

1. Click OK at the bottom of the screen



2. You are then able to see the adjustment under the adjustment tab

Description	Start date	End date	StartTime	End time	% ?	Cap. adj.	Res.Cap. adj.
Good Friday - Easter Bank Hol	30/03/2018	30/03/2018			<input checked="" type="checkbox"/>	0	0

3. To check the adjustment, click on the Create/Delete Diary tab (below)



4. Click on the week you are making the adjustment for to check that the adjustments have been applied

Clinic Diary

Clinic: New clinic (The Hospital)

Diary-date: 30/03/2018

<<	Sun 25/03/2018	Mon 26/03/2018 24 (12)	Tue 27/03/2018 24 (12)	Wed 28/03/2018 24 (12)	Thu 29/03/2018 24 (12)	Fri 30/03/2018 0 (0)	Sat 31/03/2018	>>
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Good Friday - Easter Bank Hol Capacity: 0%, Reserved capacity: 0%

Diary for Fri 30/03/2018

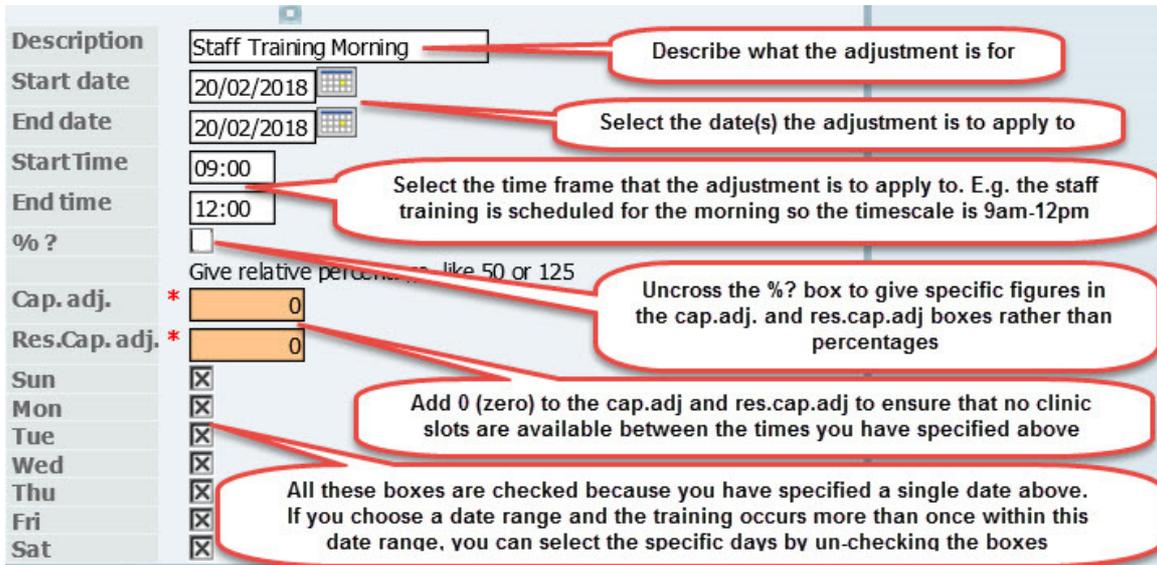
From	Until	Cap. Left	Reserved cap. left	
08:00	08:20	0	0	
08:20	08:40	0	0	
08:40	09:00	0	0	
09:00	09:20	0	0	
09:20	09:40	0	0	
09:40	10:00	0	0	
10:00	10:20	0	0	
10:20	10:40	0	0	
10:40	11:00	0	0	
11:00	11:20	0	0	
11:20	11:40	0	0	
11:40	12:00	0	0	

10:00 - 10:20
No patients found

1. Click on the day you have made the adjustment to

You can see that the adjustment has been added and that there is no capacity in the diary that day for scheduling patients

To block out part of a day e.g. a morning for staff training



Description: Staff Training Morning

Start date: 20/02/2018

End date: 20/02/2018

Start Time: 09:00

End time: 12:00

% ?: (Give relative percentage like 50 or 125)

Cap. adj.: * 0

Res.Cap. adj.: * 0

Sun:

Mon:

Tue:

Wed:

Thu:

Fri:

Sat:

Callouts:

- Describe what the adjustment is for
- Select the date(s) the adjustment is to apply to
- Select the time frame that the adjustment is to apply to. E.g. the staff training is scheduled for the morning so the timescale is 9am-12pm
- Uncross the %? box to give specific figures in the cap.adj. and res.cap.adj boxes rather than percentages
- Add 0 (zero) to the cap.adj and res.cap.adj to ensure that no clinic slots are available between the times you have specified above
- All these boxes are checked because you have specified a single date above. If you choose a date range and the training occurs more than once within this date range, you can select the specific days by un-checking the boxes

1. Click OK at the bottom of the screen



2. You are then able to see the adjustment under the adjustment tab



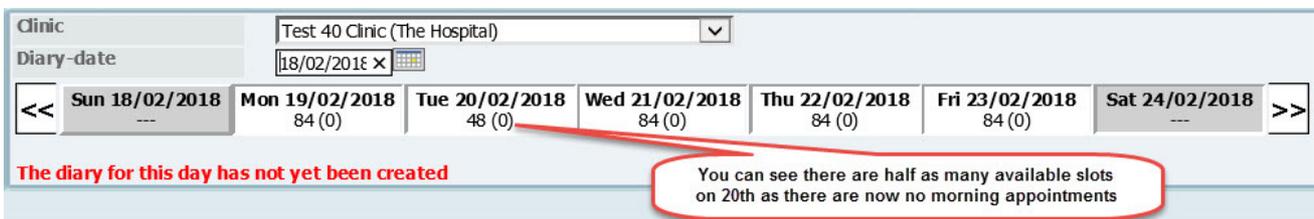
Description	Start date	End date	StartTime	End time	% ?	Cap. adj.	Res.Cap. adj.
Staff Training Morning	20/02/2018	20/02/2018	09:00	12:00	<input checked="" type="checkbox"/>	0	0

Click on the bin icon to delete the adjustment if you have made it in error

3. To check the adjustment, click on the Create/Delete Diary tab (below)



4. Click on the week you are making the adjustment for



Clinic: Test 40 Clinic (The Hospital)

Diary-date: 18/02/2018

<<	Sun 18/02/2018	Mon 19/02/2018	Tue 20/02/2018	Wed 21/02/2018	Thu 22/02/2018	Fri 23/02/2018	Sat 24/02/2018	>>
	---	84 (0)	48 (0)	84 (0)	84 (0)	84 (0)	---	

The diary for this day has not yet been created

You can see there are half as many available slots on 20th as there are now no morning appointments

If you experience any problems, please contact the 4S DAWN support team at

support@4s-dawn.com or 015395 63091