

Scheduling Appointment for Birth Control

- Schedule at patient's location of choice or on soonest available appointment as long as it is within patient's county
- Birth control appointments are by telephone, do not advise patients to go to clinic.
- Let the patient know they may receive their phone call one hour before up to one hour after the scheduled time. This is the case for all telephone appointments scheduled regardless of the provider.

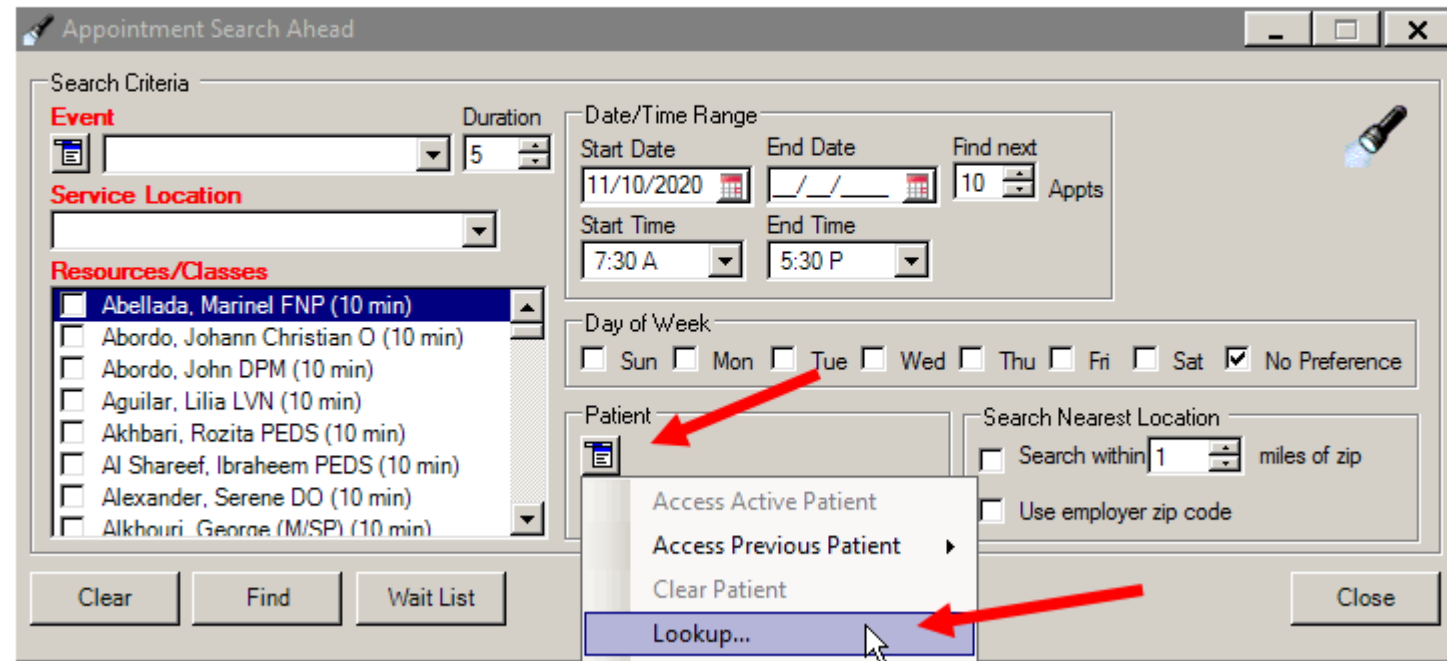
From within Nextgen, click on ApptBook



Click on the flashlight icon



Appointment Search Ahead will come up. Click on patient >>click on Lookup



People Look Up will come up.

- a. Enter date of birth & click find
- b. Look for patient's name, last & first
- c. Highlight patient and double click

Note: If patient not found with date of birth, search by name, phone number, and/or address

Search Criteria

Last First / Nickname Middle Previous Last City Address Line 1 Zip Mother's Maiden Name

Social Security Birth Date 08/29/1990 Phone Med Rec Nbr Policy Nbr

View By External System External ID All Patients Exclude Expired Patients

Matching Records

Name	Patient Portal	Nickname	Maiden Name	Address	Sex	Birth
PATIENT, TEST	Y	Twilight Spa...		1058 Bill Street Modesto, CA 95855 USA	Female	08/29/1990

Records Found: 43

Clear Find New Open Close

IMPORTANT: If it's a new patient, patient does not have a chart – follow the steps on how to register a patient.

After you double click on patient, the Update Patient Information will appear along with the Nextgen Alerts box.

- d. Make sure to review alerts as there may be important information
- e. Ask patient to verify address and phone number
 - i. Is there an alternate number patient wants to add?
- f. Ask patient for an email address
- g. Update address & phone number if needed

Update Patient Information

Prefix: PATIENT, Last: TEST, First: Twilight Sparkle, Middle: , Suffix: , Nickname: Twilight Sparkle

Social Security: , Birth Date: 08/29/1990, Age: 30 yrs, Birth Sex: Femal, Current Gender: Female, Gender Identity: , Sexual Orientation: Straight or heteros, Preferred Pronoun: , Exempt from Person Merge:

Demographics

Address

Billing Secondary

Street 1: 1058 Bill Street, Street 2: , Address Type:
City: Modesto, State: CA (California), Zip: 95855-
Country: USA, State: STANISLAUS

Demographics

Mental Status: , Mother's Maiden Name: , Student Status:
Pref Language: English
Religion: , Church: , Community Cd:
Primary Care Provider: Moti MD, Omairah L., Primary Dental Provider: , Expired: Expired Date: / /

Veteran Smoker

Contact Information

Generate System Alert International

Contact Method	Number/Address
1. Home Phone	(209) 386-3017
<input type="checkbox"/> N/A	
2. Day Phone	() -
<input type="checkbox"/> N/A	
3. Alternate Phone	() -
<input type="checkbox"/> N/A	
4. Secondary Phone	() -
<input type="checkbox"/> N/A	
5. E-Mail	
<input type="checkbox"/> N/A	
6. Cell Phone	() -
<input type="checkbox"/> N/A	

NextGen Alerts

System Alerts

- Future Appointments**
The patient has 1 future appointment(s).
- EHR Pending Charges**
There are currently 1 pending EHR charges for Encounter: 11485504

OK Cancel

Click on the x to exit

Alert box may tell you to verify a password before allowing anyone access, or not to schedule with a specific provider, or patient may be a Code Jane.

Click ok once update or verification is complete

The patient' name will now appear in the "Patient" section.

- d. Event: CPSP Birth Control Counseling
- e. Service Location: patient's choice or with soonest available appointment as long as it's within patient's county
- f. Resource/Classes: LVN/RN Nursing

Appointment Search Ahead: TEST PATIENT

Search Criteria

Event: CPSP Birth Control Counseling Duration: 10

Service Location: GVHC Ceres Medical - Distance Not Avai

Resources/Classes

- Family Practice
- Geriatrics
- Health Educator
- Internal Medicine
- Laboratory
- LVN/RN Nursing
- MA Nursing
- Nephrology

Date/Time Range

Start Date: 11/11/2020 End Date: / / Find next: 10 Appts

Start Time: 7:30 A End Time: 5:30 P

Day of Week

Sun Mon Tue Wed Thu Fri Sat No Preference

Patient: TEST PATIENT

Zip Code: 95855

Search Nearest Location

Search within 1 miles of zip

Use employer zip code

Available Timeslots

Date/Time	Resource(s)	Location(s)	Distance	Location Address
Thursday, November 19, 2020 at 08:00 AM	Vang, Zoua LVN	GVHC Ceres...		2760 Third Street Ceres
Thursday, November 19, 2020 at 08:30 AM	Vang, Zoua LVN	GVHC Ceres...		2760 Third Street Ceres
Thursday, November 19, 2020 at 02:00 PM	Vang, Zoua LVN	GVHC Ceres...		2760 Third Street Ceres
Friday, November 20, 2020 at 08:00 AM	Vang, Zoua LVN	GVHC Ceres...		2760 Third Street Ceres
Friday, November 20, 2020 at 08:30 AM	Vang, Zoua LVN	GVHC Ceres...		2760 Third Street Ceres
Friday, November 20, 2020 at 10:00 AM	Vang, Zoua LVN	GVHC Ceres...		2760 Third Street Ceres

Clear Find Wait List Close

Click find and offer appointments to patient.

After you've double clicked on appointment selected by patient, Add Appointment will come up. Patient's information should already be populated on the right side of the box as well as all of the appointment details. The Details box will already be prefilled with "Phone". Let patient know this is a telephone appointment. Click OK.

Add Appointment

Date: 11/19/2020 Time: 8:00 A

Event/Event Chain: CPS Birth Control Counseling Duration: 10

Resources: Vang, Zoua LVN (10 min)

Service Location: GVHC Ceres Medical

Description: PATIENT, TEST

Details: Phone

Procedure with Resident Confirmed

Appointment Kept

User Defined: Code Jane Visit No

Transportation Coordinated: []

Video Connectivity Confir...: []

How did you hear about us? []

Last: PATIENT First: TEST

Middle: Birth Date: 08/29/1990 Age: 30 yrs Sex: Female Linked

Address: 1058 Bill Street

City: Modesto State: CA (C) Zip: 95855-

County: STANISLA Country: USA Contact Preference: Cell Phone

Work/Day Phone: (209) 386-3017 Ext: Comments:

Home Phone: () - Comments:

Alt Phone: () - Comments:

Sec Hm Phone: - Comments:

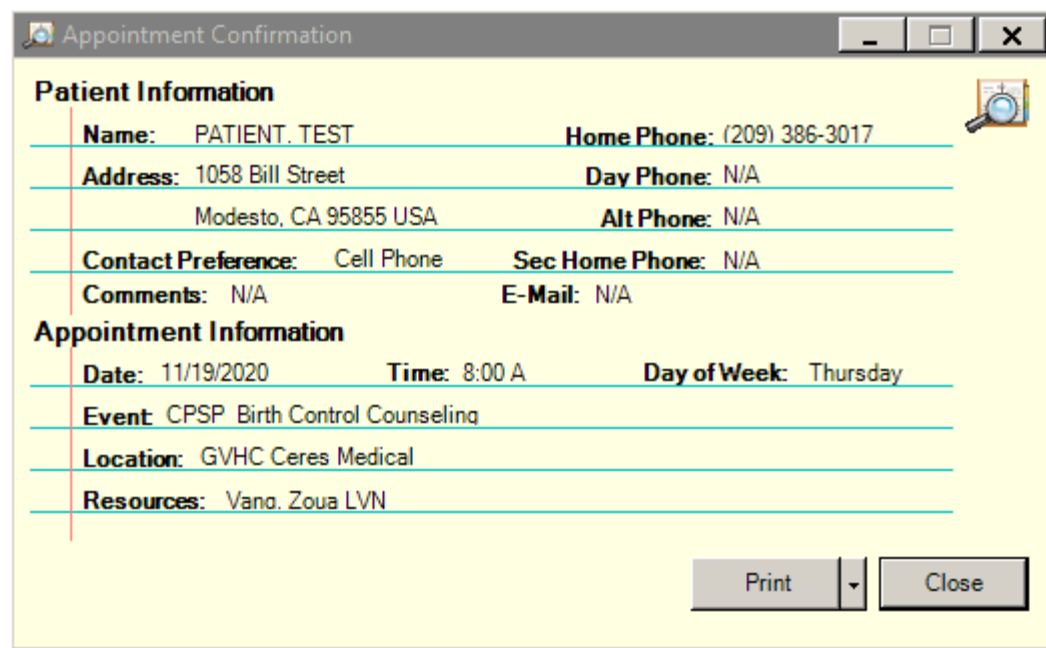
Cell Phone: () - Comments:

Race: Black or African American Language: English

OK Cancel

**In the Details box, add:
Phone – BCM Consult**

Recap all appointment details from Appointment Confirmation box back to patient.



The image shows a software window titled "Appointment Confirmation" with a magnifying glass icon in the top right corner. The window contains two main sections: "Patient Information" and "Appointment Information".

Patient Information

Name: PATIENT. TEST	Home Phone: (209) 386-3017
Address: 1058 Bill Street Modesto, CA 95855 USA	Day Phone: N/A
Contact Preference: Cell Phone	Alt Phone: N/A
Comments: N/A	Sec Home Phone: N/A
	E-Mail: N/A

Appointment Information

Date: 11/19/2020	Time: 8:00 A	Day of Week: Thursday
Event: CPSP Birth Control Counseling		
Location: GVHC Ceres Medical		
Resources: Vano, Zoua LVN		

At the bottom right of the window, there are two buttons: "Print" and "Close".

Note: Advise patient they may receive their call one hour before up to one hour after the scheduled time.

"I want a pregnancy test"
"I want to start prenatal care"

"Have you had a positive pregnancy test from a Clinic or doctor's office?"

"NO"
Schedule with nurse on "CPSP Pregnancy Test" event
This will be an in person appointment

Schedule with nurse on "Pregnancy Test" event
Details field: Pregnancy Test

"YES"

Schedule with nurse on "CPSP OB History" event.
Details field: OB History

"I think/know I'm pregnant and I'm cramping/bleeding"

Schedule with Women's Health Provider/Triage
do not schedule with nurse

Scheduling Appointment For a Pregnancy Test or To Start Prenatal Care

- It is important to ask patient if they've had a positive pregnancy test and from where
- If it is a positive home pregnancy test, an in-person appointment will be scheduled with nursing
- If it is a positive pregnancy test from another clinic, doctor's office, or hospital, an OB History appointment will be scheduled with nursing – in-person or telephone visit (patient's preference)
- If patient thinks they're pregnant and hasn't taken a test, an in-person appointment will be scheduled with nursing

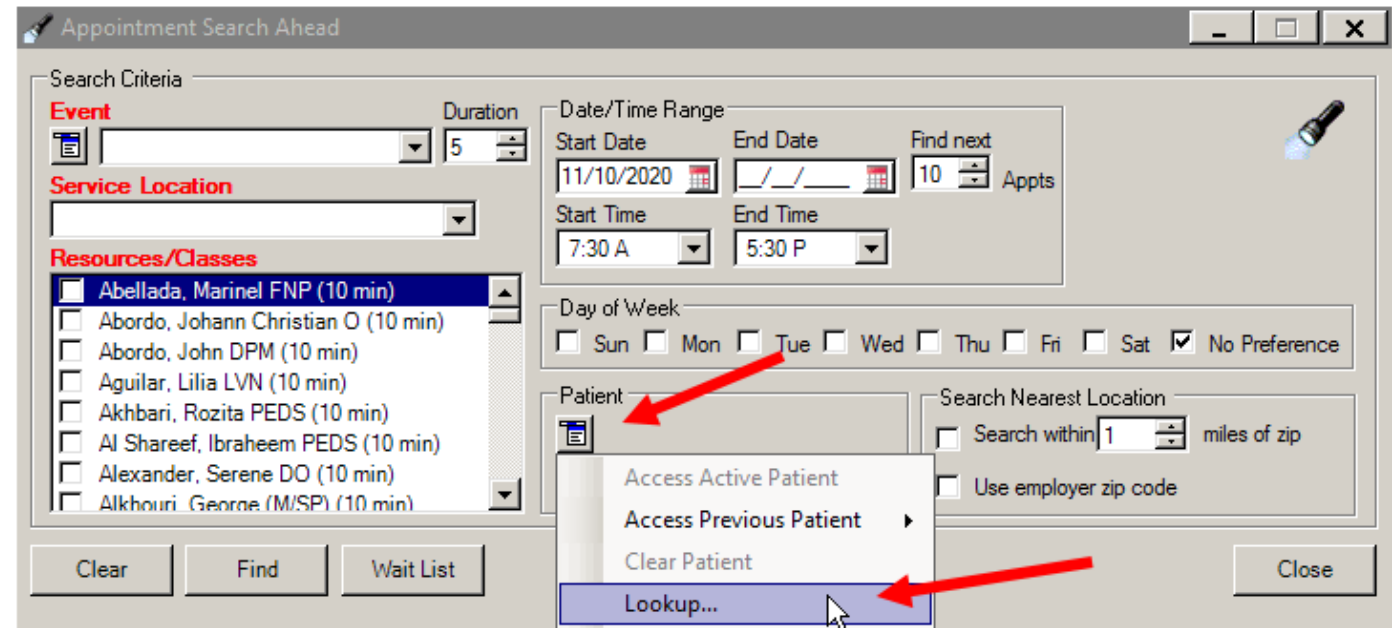
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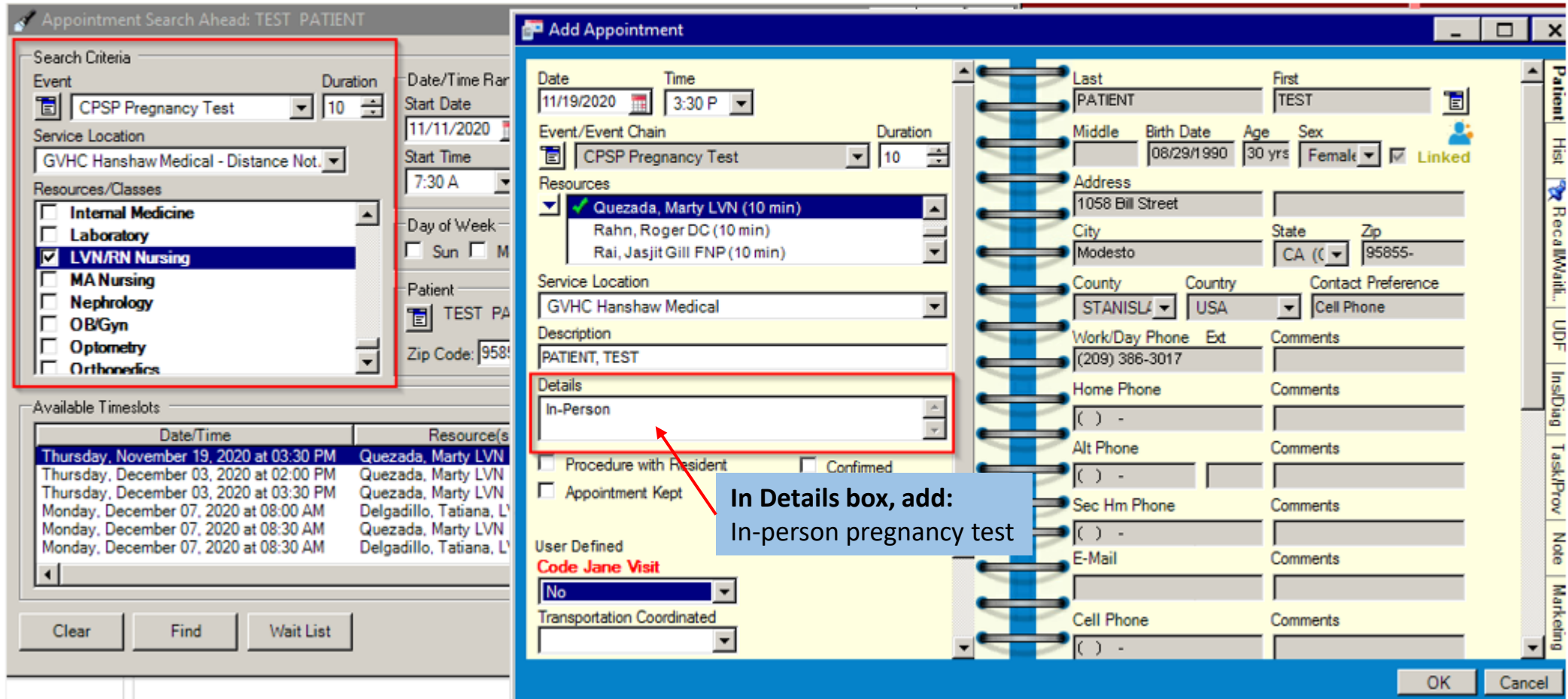
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Click ok once update or verification is complete

This example is for a pregnancy test. Patient hasn't taken a test or had a positive home pregnancy test only.

- a. Event: CPSP Pregnancy Test
- b. Service Location: patient's choice or with soonest available appointment as long as it's within patient's county
- c. Resource/Classes: LVN/RN Nursing



Note: Pregnancy test appointment are all in-person. The Details box is already pre-filled, add "Pregnancy Test In-Person"

This example is for an OB History appointment. Patient had a confirmed pregnancy test from another clinic, doctor's office, hospital.

- Event: CPSP OB History
- Service Location: patient's choice or with soonest available appointment as long as it's within patient's county
- Resource/Classes: LVN/RN Nursing

The screenshot displays two overlapping windows from a medical software application. The left window, titled "Appointment Search Ahead: TEST PATIENT", shows search criteria for "CPSP OB History" with a duration of 10 minutes. Under "Resources/Classes", "LVN/RN Nursing" is selected. Below, a table lists available timeslots for Tuesday, November 24, 2020, at 08:00 AM, 08:30 AM, 09:30 AM, 10:00 AM, 11:00 AM, and 01:00 PM, all with the resource "Melena, Elizabeth LVN". The right window, titled "Add Appointment", shows the appointment details for the selected slot. The "Date" is 11/24/2020 at 8:00 A. The "Event/Event Chain" is "CPSP OB History" (10 min). The "Resources" list includes "Melena, Elizabeth LVN (10 min)", "Mendoza, Delia CPSP (10 min)", and "Merced Dispensing (10 min)". The "Service Location" is "GVHC Northview Merced Medical". The "Description" is "PATIENT, TEST". The "Details" section is highlighted with a red box and contains the text "In-person or phone (patient preference, as long as at well clinic)". There are checkboxes for "Procedure with Resident" and "Appointment Kept". The "User Defined" section has "Code Jane Visit" set to "No". The "Transportation Coordinated" section is empty. The patient information on the right includes name "PATIENT TEST", birth date "08/29/1990", age "30 yrs", sex "Female", and address "1058 Bill Street, Modesto, CA 95855".

NOTE: Patient's have a choice of an in-person appointment or phone appointment with OB History appointments. The Details box is prefilled. If patient wants in-person, add OB History In-person and remove the rest. If patient wants telephone appointment, add "OB History Phone" and remove the rest.

- Recap all appointment details from Appointment Confirmation box back to patient.

Appointment Confirmation

Patient Information

Name: PATIENT. TEST Home Phone: (209) 386-3017
Address: 1058 Bill Street Day Phone: N/A
Modesto, CA 95855 USA Alt Phone: N/A
Contact Preference: Cell Phone Sec Home Phone: N/A
Comments: N/A E-Mail: N/A

Appointment Information

Date: 11/19/2020 Time: 3:30 P Day of Week: Thursday
Event: CPSP Pregnancy Test
Location: GVHC Hanshaw Medical
Resources: Quezada, Martv LVN

Print Close

Pregnancy Test appointment

Appointment Confirmation

Patient Information

Name: PATIENT. TEST Home Phone: (209) 386-3017
Address: 1058 Bill Street Day Phone: N/A
Modesto, CA 95855 USA Alt Phone: N/A
Contact Preference: Cell Phone Sec Home Phone: N/A
Comments: N/A E-Mail: N/A

Appointment Information

Date: 11/24/2020 Time: 8:00 A Day of Week: Tuesday
Event: CPSP OB History
Location: GVHC Northview Merced Medical
Resources: Melena, Elizabeth LVN

Print Close

OB History appointment

