

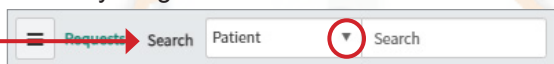
Quick Reference Guide

Cancel a Single Trip

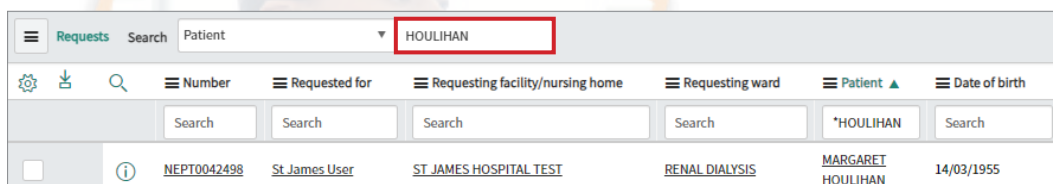
1. Select 'My Facility's Requests' from under the 'Requests' section in the left hand navigation menu.



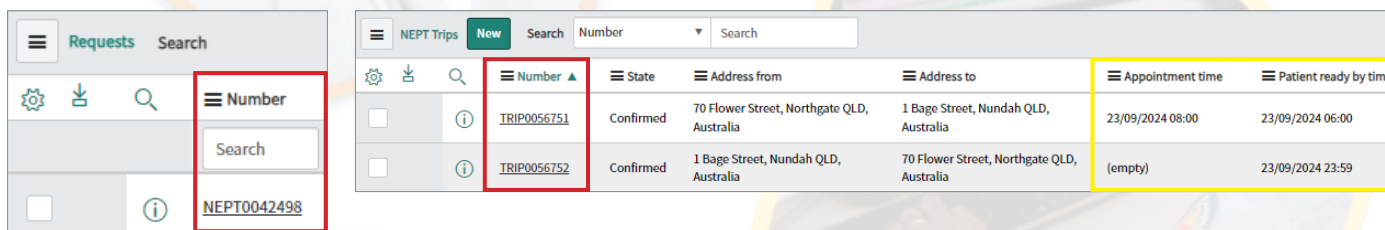
2. Ensure your global search is set to 'Patient' under the 'Requests' page.



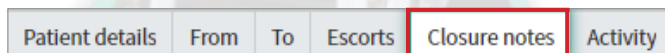
3. Enter either the patients 'first or last name' in the global search bar and hit the enter key to initiate the search.



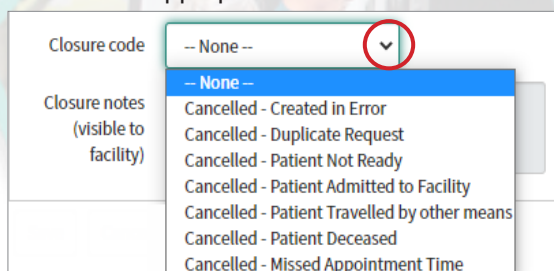
4. Choose the 'NEPT Number' required, then select the 'TRIP number' to be cancelled. **Ensure the date and time** match the required cancellation date.



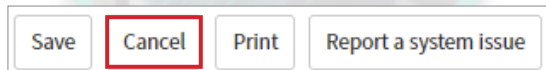
5. Select the 'Closure notes' tab.



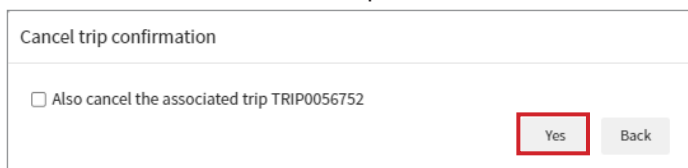
6. Choose the appropriate 'Closure code' from the drop down menu.



7. Select 'Cancel' button.



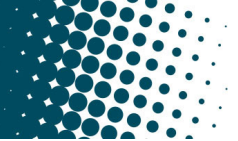
8. Select 'Yes' from the Cancel trip confirmation window. **Do not** check the box for associated trip for a single trip cancellation.



9. Check the 'State' has been updated to 'Updated - Pending Cancellation' or 'Closed - Cancelled'.

State Closed - Cancelled

State Updated - Pending Cancellation



Cancel Associated Trips

1. Select 'My Facility's Requests' from under the 'Requests' section in the left hand navigation menu.

Non-Emergency Patient Transport

Requests

[New Request](#)[My Facility's Requests](#)

2. Ensure your global search is set to 'Patient' under the 'Requests' page.

Requests Search Patient ▼ Search

3. Enter either the patients 'first or last name' in the global search bar and hit the enter key to initiate the search.

Requests Search Patient ▼ HOULIHAN

Number	Requested for	Requesting facility/nursing home	Requesting ward	Patient	Date of birth
NEPT0042498	St James User	ST JAMES HOSPITAL TEST	RENAL DIALYSIS	MARGARET HOULIHAN	14/03/1955

4. Choose the 'NEPT Number' required, then select the 'TRIP number' to be cancelled. Ensure the date and time match the required cancellation date.

Requests Search

NEPT0042498

NEPT Trips New Search Number ▼ Search

Number	State	Address from	Address to	Appointment time	Patient ready by time
TRIP0056751	Confirmed	70 Flower Street, Northgate QLD, Australia	1 Bage Street, Nundah QLD, Australia	23/09/2024 08:00	23/09/2024 06:00
TRIP0056752	Confirmed	1 Bage Street, Nundah QLD, Australia	70 Flower Street, Northgate QLD, Australia	(empty)	23/09/2024 23:59

5. Select the 'Closure notes' tab.

Patient details From To Escorts **Closure notes** Activity

6. Choose the appropriate 'Closure code' from the drop down menu.

Closure code ▼

Closure notes (visible to facility)

Cancelled - Created in Error

Cancelled - Duplicate Request

Cancelled - Patient Not Ready

Cancelled - Patient Admitted to Facility

Cancelled - Patient Travelled by other means

Cancelled - Patient Deceased

Cancelled - Missed Appointment Time

7. Select 'Cancel' button.

Save **Cancel** Print Report a system issue

8. Select the check box to 'Also cancel the associated trip' before selecting 'Yes' from the Cancel trip confirmation window.

Cancel trip confirmation

☒ Also cancel the associated trip TRIP0056752

Yes Back

9. Check the 'State' has been updated to 'Updated - Pending Cancellation' or 'Closed - Cancelled'.

State **Updated - Pending Cancellation**

State **Closed - Cancelled**



Cancel Entire NEPT Request

1. Select 'My Facility's Requests' from under the 'Requests' section in the left hand navigation menu.

Non-Emergency Patient Transport

▼ Requests

[New Request](#)[My Facility's Requests](#)

2. Ensure your global search is set to 'Patient' under the 'Requests' page.

Search Patient Search

3. Enter either the patients 'first or last name' in the global search bar and hit the enter key to initiate the search.

Number	Requested for	Requesting facility/nursing home	Requesting ward	Patient	Date of birth
NEPT0042498	St James User	ST JAMES HOSPITAL TEST	RENAL DIALYSIS	MARGARET HOULIHAN	14/03/1955

4. Choose the 'NEPT Number' required to be cancelled.

NEPT0042498

5. Select the 'Closure notes' tab.

Referring Clinician Activity Closure notes

6. Choose the appropriate 'Closure code' from the drop down menu.

Closure code -- None --

Closure notes (visible to facility)

- Cancelled - Created in Error
- Cancelled - Duplicate Request
- Cancelled - Patient Not Ready
- Cancelled - Patient Admitted to Facility
- Cancelled - Patient Travelled by other means
- Cancelled - Patient Deceased
- Cancelled - Missed Appointment Time

7. Select 'Cancel' button.

Save Cancel Print Report a system issue

8. Select 'OK' from the confirmation window.

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Have you entered a closure code? Are you sure you wish to cancel this request?

Warning: This action will cancel ALL Trips in this request, do you wish to proceed?

OK Cancel

9. Check the 'State' has been updated to 'Updated - Pending Cancellation' or 'Closed - Cancelled'.

State Updated - Pending Cancellation Closed - Cancelled