Cancelling a Discharge
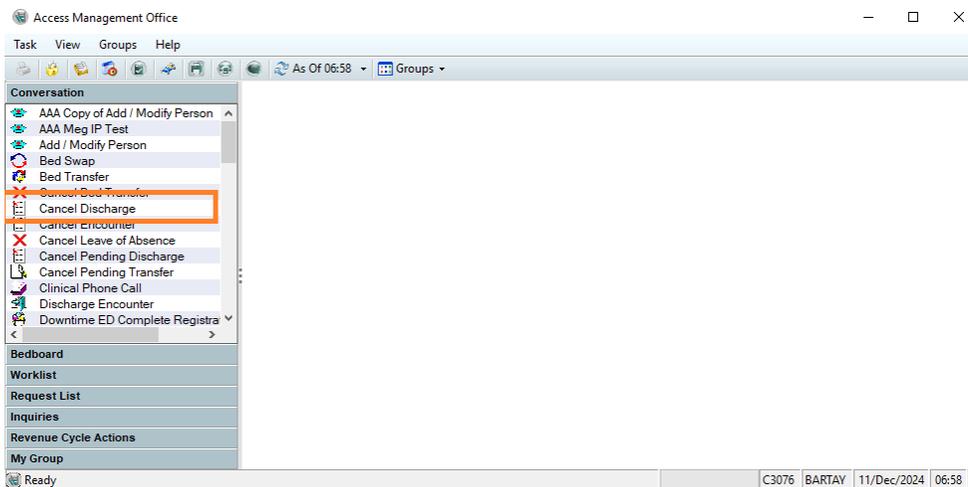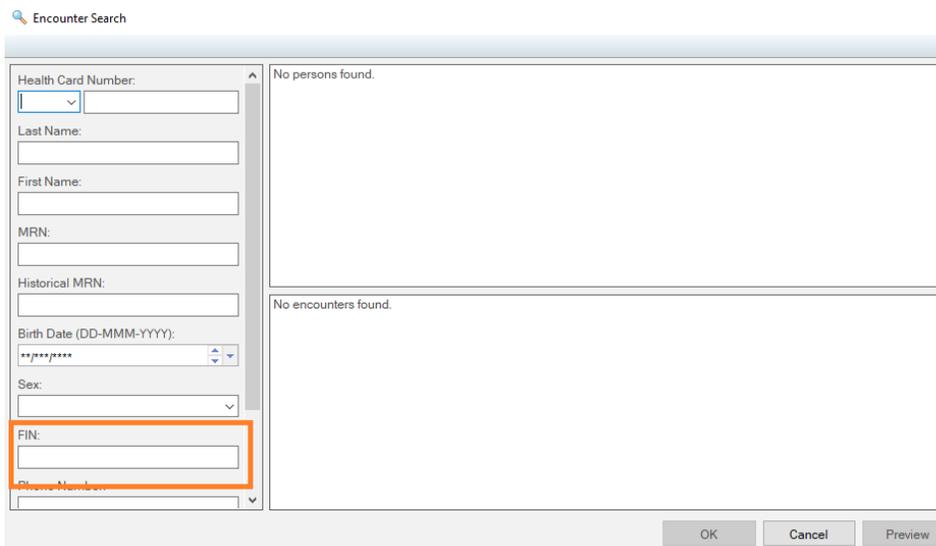
Bed Monitors/Registration Clerks

1. When an encounter is discharged in error, or needs to be modified and the encounter has been discharged more than 24 hours. ****For any encounters discharged more than 24 hours ago, please call the Bed Monitor as they are the only position that has access to cancel the discharge after 24 hours.****

2. Open up Access Management Office/Conversation Launcher. Choose the **Cancel Discharge** conversation.

3. Search for the patient using the **FIN** or health card number if available, or Health Card/First and Last name/DOB if FIN is not available.

4. In the top pane, highlight the correct patient, in the bottom pane highlight the encounter that needs to have the discharge undone and click **OK**.
Note: If the reason for cancelling the discharge is to modify a conversation and re-discharge, please take note of the discharge date/time at this step as this date and time will be needed to re-discharge the encounter once the edit has been done.

5. The conversation will launch. Choose the **Cancel Discharge Reason.** Click "ok" to file the conversation.

Notes: If the reason for cancelling this discharge was to make an edit you will need to use the "Discharge Encounter" conversation to re-discharge the patient, and the original discharge date/time will be need from the note in step 4.