

Panorama Bulletin

Bulletin #043: Updating Past Special Consideration Refusals

eHealth Saskatchewan

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Version 1

Issue

Parents or Clients who have refused scheduled immunizations may have Special Considerations: Exemption Refusals, for immunizations they do not wish to receive, or have their child(ren) receive. This results in those immunizations being removed from their Forecast.

Parents or Clients who advise public health that they wish to now provide consent must have their record updated in Panorama, in order to support documenting consent for administration, as well as to ensure the Forecast is scheduling them for the affected immunizations.

IMPORTANT NOTE:

Client records should never be DELETED unless entered in error. Instead, items no longer relevant should be END-DATED by entering the Effective To date.

Management

Upon request from the Parent or Client, the following steps are recommended in order to reflect the new willingness to comply to scheduled immunizations:

1. **Special Consideration: Exemption Refusals** should be end dated (NOT deleted). An **Effective To** date of the current date should be entered.
 - a. The creation of a historical Consent Refusal record is not necessary as we have the history in the end-dated Special Considerations to explain any client schedule discrepancies.
2. Create the new Consent Grant record to reflect the Parent or Clients updated consent.

Panorama Steps

The following steps outline the process for end-dating a Special Consideration in Panorama:

1. With the Client in context, navigate to the Special Considerations screen.
2. Select the Refusal to be updated by clicking the **Refusal** hyperlink.
 - a. Scroll down to the **Add/Update Special Consideration** section and enter today's date into the **Effective To** date field.
 - b. Click the **Save** button.
 - c. Repeat Step 2 for every applicable Special Consideration record.
3. From the Left Hand Navigation, select **Record & Update Imms**.
4. Select the **Refresh Forecast** button to allow the eligible immunizations to display in the Client's forecast.

Contact

If you have any questions or concerns, please contact the eHealth Service Desk at 1-888-316-7446 or by email at servicedesk@ehealthsask.ca.