

InTouch Flow Manager – Block Calling

If the patient opts out of being called by the Calling screen you can do this by using **Block Calling**;

*This process is when a patient has already been marked as **Arrived** and you want to add Block Calling*

Block Calling

Step 1: Once you found the patient's row; click the **Demographics Icon**



This will open the Demographics window:

ALALA TURAY (F) (Patient ID - JGU37/71 | NHS Number - 9054001245) | Location - Village ...

Demographics Actions & Alerts Journey Arrival Calling Complete

Patient Details More Details Custom Question

Calling Display Name ALALA TURAY Pager

Block Calling Patient Alias:

Gender F

DOB 27 Mar 1972

Title: Mrs

First Name: ALALA

Surname: TURAY

Address: 9 LINCOLN PLACE

Postcode: BD96RS

Home Telephone: 1994454763

Mobile Telephone:

Step 2

Tick **Block Calling**

Block Calling

Once ticked, the window will automatically close.

Patient's row will have a Calling Icon with an x.



This means that clinicians or nurses need to collect the patient from the waiting area.