

# Base Appointment Intervals



**Before** changing the **Base Appointment Interval**, complete the following steps:



1. Contact the **Support team** for assistance.
2. Review the **all the information and instructions** provided on the [Knowledge Base article](#).
3. Finalise all **Incomplete Clinical Notes** before changing the **Base Appointment Intervals**. These can be reviewed via **Admin > Recent patients**.

## OVERVIEW

Base Appointment Intervals allow a practice to set a **default appointment time slot** instead of the **standard 15 minutes**. Once a base appointment interval is set, every appointment and appointment type in the practice must be a multiple of that interval, and the calendar display is updated to match.

Use **Base Appointment Intervals** when:

- Default appointment time slots are needed for a period other than 15 minutes.
- The time slot display length shown on the calendar needs to change.

## SET BASE APPOINTMENT INTERVALS

1. Click your profile icon in the top-right corner of the screen and select **Settings > Practice & locations**.
2. Scroll down to **Appointments**. The current setting is shown under **Length base interval**.
3. Click **Change the appointment length base interval**.
4. In the **Edit appointment length base interval** window, select a **Base interval (min)** from the available options: 5, 6, 10, 12, 15, 20, 30 or 60 minutes.
5. Select all **three checkboxes** to confirm:
  - i. I have read the knowledge base, and understand this change will impact my appointments and online booking.
  - ii. I have a plan to minimise impact to my practice, and manage changes caused by this change.
  - iii. I have contacted Best Practice support with any questions I may have had.
6. Click **Save**.

Once saved:

- The Appointment book updates to display the new base appointment interval. For example, selecting 10 minutes will show the appointment book in 10-minute increments.
- Time slot availability in the Add / Edit appointment modal updates to align with the new base appointment interval.