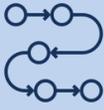


# Navigating the Appointment Book

## Workflow



1. An appointment is booked from the Appointment Book.
2. The patient is arrived and automatically added to the Waiting Room.
3. The provider starts the visit from Waiting Room and begins the consultation.
4. The provider finalises the visit in Patient Record and ends the consultation.
5. The patient's account (invoice) is created or finalised from the Appointment Book.
6. Payment from the patient is processed at reception (for private practice fees).
7. The appointment is closed.

## Appointment Statuses

Unavailable | On the day | Waiting | With doctor | At billing | Invoiced | Paid | Completed | Did not attend | Urgent | Elsewhere

The provider's session has the slot marked as unavailable for that time.

A provider has clicked **Start visit** and is currently performing the consultation.

The invoice has been paid in full, or a Direct Bill account has been batched, paid, and reconciled.

These appointments can only be booked on the actual day of the appointment, from 12 am.

The provider has completed the consultation. The account for the patient is ready to be created.

The appointment is marked as 'Completed', or an invoice did not need to be generated.

A user has marked the patient as 'Arrived' and the patient is waiting in the waiting room.

An invoice has been created for the patient and is waiting payment.

A user marked the appointment as 'Did not attend'.

When creating the appointment, a user marked the appointment as 'Urgent'.

The provider has an appointment in another location for that time slot.



If an invoice is partially-paid, 'Stored', or 'Written off', the status will remain 'Invoiced'. This happens so that they are not missed during end-of-day activities.

## Shortcuts

F2	Find appointment	F8	Internal messages	Ctrl + F3	Add account item
F3	Add appointment	F9	Print day sheet	Ctrl + F6	Billing history
F4	Arrive patient	F10	Account history		
F5	Refresh screen	F11	Contacts	Shift + F9	Print appointment list
F6	To Do list	F12	Waiting room		
F7	Process payment				

Next appointment

Find next available timeslot for practitioners

Return to Today

Return to today with one click

Appointment reminders:

- Confirmed attendance
- Neither confirmed or declined
- Declined attendance