

Get the most out of



Appointments User Guide

Contents

Introduction to the Diary in FLEX	2
Viewing other days/Weeks	
Booking an Appointment	4
Modifying an Appointment	7
Cancellation	7
Delete Appointment	8
Mark Slot as Non-Bookable	8
Mark Slot as Bookable	9
To Change Staff	9
Split and Merge Slots	
Moving Appointments	
Add Slots to Beginning and/or End of Day	
View Patient Record	
Printing Appointments	
Find Free Slot	13

Introduction to the Diary in FLEX

The Diary (Appointments) option can be found on the left-hand side of FLEX.

On the initial screen of flex, on the left, there is the option of selecting the type of view that you would like.

This is:

- **1 Day**,
- o **6 Day**,
- **12 Day**,
- and if you have more than one consulting room there is Multi. Multi will show each room on one screen but will only be a single day view due to there being more than one consulting room being viewed.

Patients can be marked as Attended, Cancelled, or failed.

Below this, your branch(es) will be listed and also the rooms within each branch. These will be in highlighted in an orange colour as per screen shot below.

• Flex Logged in as Optinet Staff Member	Branch: Malvern (13763196) Version:	15627	SMS & Email Not	ofications: DISABLED Y	Vednesday 06 April 14:04:42 - 🖉 🗶
Arr Home Arr. Home	🗞 Print 🔹 🎥 Px Record	📕 Day Notes 🎾 Find F	ree Slot 👩 Check eGOS Claims		? E Menu •
SS Patients	Diary - Single Room - Wed	nesday 06 April 2022		(144	
Appointments	Wednesday 06 Apr. 2022 -				
■ 1 Day © Multi © 6 Day © 12 Day	Time Patient		Appointment Notes	Return Reason	Appointment Reason Reminder Sent
Wednesday 06 Apr 2022					
Attended Cancelled Failed					
Malvern					
	Brand	ch & Rooms			
Optom Room 3					
Sam					
Pre Screening(1)					
🧭 Dispense					
Grders					
TH TH					
Schemes					
Stock					
Business Intelligence					
Management					



The Branches, Rooms and Staff members can be customised in the setup menu, together with the appointment lengths, times and days.

Viewing other days/Weeks

On the top right of the appointments window, there area five buttons



- 1) Skip back a week
- 2) Skip back one day
- 3) View today
- 4) Skip forward one day
- 5) Skip forward one week.
 - Alternatively, you can select a date from the calendar on the right-hand side of the window. The "Calendar" allows you to view any date using the < and > buttons. NB: Sundays and Bank Holidays are show in Green

<	April 2022 💙						
м	т	W	Т	F	S	S	
				1	2	3	
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30		
		у					

Booking an Appointment

From the appointment screen below:

- Click on the "Room" you want to book the appointment into.
- Click on the date and time of the room you want to book.

A Home 🍚 Mgr. Home	Print • 🎊	Px Record 📃 Day Note:	; 🏓 Find Free Slot 🛛 👔 🤇	heck eGOS Claims	0	
	Diary - 12 Day VI	ew			C.	
Appointments	Wednesday 06 Apr. 2022	Thursday 07 Apr. 2022	Friday 08 Apr. 2022	Saturday 09 Apr. 2022	Monday 11 Apr. 2022	Tuesday 12 Apr. 2022
🖲 1 Day 💮 Multi	Time Ms Sam Jon	es Time Ms Sam Jone	s Time Ms Sam Jone	rs Time Ms S Heath	Time Ms Sam Jones	Time Ms Sam Jones
6 Day (12 Day	09:00	09:00	09:00	09:00	09:0C	09:00
	09:40	09:4C	09:40	09:40	09:4C	09:4C
wednesday 06 Apr 2022	10:20	10:20	10:20	10:20	10:20	10:20
ended Cancelled Failed	11:00	11:00	11:00	11:00	11:00	11:00
alvern	11:40	11:40	11:40	11:40	11:40	11:4C
arvern	12:20	12:20	12:20	12:20	12:20	12-20
	+sies Lunch	+406 Lunch	+306 Lunch	+side Lunch	Hand Lunch	+sue Lunch
	14:00	14300	14:00	14:00	14:00	14:00
	16:00	16:00	14,40	15:00	14:40	16.20
	15:20	16:00	15:20	15:20	15:20	15.20
	10.00	TODE	10.00	16:40	TELOC	Tecoc _
				1000		
ptom Room 3	Wednesday 13 Apr. 2022	Thursday 14 Apr. 2022	Friday 15 Apr. 2022	Saturday 16 Apr. 2022	Monday 18 Apr. 2022	Tuesday 19 Apr. 2022
ptom Room 4	Time Ms Sam Jon	es Time Ms Sam Jone	s Time Ms Sam Jone	is Time Ms S Heath	Time Ms Sam Jones	Time Ms Sam Jones
m	09:00	09:00	09:00	09:00	09:00	09:0C
e Screening(1)	09:40	09:4C	09:40	09:40	09:4C	09:4C
(3)	10:20	10:20	10:20	10:20	10:20	10:20
+ (2)	11:00	11:00	11:00	11:00	11:0C	11:0C
n (e)	11:40	11:40	11:40	11:40	11:40	11:4C
Dispansa	12:20	12:20	12:20	12:20	12:20	12:20
- Dapenae	13:06 Lunch	13:06 Lunch	13:00 Lunch	13:06 Lunch	13:06 Lunch	13:06 Lunch
Orders	14:00	14:00	14:00	14:00	14:00	14:0C
	14:40	14:40	14:40	14:40	14:4C	14:4C
Till	15:20	15:20	15:20	15:20	15:20	15:20
Calculation	16:00	16:00	16:00	16:00	16:00	16:00
Schemes				16:40		
Stock						
*						
Business Intelligence						
Business Intelligence						

- When the booking screen opens, as below:
 - Select patient.
 - The last patient you were looking at on flex will be the patient that appears as default on this screen.
 - To select another patient, click on Search Px on the top left of the screen. (Search criteria apply*)
 - o The patient selection will be in the Search Results
 - Remember to click on the name you want, this will ensure the correct person is booked in. Also, their personal details will be visible at the bottom of the booking screen for you to confirm with them.

Appointment	Details							Patient Recalls	
Search Px		Room Sam	- Op	tom Sam He	eath 💌 Return	ning [•	* Description	Q [®] Recall Date Q
New Px	8	Length 40	▼] Rei	ason NHS Si	aht Test 💌			CL 12 Months	22/03/2023
Notes	/	5					_	12 Month Recall	05/04/2023
NOTES									
earch Result	ts							Patient GOS Entitler	ments
Legacy Re	f # 🔍 📍 Patient Ref 🔍	Surname	First name	Date of Birth	Address	Mobile Phone ۹	Deceased *	Income Support	
15951	15951	Heath	Sam 0	1/01/2000	Optinet, 32 Church Strey 077	739488794	–	Over 40 - Related t	o Glaucoma Sufferer
								Over 60	
								Over 70 Repsion Cradit Gua	rantos Cradit
									nanice credit
							0	Registered Blind / R	Partially Sighted
x Record								Tax Credit Exemptio	on Certificate
Sumame	Heath	Cost Manual Com							
Contracting and the second	1 PG CITI	First Name Sam	D.O.B	01/01/200	0 22 yrs Gender Fema	ale 🔻 Title	Miss 🔻	Under 16	
addeese	Ontinet	First Name Sam	U.U.B	01/01/200	0 22 yrs Gender Fema	ale 🔻 Title (Miss	Under 16	
Address	Optinet 32 Church Street	First Name Sam	Home Phone	01/01/200	0 22 yrs Gender Fema Refe	ale Title (rence	Miss	Patient Appointmen	nt Pref.
Address	Optinet 32 Church Street Malvern WP14 267	First Name Sam	Home Phone Mobile Phone	01/01/200	0 22 yrs Gender Ferna Refe Next	ale Title (rrence NHS Exam Due:	Miss	Patient Appointmer Optometrist Opt	nt Pref. om Optom1
Address	Optinet 32 Church Street Malvern WR14 2AZ	First Name Sam	Home Phone Mobile Phone N.I. No	01/01/200	0 22 yrs Gender Fema Refe Next	ale Title (rence NHS Exam Due:	Miss	Patient Appointmer Optometrist Opt Day of week Thu	nt Pref. om Optom1 rsday
Address	Optinet 32 Church Street Malvern WR14 2AZ	First Name Sam	Home Phone Mobile Phone N.J. No NHS No	01/01/200	O 22 yrs Gender Ferm Refe Next Gold Plan	ale Title (rence NHS Exam Due:	Miss	Patient Appointmer Optometrist Opt Day of week Thu Time of day 11:0	nt Pref. om Optom1 rsday 00
Address	Optinet 32 Church Street Malvern WR14 2AZ sam.heath@optinetul	First Name Sam	Home Phone Mobile Phone NJ. No NHS No Ethnicity	01/01/200	C 22 yrs Gender Fema Refe Next Gold Plan	ale Title (rrence NHS Exam Due:	Miss 15951 05/04/2024	Patient Appointmer Optometrist Opt Day of week Thu Time of day 11:0	nt Pref. om Optom1 rsday 00
nddress	Optinet 32 Church Street Malvern WR14 2AZ sam.heath@optinetul	kcom	Home Phone Mobile Phone N.I. No NHS No Ethnicity (01/01/200 07739488794 Арро	0 22 yrs Gender Ferm Refe Gold Plan	ale Title (rrence NHS Exam Due:	Miss	Under 16 Patient Appointmer Optometrist Opt Day of week Thu Time of day 1110 Medical	nt Pref. om Optom1 rsday 10

- When you have the correct patient who want to book in, select the appointment **Reason**, which in turn will show the relevant time needed for this appointment. (This is setup in the setup menu).
- This time, however, can be changed in the booking screen by clicking the **Length** field.

V Sele	ct – 🍃 Upda	te Patient	Satu	rday 09 A	pril 2022 11:4	0 40 Mins			Cance
Appointment Search Px New Px Notes	Details D	ength (40	•••••2 ₹ 0 ▼] R	eason NHS S	= ight ïest →	Returning [•	Patient Recalls Description Q CL 12 Months 12 Month Recall	Recall Date 9 22/03/2023 05/04/2023
Search Result Legacy Ref 15951	# Q [®] Padient Ref. Q 15951	Sumarne Heath	First name Sam	Date of Birth 01/01/2000	Address Optinet, 32 Church S	[®] Mabile Phone S Rre 07739488794	A [®] Decrased •	Patient GOS Entitlement Income Support Over 40 < Related to GU Over 60 Over 70 Pension Cirelit Guarant	a aucoma Sufferer ee Credit
Yx Record Surname Address	Heath Optinet 32 Church Street	First Name Sam	D.O.8 Home Phone Mobile Phone	01/01/200	22 yrs Gender	Female Title Roference Next NH5 Exem Due:	Miss	Pointer an action Registrand Blind / Partie Tax Credit Exemption Ce Under 16 Universit Conte Patient Appointment Pre	Jly Sighted stificate ef.
imail	sam/seath@optinetul	k.com	NLL No NHS No Ethnicity		Gold Plan	****	r 1	Optometrist Optom C Day of week Thursday Time of day 11:00 Medical)ptorm1 Y
Cancellations & Failures	Date 9. " Tier 29/12/2021 14:4	re 9 ," Status 10 Cancelled	€. Test	Аррс	intment/Cancellation	Reason .	۹. •	Doctor Surgery	(

• Click **Select** in the top left of the window.

<u>Note</u>

- * (Search criteria)
- The patient reference number
- The patient surname (or the first name, by putting a comma first, e.g. ",sam")
- The first three letters of the Patient surname and first name. For example, for Sam Heath, search **Hea,sam** or **Heath,Sam**
- The patients home or mobile telephone number or
- The patients address or postcode.

- The patient details will be shown in the bottom third of the window. If the patient is new, check the box **New Px**. The bottom third of the screen then becomes editable.
- **Update Patient** in the top of the window to open up these fields.
- The Patient **GOS entitlements** are also shown on the screen, in the right-hand quarter of the screen. Age related entitlements (Under 16, Over 60, Over 70) are populated automatically.
- o Click to select multiple entitlements.
- Doctor and Surgery are shown below GOS Entitlements and can be updated using the button with three dots inside.
- Patient recalls (i.e. are they due?) are shown in the top-right corner and appointment history (e.g. are they a serial canceller?) are shown at the bottom of the screen.
- Stars are also shown, along with all the details other details i.e. A patient is trying to book an NHS test, but they are not yet due, FLEX will warn you.

Flex		×
?	Patient may not be entitled to an NHS Test until 29/12/2023. Do you still want to book an appointment on 31/12/2021?	0
	Yes No	

Modifying an Appointment

To amend an appointment:

- Single Left Click on the patient (Highlight Orange)
- o Single Right click on the appointment



Cancellation

- When a patient contacts your practice to cancel their appointment this is the option which should be selected.
- A pop up window will require a reason for cancellation.
- This will make a note on the patient record of the date time and reason for cancellation.
 - This cancellation will be visible in the Consent/App Hist on the patient record.

Record	PreExam	Sight Exam	Contact Lenses	Px Notes	Lifestyle	Correspondence	Consent / App. Hist.	Timeline
has agreed to re	ceive:		4	Appointments				
Recalls & Notifica	ations by	Marketing Messages b	y	Future/Previous				
LETTER	<u> </u>	LETTER	-	¢ Date ◘	Time Reason	♣ [‡] Staff	م [‡] Branch م [‡] م	Notes 🤍 🕨
EMAIL		EMAIL		09/04/2022	11:40 NHS Sight Test	Ms Optom	Malvern	/ 🚔
SMS				29/03/2022	16:00 NHS Sight Test	optom	Malvern	1
TELEPHONE				17/03/2022	11:40 NHS Sight Test	optom	Malvern A	/
				17/03/2022	11:40 NHS Sight Test	Ms Optom	Malvern A	/
				16/03/2022	14:00 NHS Sight Test	Ms Optom	Malvern	/ 🗢
				at Time 29, 14:40	test Ma	Date Ivern 29/12/20:	Time Optinet Staff I	/
				Profile				
				Optometrist	Optom Optom1			
				Day of week	Thursday			
				The second states	11:00			

Delete Appointment

- This option is used if in-house errors
- o Flex will want you to confirm you want to delete the appointment



• A reason will be required but does not record this deletion on the patients record.

_%Flex	*	x
\checkmark	Save	X Cancel
Enter	Reason for Deleting	

 Clicking Save will immediately take the appointment out of the diary. The slot will now be available to be re booked.

Mark Slot as Non-Bookable

 A slot can be marked as Non-Bookable if required, for example for Staff Training, a Fire Drill etc. Right-click, choose "Mark Slot as non-Bookable" and select a reason from the box which appears. Reasons shown can be modified in the setup

_ ⁴ Flex [™]	x
Select	🔀 Cancel
Select Reason	
Description	٠
Holiday	<u>م</u>
Meeting	
Closed	
Lunch	
Sales Rep	
Break	
No Testing	
	⇒

Mark Slot as Bookable

Saturd	lay 09 Apr. 2022		Monday 11 Apr. 2022
Time	Ms Opto	Time	
09:00	* Miss Sam Heath		
09:40	* Mr Scott Heath		
10:00			
10:20			
11:00			
11:40	Meeting	0	
12:20		۲	Cancel Appointment
13:00	Lunch	-	Delete Appointment
14:00		.0	Mark Slot as Non Rookable
14:40		Q1h	Mark Slot as Non-Bookable
15:20		U	Mark Slot as Bookable
16:00		8	Change Staff
Saturd	lay 16 Apr. 2022	4	Split Slots
Time	Ms Opto	≻	Merge Slots
09:00		¥	Cut Appointment
09:40		00	
10:20		4	Paste Appointment
11:00		+	Add Slot at Start
11:40		-	Add Slot at End
12:20		*	Auu Siot at Liiu
13:0 0	Lunch	2	Go to Patient Record
14:00		in.	Contact Patient
14:40		-	
15:20		-	Print All Appointments
16:00		1	Print Confirmation
		_	

• A slot can be made Bookable again by Right clicking the time slot.

To Change Staff

 If you need to change an appointment to another staff member, Right click and select Change Staff



Select	Select Staff	Canc
aff Members		
Ť	Staff Member	٩٠
Optinet Staff Men	nber	
Outside Rx		
Sam Jones		
Optom One		
Sam Heath		

Split and Merge Slots

 With Split Slots, an (e.g.) 30 minute appointment can be made into a 20 then 10, 15 then 15 etc. Default is 50% - 50%. A box will show the original slot and using the boxes / arrows you can choose the split of the resulting slots. You can now split into several slots, or a number of minutes.

🗸 Save Split Slot 🏋	Cancel	Save	Split Slot	X Cancel	
Original Slot Start 11:00 End 11:40 Length 40		Original Slot Start 11:00	End 11:40 Length	40	
Split into	mins	Split into	Slots of	20 mins	Split into a
Resulting Slots		Resulting Slots			30 minute &
Start 11:00 End 11:20 Length 20	🗧 🛛 50% Split	Start 11:00	End 11:30 Length	30 🕏	
Start 11:20 End 11:40 Length 20		Start 11:30	End 11:40 Length	10 🚔	anotherinto
					10 Minutes
Enter the Qty or Length then use the spinners to change the generated slots		Enter the Oty or Length then use the	minners to change the generated slots		
Enter the Qty or Length then use the spinners to change the generated slots		Enter the Qty or Length then use the	spinners to change the generated slots		

o Alternatively, the slot can be split into more than 2 slots

Original Slot End 11:40 Length 40 Start 11:00 End 11:40 Length 40 Split into 	Original Slot Start 11:00 End 11:40 Length 40 Split into of Slots 4 Slots of 10 mins Resulting Slots Start 11:00 End 11:10 Length 10 Start 11:20 End 11:30 Length 10 Start 11:20 End 11:30 Length 10 Start 11:30 End 11:40 Length 10 Start Start 11:30 End 11:40 Length 10 Start 11:30 End 11:40 Length 10 Start 11:30 End 11:40 Length 10 Start <	🖉 Save		Sp	lit Slot		X	Cance
Start 11:00 End 11:40 Length 40 Split into 	Start 11:00 End 11:40 Length 40 Split into 	Original Slot						
Split into Solts of 10 mins ● of Slots 4 Slots of 10 mins Resulting Slots Start 11:00 End 11:10 Length 10 € Start 11:10 End 11:20 Length 10 € Start 11:20 End 11:30 Length 10 € Start 11:20 End 11:30 Length 10 € Start 11:30 End 11:40 Length 10 €	Split into	Start	11:00	End	11:40	Length	40	
		Split into	_				_	
Start 11:00 End 11:10 Length 10< Start 11:10 End 11:20 Length 10 € Start 11:20 End 11:30 Length 10 € Start 11:20 End 11:30 Length 10 € Start 11:30 End 11:40 Length 10 €	Resulting Slots Start 11:00 End 11:10 Length 10 • Start 11:10 End 11:20 Length 10 • Start 11:20 End 11:20 Length 10 • Start 11:20 End 11:30 Length 10 • Start 11:30 End 11:40 Length 10 •	# of Slots	4			Slots of	10	mins
Start 11:00 End 11:10 Length 10 € Start 11:10 End 11:20 Length 10 € Start 11:20 End 11:20 Length 10 € Start 11:20 End 11:30 Length 10 € Start 11:30 End 11:40 Length 10 €	Start 11:00 End 11:10 Length 10 😨 Start 11:10 End 11:20 Length 10 😨 Start 11:20 End 11:30 Length 10 😨 Start 11:20 End 11:30 Length 10 😨 Start 11:30 End 11:40 Length 10 😨	Resulting Slo	ots					
Start 11:10 End 11:20 Length 10 Start 11:20 End 11:30 Length 10 . Start 11:30 End 11:40 Length 10 .	Start 11:10 End 11:20 Length 10 \$ Start 11:20 End 11:30 Length 10 \$ Start 11:30 End 11:40 Length 10 \$	Start	11:00	End	11:10	Length	10	•
Start 11:20 End 11:30 Length 10 Start 11:30 End 11:40 Length 10 Image: Compare the start of the s	Start 11:20 End 11:30 Length 10 Start 11:30 End 11:40 Length 10 Image: Compare the start of the s	Start	11:10	End	11:20	Length	10	۲
Start 11:30 End 11:40 Length 10 🖨	Start 11:30 End 11:40 Length 10 🕏	Start	11:20	End	11:30	Length	10	۲
		Start	11:30	End	11:40	Length	10	
		Sum :	11.30	Lind	17,40	congui	10	1000

• These slots can be amended as before if required.

 With Merge Slots, individual slots can be made into one larger appointment. Hold down the Ctrl key and single left click the slots to merge, release Ctrl then right click and choose Merge Slots. It will ask you if you are sure you want to Merge? Choose.





Moving Appointments

- o If you need move an appointment, the **Cut & Paste Appointment** functions can be used.
- o Right-click Select Cut Appointment
- o Find the new desired appointment time, Right-click and select Paste Appointment.

This action may take a second or two to complete. When cutting and pasting an appointment, the staff details of the person who carried out the action are stored and displayed on the appointment tooltip.

Saturday 1	6 Apr. 2022	Monday 18 Apr. 2022	Tuesday 19 Apr. 2022
Time	Ms Optom	Time	Time
09:00			
09:40			
10:2C M	Ir Scott Heath		
10:4C	Childs NHS S	T appointment booked for Saturday 16 Apr. 202	2 at 10:20 with Optom Optom1 in Optom Room 3
11:0C	Booked by O	ptinet Staff Member on Thursday 07 Apr. 2022 a	it 16:29
11:4C	Edited by On	tinet Staff Member on Eriday 08 Apr. 2022 at 10	05
12:20	concer by op	uner stern mennber off masy to Apr. 2022 of 10.	
13:06 Lun	hch		
14:0C	Appointmen	t duration: 20 minutes	
14:4C			

An entry is also made in the System Audit File

Add Slots to Beginning and/or End of Day

- Add Slot at Start creates a new, default length appointment at the start of the day (First Appointment).
- Add Slot at End creates a new, default length appointment at the end of the day (Last Appointment).

Note

To do this click within the day's appointments, if a right click is attempted on part of the diary without a time against it the right click menu will **NOT** appear.

View Patient Record

- This can be done one of two ways:
 - Right click on the appointment slot containing the patient you want to view.
 - o Select Go to Patient Record

Or

- o Highlight the patient in the diary by single left clicking
- o Click on **PX Record** at the top of the diary screen in the blue bar.

Printing Appointments

- o On the day you want to print
- o Right click and select Print All Appointments

If you require an appointments list for a few days, this can also be done in Business Intelligence > Appointments

Find Free Slot

When booking an appointment, you can find a free slot in the diary by clicking 'Find Free Slot'. The screen below is shown.

NHS Gold Plus Eye Exam	 Mrs Optom One 	08:00	11:00	
and the second sec				
ReadEz test	Ms Sam Jones	09:00	12:00	
NHS Silver Eye Exam	Ms Sam Heath	10:00	13:00	
RGP CL Aftercare	Brother Pre Screening	11:00	14:00	
Hydroxychloroquine Screeni	r	12:00	15:00	
Childs NHS ST		13:00	16:00	
Silver Eye Examination		14:00	17:00	
CL End of Trial		15:00	18:00	
Ortho-K Initial		16:00	🤝 19:00	
¢ B	ranch ۹ Tim	e ¢	Staff	
	NHS Silver Eye Exam RGP CL Aftercare Hydroxychloroquine Screeni Childs NHS ST Silver Eye Examination CL End of Trial Ortho-K Initial Emergency Eye Exam Glaucoma Assessment	NHS Silver Eye Exam Hydroxychloroquine Screenit Childs NHS ST Silver Eye Examination CL End of Trial Ortho-K Initial Emergency Eye Exam Glaucoma Assessment Branch Emergency Eye Exam Glaucoma Assessment Time	NHS Silver Eye Exam Ms Sam Heath 10:00 RGP CL Aftercare Brother Pre Screening 11:00 Hydroxychloroquine Screenin 12:00 13:00 Childs NHS ST Initial 10:00 Silver Eye Examination 14:00 15:00 Ortho-K Initial Emergency Eye Exam Initial Glaucoma Assessment Search 30 Calendar day(s) Initial Initial	NHS Silver Eye Exam Ms Sam Heath 10:00 13:00 RGP CL Aftercare Brother Pre Screening 11:00 14:00 Hydroxychloroquine Screenin 12:00 15:00 16:00 Childs NHS ST Silver Eye Examination 14:00 17:00 16:00 Ortho-K Initial Emergency Eye Exam Search 30 calendar day(s) ahead

The window above will allow you to search for any free slots that are available. Use the tables to select the Branch, Day(s) and Staff. Due to how most appointment types are set up, we suggest leaving ALL App. Type selected.

Then, select the appropriate time ranges in the boxes to the right.

For example, if the patient would like to be seen any time after midday, select 12.00 in the left-hand box and the final slot time in the right-hand box (see below).



Then, click the magnifying glass icon at the far right of this window to search for free slots. You can choose how many calendar day(s) ahead you wish you search, or press the X to clear your selection.

Results

If there are free slots available for the criteria you have chosen, the results will show up in the box at the bottom left.

• Click the day the patient would like and then, the next window will be populated with the time slots available.

If one of the time slots is suitable, highlight it by left clicking and then click 'Select' in the top left corner to book the slot. You will then be presented with the appointment booking window.

/ Select						\wedge	Clos
Branch	App. Type	Sta	ff		From	То	
Malvern	Childs NHS ST	Ms	Sam Jones		08:00	11:00	
	CL Fitting	Mr	rs Optom One		09:00	12:00	
	NHS Sight Test	Ms	Sam Heath		10:00	13:00	
					11:00	14:00	
Day					12:00	15:00	
Nonday					13:00	16:00	
uesday					14:00	17:00	
Nednesday					15:00	18:00	
hursday					16:00	⇒ 19:00	
-riday Saturday			Carach	20		-hand 🖌 🖌	6
Saturday			Search	30 Ca	ieriuai uay(s)		/
esults							
Day	*	Branch	٩. •	• Time	¢	Staff	٩
Saturday 09 April 2022	Malvern			09:00	optom		
Saturday 16 April 2022	Malvern			09:40	optom		
Saturday 23 April 2022	Malvern			10:20	optom		
Saturday 30 April 2022	Malvern			11:00	optom		
Monday 02 May 2022	Malvern			11:40	optom		
	Malvern			12:20	optom		
Fuesday 03 May 2022							