

Online Booking Overview

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System Administration & Setup

To configure the Online Booking functionality, you will need:

- A link to your organisation's public privacy policy (or any other key policies you wish new patients to see)
- One or more appointment statuses that act as "Unconfirmed". We recommend configuring a new status, **Requested**.
See [Set Up Appointment Statuses](#)
- One or more appointment types with the option *Online Booking* enabled. See [Appointment Types](#).
- One or more calendar views for the Providers who will be available for *Online Booking*. See [Setting Up a Provider Calendar](#)
- Appropriate calendar sessions for those providers and appointment types. See [Calendar Sessions](#)
- Your phone number and address available in the [Location configuration](#).
- Optional: A google maps API key (for display of map images). See [Global Settings](#)
- To configure appointment booking fees, see [Online Payments with Stripe](#)

Integrating with your website

Depending on your hosting of CareRight, you may be required to set up a [Reverse Proxy](#). If you have previously set this up for the patient portal, this does not need to be repeated.

The Appointment System takes a number of optional URL arguments.

https://example.use.careright.com.au/patient_portal/appointments/landing?location_id=1&appointment_type_id=2&calendar_view_id=3

URL Part	Description	Where to view this in CareRight?
location_id	Location Identifier. Passing this in will select the default location. For example, <i>Clintel Clinic</i>	System Administration > Locations
appointment_type_id	Appointment Type ID. Passing this will select the appointment type. For example, <i>Telehealth Initial Consult</i> .	System Administration > Appointments > Appointment Types > Edit Check URL for identifier.
calendar_view_id		
provider_id	Provider Identifier. Passing this in will default the selected Provider. For example, <i>Dr Smith</i>	Dashboard > Providers

Example: Here; the *book online links* refer to the configured CareRight platform. They could be placed on the individual appointment types, or at a location level.

APPOINTMENTS

Making a booking

Appointments can be [made online at any time](#), or call 1300 000 000 Monday to Friday, from 8.00am to 5.00pm.

New to the clinic?

New patients are welcome. Please provide your details during the online booking process (or if you have booked over the phone, please arrive a few minutes early for your first visit).

[BOOK ONLINE](#)

Appointment length

Routine appointments are generally 15 minutes long. If you require a longer consultation, please let the reception staff know when you are making your booking (or choose the longer consult option when booking online).

As some examples, you will need a longer appointment for the following:

- Mental Health consults
- Minor surgical procedures
- Health Checks
- Pap Smears
- Health Management Plans
- Health assessments
- Childhood immunisations
- Iron infusions

