

Booking an Appointment online - Patient

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Usage - Patient Experience

Patients follow a link from your website. They are presented with a simple welcome message, basic clinic details and links to your privacy policies.

Hi, welcome to online booking for Adelaide

About Adelaide

⚠ Is this an emergency?
Have you experienced COVID like symptoms recently? Contact us prior to booking an in person appointment.

[Privacy Policy](#)

Contact

(08) 8203 0500
18 Dequetteville Terrace
KENT TOWN SA 5067

Adelaide Botanic Garden
Rymill Park / Murlawirrapurka (Park 14)
Google Map data ©2022

Bookings are confidential [Next](#)

English

On continuing, depending on the pre-configured details, users are presented with up to 4 weeks of availability for a given appointment type. They can choose between all available providers, select an alternative date or appointment type.

Location: Appointment type: Weeks of: Provider:

Choose an available time for your Online Booking

Week Starting 24 October 2022

Monday 24 October 2022
Dr Darlene HALL

Dr Darlene HALL

Tuesday 25 October 2022
Dr Darlene HALL

After selecting an available time, they complete a registration step. Existing patients simply enter their first name, last name and date of birth. New patients are prompted for more detail.

Your Details

Required field marked with *

☐ I'm an existing Patient

Title

First Name *

Middle Name

Last Name *

Sex *

Date of Birth *

Home Phone

Work Phone

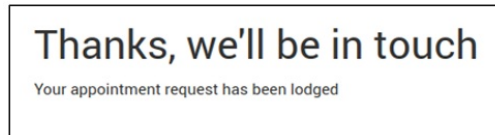
Mobile Phone

Email

☐ Allow Marketing Correspondence via SMS
☐ Allow Marketing Correspondence via Email

If an assessment has been configured for this appointment type, the patient is prompted to complete it at this time.

After submitting data, a simple confirmation message is displayed.



Depending on your settings, this may either:

- Automatically match or create a patient (based on first name, last name, date of birth) and
 - Has at least one contact detail
- Automatically confirm the appointment OR place it in a list for staff to review.

A confirmation email can be triggered, inclusive a calendar invite.

Cancellations, updates and modifications

As of Sep 2022, if a patient needs to change their appointment they must contact the clinic by phone or other means.

Security and Privacy

This process is designed only to accept patient provided details, and does not display any information from an existing patient record.

All communication is via HTTPS, a secure encryption mechanism much as you would use for online banking.

Where a patient opts not to join your clinic, we provide the [ability to archive patients](#).

What happens if two people book at the same time?

Depending on your settings, the system can be configured to allow or disallow double booking.

We recommend enabling this feature and as part of your confirmation process, confirming with the patient ahead of the appointment.