Dates, Times, Timezones for National organisations

CareRight is timezone aware, however some organisations operating over a widespread area may be uncertain of the specific behaviours.

Recommended setup - National organisation

1. Apply Global Settings for **Times Show Timezone.** This will display more obviously which timezone is being rendered to your user

2. Set an appropriate **Location Default Time zone,** where you have centralised "headquarters" functionality.

3. For each **Location** you set up; ensure you have entered full details inclusive **timezone.**

4. Where you provide telehealth services; model specific locations *where your providers are based*.

5. Add timezone offsets to your SMS and Email message templates for clarity.

How do dates and times work?

All input and output of the application operates via the **associated location timezone** for a given item.

Where the location is not known, the **location default timezone** applies.

For example:

- A patient currently in WA books an appointment at *Example Melbourne Clinic for 9:00 am the following day*.
    - This is 9am Melbourne time,
    - The appointment will occur in Melbourne, by physically attending the clinic.
- A patient is admitted as an inpatient in Melbourne. An invoice is raised, detailing 3 procedures that occurred. The invoice, and corresponding IHC claim states all dates and times in the location associated with the admission's timezone.
- A telehealth appointment is scheduled.
    - The patient is in Perth.
    - The provider is in Brisbane.
    - The clinic is physically located in Melbourne.

        The times display are in the Australia/Melbourne timezone.

        Correspondence is sent in the Australia/Melbourne timezone.

        Certain appointment reminders may feature an iCal attachment, when the patient's computer or phone can translate this appropriately to the patient timezone.