

# Scheduling FAQ

Last Modified on 07/10/2024 1:54 pm AEDT

## How do schedules and appointments work?

Time in the Zedmed Appointment Book is divided into schedules, and each schedule has an activity type to determine the types of appointments that can be booked at that time. It is important to have schedules set up for doctors and resources like practice nurses and Activity Types like as short consult, long consult, new patient, walk-in and review.

| Mon              | Davis, Phillip | Fuller, Igor | Jackson, Gaye |
|------------------|----------------|--------------|---------------|
| 8 <sup>AM</sup>  | 0              | 0            |               |
|                  | 15             | 15           |               |
|                  | 30             | 30           |               |
|                  | 45             | 45           |               |
| 9 <sup>AM</sup>  | 0              | 0            |               |
|                  | 15             | 15           |               |
|                  | 30             | 30           |               |
|                  | 45             | 45           |               |
| 10 <sup>AM</sup> | 0              | 0            |               |
|                  | 15             | 15           |               |
|                  | 30             | 30           |               |
|                  | 45             | 45           |               |

*Note: The table above is a simplified representation of the screenshot. The screenshot shows a grid with columns for doctors (Davis, Phillip; Fuller, Igor; Jackson, Gaye) and rows for time slots (8 AM, 9 AM, 10 AM). Appointments are listed with doctor names, activity types, and checkmarks. A red callout 'Activity Type' points to the 'Std Consultation' text in the 9 AM slot for Fuller, Igor. Another red callout 'Appointment Type' points to the 'Surgical Procedure' text in the 10 AM slot for Jackson, Gaye.*

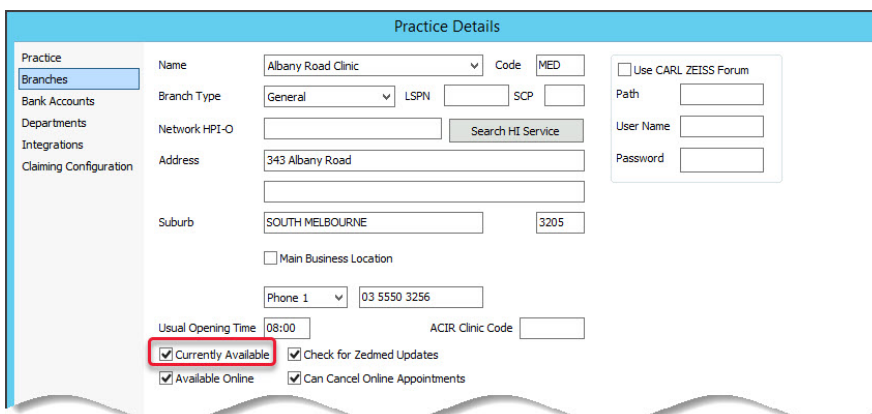
## Why is the Appointment Book locked?

This can be caused by overlapping sessions across cycles. To resolve this, compare the cycles and de-conflict or delete the overlap.

To learn more, see the [Create a Schedule guide](#).

## How can I find out why a new schedule is not displaying?

Make sure the **Branch setting** is 'currently available'.



The screenshot shows the 'Practice Details' form for 'Albany Road Clinic'. The 'Currently Available' checkbox is checked and highlighted with a red box. Other visible fields include 'Branch Type' (General), 'Address' (343 Albany Road), 'Suburb' (SOUTH MELBOURNE), and 'Phone 1' (03 5550 3256).

In the **Doctor Details**:

- Make sure the practitioner or resource is linked to the **Branch**.
- If required, select **Another** to add the doctor to another branch.
- Make sure the practitioner is marked as **Available**.

**Doctor Details**

**Identity**  
 Family Name: Davis  
 Given Names: Phillip  
 Title: Dr [Search HI Service]  
 EHealthID (#PI-I): 8003 6199 0002 6805  
 ABN/Bus. Name:  
 AHPRA Number: ABC1234567890

**Home Address**  
 Home Address:  
 Suburb:  
 Phone Numbers:  
 Home Phone:  
 Home Fax:  
 Mobile Phone:

**Clinical Settings**  
 Qualification: FRACGP, MBBS, BBlomedSci (Hons), Clin Dip Pall N  
 Prescriber No: 987773  
 Email Address:

**Practice**  
 Dr Code: PD  
 Default Item #:  
 Fee type override: Rehab [Clear]  
 Dr Type:  
 HIC Registered  
 HIC Online  
 DVA Registered  
 REI Registered

**Branches**  
 Branch: Albany Road Clinic  
 Bank List: Albert Road MC Bank Account

**Employment**  
**No Employment Record!**  
 Details New

**Status**  
 Available  
 Assist Only  
 External Primary Surgeon Only  
 Available Online

ECLIPSE Fund Schemes [ ] Show Code on Appt. Screen  
 Text for specialty treatment:  
 Find Close Cancel

## How do I change the schedule for a Doctor changing their working days?

1. End the current cycle on Sunday before the week of change.
2. Start a new cycle on Monday of the week of change.

To learn more, see the [Create a Schedule guide](#).

## How do I change the duration of consults?

1. Edit the entire cycle or session.
2. End the cycle and create a new one - changes are historical to the start date.

To learn more, see the [Create a Schedule guide](#).