

## Find an appointment

Last Modified on 25/10/2024 1:17 pm AEDT

Search the Appointment Book for all bookings that have been made for a patient, then open or delete any of the appointments found. At the end of this guide is a table explaining what the Appointment Book icons mean.

**Considerations:** 

- Select View > Options to open the Appointment Display options and select or deselect the practice's preferences.
- The Appointment Book of the branch you logged into (the default branch) will be searched.
- The change branch, press F3 and choose from the Select Branch screen.
- You can't search for a non-patient booking as the person has not been registered.
- You cannot search for Online Appointment bookings that have not been reconciled to a patient.

To find an appointment:

- 1. Go to Zedmed's **Reception** tab.
- 2. Select Appointments.
- 3. Select **Search > Find Appointment** from the top menu.

The Patient Search screen will open.

- 4. Enter the patient's name into the **Search** field.
- 5. Select Search.
- 6. Select the patient.
- 7. Select OK.

To learn more, see the finding a patient record article.

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9 <sup>AM</sup>	0 15 A2	Patient Search										
	30 Search											
	45	45       0         0       0         15       Enter multiple search terms to find your patient. Searches will be performed across all name, phone number, address, Medicare, IHI and DVA fields.										
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11 <sup>AM</sup>	0 30	Hints  Separate each search term with a space Quick name search - Separate family name and first (preferred) name with a comma To search on family name only, enter the family name followed by a comma (eg. Smith,) Do not use spaces in phone numbers Date of birth fields are dd/mm/yyyy or dd/mm/yy (including the forward slash) To search for patient file number, start the search term with * with no spaces in between To search for invoice number, start the search term with # with no spaces in between										
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The Search for Appointments screen will open.

It displays the patient's appointments, looking back a month (in case an appointment was missed) and forward a year.

You can perform the following actions:

- Go to Takes you to the day of the selected appointment with the appointment highlighted.
- Print List opens a report of the listed appointments. Select the printer icon to print it out.
- **Delete** removes (and cancels) an unwanted appointment.

An appointment should be cancelled, not deleted. Deleted appointments are not included in the cancelled appointment report.

To learn more, see the Cancel an appointment article.

- Find opens the Patient Search screen so you can look for another patient.
- Refresh if you change the From/To date range, you need to select the Refresh button.
- 8. Select Close to return to the Appointments Display Grid.

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## Booking icon explanations

Icon	Description	Explanation
🖋 Barr, Lydia Std Cons 🗙	Green tick (left)	The patient has been attended to the Waiting Room.
🖋 Barr, Lydia 🛛 Std Cons 🗙	Red cross (right)	The patient's IHI is unavailable.
Simkins, Talia Onlin	Green tick (right)	The patient's IHI is available.
Simkins, Talia Onlin	Cloud icon	The patient made the appointment via Online Appointments.
🐣 Smith, Dave 🛛 Online 🔀	Cloud icon with +	A patient's first Online Appointment - needs reconciling.
C82 Smith, Henry Std Comm	Credit card	Online Appointment booking with credit card information taken.
C82 Smith, Henry Std Cc 🔀	File folder	File pulled & patient not attended. Replaced by a green tick when attended.
🔁 62 Black, Emma (18:00 🔽	Phone icon	The patient replied YES (tick on icon) or No (cross) to a reminder SMS.