

# Manage the Waiting Room

Version: 1.00 | Last Modified on 09/07/2025 3:12 pm AEST

Use the Waiting Room to manage patients as they attend the practice and ensure they are billed correctly. You can also quick attend walk-ins and doctors can hide patients they have seen.

## Using the Waiting Room

The Waiting Room is used in conjunction with the Appointment Display Grid, which we call the Appointment Book, to manage patient visits and initiate payments.

#### Waiting room workflow example

- 1. Patient arrives at reception.
- 2. Open the patient from the Appointment book (right-click patient and select Patient Details).
- 3. Do an Online PV check to confirm the patient is eligible for Medicare claims.
- 4. Return to the Appointment book (select Appointments from the patient record menu).
- 5. Right-click the patient in the Appointment book and select **Attend** to put them into the Waiting Room.
- 6. The patient has their consultation and returns to reception.
- 7. From the Waiting Room, right-click the patient and select **Bill**.
- 8. Raise an invoice using information provided by the doctor and process the payment.

#### How to open the Waiting Room

• Open the Waiting Room from Reception - select the Waiting Room button.

Test Branch 1 Management Reports Tools Pract	tice Setup WP Setup Utilities The	emes Help	
Reception	Management	Reports	Utilities
Patients (F4)			
Waiting Room			

• Open the Waiting Room from the Appointments book - select the Waiting Room icon.

💋 Appo	intments Displa	y Grid - Auto-refr	esh every 1 minut	tes						
Appoint	ment Search	View Refresh	Waiting Room	Patient Bil	Encounters	Ref Drs	Close	Extra	Surgical Proce	dures
Q Search	) Next Avail.	⊠ Waiting Room	Test Branch	n 1 ▼ <a< th=""><th>II Doctors&gt;</th><th>•</th><th>🚯 Branch</th><th>Docto</th><th>n Resource</th><th>Tue</th></a<>	II Doctors>	•	🚯 Branch	Docto	n Resource	Tue
Tue	D,Phillip	1					Howel	l,Grenvill	e	
8 <sup>AM</sup>	0						0			
Ŭ	15						20			
	30									
	45						40			

• Open the Appointment Book from the Waiting Room - select Appts from the text menu.

💋 Waiti	ng Room - Aut	o-refresh eve	ry 35 secor	nds				12		
Patient	Attendance	Find Clinic	al Details	Bill	Enquiry	Enc Sheet	Proforma	Labels	Appts	Extras
오 Patient	키오 Quick Attend	→] Admit F	Q ind Patient	s Bill	t⊐ Refresh	Dintramai	il Include	হের Assisting	Show	() v Hidden
01/10/20	024	Branch	Test Bran	ch 1				~		
09:57	-8	Doctor	All					~		

#### Change the font size

Some users may find the font size too small. To increase it:

- 1. Select Extras > Change Grid font.
- 2. Choose the size and font.

🙋 Waiting Room - Aut	o-refresh ev	ery 35 second	ds				
Patient Attendance	Find Clin	ical Details	Bill	Enquiry	Enc Sheet	Proforma Labels	Appts Extras
় ≌প্র Patient Quick Attend	→] Admit	Q Find Patient	Bill	t⊐. Refresh	Dintramai	I Include Assisting	() Show Hidden
09/07/2025	Brance	Test Branch	n 1	Waiting Ro For Ar	om Grid Fo nt Name ial This s	nt Setting etting only affects yo OK Car	Font Size

Right-click actions for Waiting Room patients

• Open a patient record

Right-click and select **Patient**. Select **Waiting Room** from the top of the **Patient Record** to return to the Waiting Room.

• Complete a Patient Verification.

Right-click and select **Patient**. Select the **PatientVerification** button on the patient's record to check their eligibility for claims.

• Bill a patient

Right-click and select **Bill**. This opens the **Account Payer Selector** and the **New Invoice** screen.

• View attendance details

Right-click and select Attendance Details

Waiting Room - Auto-refresh every 30 seconds															
Patient	Quick A	ttend Admit	t F	Solution of the second	Bill Ei	Refres	ih In	tramail Include Assi	sting	Show H	Hidden	.xuas			
03/12/202	1	Bra Bra	anch	Branch 1				~		Frida	ay, 3 Dec	2021	Order By	Appointment Time	~
11:18 🚔	-23	Doc	ctor [	All				~		11:1	8 (-23)	hours	Filter	Not Billed	~
File #	Status	Name		Appt	Attend	Admit	Doc	Appt Type	Br	Dept	Notes	Site	Patient Alerts		^
4	Δ	Hollaway, Knu	ut	10:30	10:19	10:20	PD	Std Consultation	MED		11		test		
<			✓ √2 6 6 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 8 8 8 8 8 8 8 8 9 8 9 <	Patient Account I Admit Clinical D Bill Hide Refresh	Payers etails										=
◀ Week	▲ Day	/ Oday D	Day 🕨	Week	•									Close	

# Navigating the Waiting Room

By default, the Waiting Room opens on the current day and shows all patients who have been attended and not billed. Patients are displayed in order of their appointment time or arrival time. Unbilled patients as far back as the Default lookback setting are shown. When a patient is billed, they are removed from the Waiting Room.

#### Time and lookback

These are located below the date. The lookback determines how long an unbilled patient is shown for. We suggest setting the lookback to **23** in the **Branch Setup**. By selecting 23, you will see patients waiting to be billed when you start Zedmed the next day.

#### Important menu items

- The **Branch** field shows the branch you are logged into, and you can select other branches or all branches.
- The **Doctor** field shows **All** by default and you can use it as a filter to only show a specific doctor's patients.
- Order by defaults to Appointment Time. Select the drop-down to review or select the other options.
- Filter The default is Not Billed. This is an important setting and helps ensure that all patients are billed because they will show up in the Waiting Room until they are billed.

#### Important columns

- Status column displays an icon if there is a patient alert. It will show\$ if the patient has paid.
- Patient Alerts column shows details of alert indicated in Status column.
- Appt column shows the time the appointment was booked for.
- Attend column shows the time the patient was attended (When they arrived and were added to the **Waiting** Room).
- Admit time is when the doctor opened the patient in Clinical. If a time is shown, reception knows the doctor's with a patient.
- Appt Type comes over from the appointment book and shows the type of appointment the patient is booked in for.
- **BR** code is the branch code and allows you to see what branch the patient is attending if all branches are displayed.
- Notes field shows the attendance notes that the doctor or reception entered.

To review all the menus and options available, see the Waiting Room screen article.

# Quick Attend/walk-in

Clinics that accept walk-in patients can attend the patient without them having a prior appointment.

To quick attend a patient:

1. Select Quick Attend from the Waiting Room screen's top menu.

This will open the Patient Search screen.

2. Locate the patient and open their record.

To learn more, see the find a patient's record article.

The **Attendance Details** screen will open. The **Doctor** field will default to **Doctor**, **Unknown**. The doctor will be whoever is available to see the patient.

- 3. Select Close.
- 4. The patient will be added to the Waiting Room.

The **DOC** column will show "???". Doctors will see this and the first to admit the patient will have their code under **DOC**.

## Hide a patient

You can hide a patient so they don't show up in the **Waiting Room.** Reception may want to hide a patient that is being used for training or is not to be billed. To hide a patient, right-click them and select **Hide**. To show all hidden patients, select **Show Hidden** from the top menu.

2		Waiting Room	_ <b>D</b> X				
Patient Attendance Find Clinical Details Bill Enquiry Letters Enc Sheet Proforma Labels Appts Extras           Image: style="text-align: center;">Image: style="text-align: center							
24/08/2021 🕞 🔲 Branch Branch 1 v Tuesday, 24 Aug 2021 Order By Appointment							
15:39 💭 -8 💌 D	Doctor All	v 15:39 (-8) hours	Filter Not Billed 🗸				
File # Status Nam	e	ppt Attend Admit Doc ApptType Br Dept Notes	Site				
	uni, Anna	Attendance          Image: State of the state of	Details /ers iils				
◀ Week ◀ Day Oday	Day 🕨 Week 🕨	Hide	Close				
Branch 1	PDAVIS						

### Delete a patient

You can delete a patient from the Waiting Room if they have left before seeing the doctor. To delete an attendance, double-click the patient to open the **Attendance Details** and select **Delete**. Where possible, appointments should be cancelled and an appropriate reason selected. This information will be included in the patient's appointment history.

Attend	ance Details
Date and Time:         03/09/2021         09:08            Doctor:         HEDRICK, WARREN	Desiree Bowles         Image: Comparison of the state of the sta
Department:	Contact Details
<u>ıβ≫i R</u> eferrals	Mobile: Email:
Site Details	Address: 766 Horace Dr., SUKKENTO 4217
Claim Details V	Cards
Attendance Notes:	Medicare: 49501772511 Expiry: Healthcare: Expiry: Alerts
	Copy to Attendance Notes
Hide Priority 🗸	
Print Encounter Proforma Case Label	Appointment Notes
Encounter: Standard Encounter Sheet	Copy to Attendance Notes
Account Payers	
	Clinical Warnings
Patient Details Waiting Room Delete	Close Cancel