

Patient guide to OLA

Version: 2.00 | Last Modified on 16/07/2025 9:00 am AEST

Online Appointments (OLA) lets patients book appointments at any time with their preferred clinic and practitioner.

Book an online appointment

First-time OLA users

When you use OLA for the first time, information will be gathered at the end of the booking to create an OLA account for you. Just start making your booking from the first OLA page, and select Guest in step 3.

Existing OLA users

Log into OLA and follow the selections to make your appointment. If you have not logged in, you will be asked to at step 3, and you will not be asked to provide any personal information (no step 8).

You can use the back button on your mobile phone at any time to go back to the previous steps. Select a breadcrumb button at the top to change the button's options (e.g. day, clinic, time), and select the logo to open a list of all clinics.

1. Tap the clinic's name Closest is selected by default	2. Tap Select Appointment 'Centre Details' for more info	3. Tap Continue as a guest, or Log in if you have an account	4. Tap Myself For <mark>family</mark> tap 'somebody else'
Find your nearest Jesspoke demo] YOUR COMPANY HERE Centres Company HERE Centres Second Clinic For Appt Testing	Find your nearest bespoke demo YOUR COMPANY HERE Centres COMPANY HERE Centres Idensborough Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Details Centre Centre Centre Centre Centre Centre Centre Centre Centre C	LOG IN NOW Email Address Password LOg In Cog In Cor Continue as a guest 3	Are you booking for yourself or for somebody else?



When you finish, selecting Continue will display the booking confirmation page.

Time Zone support (Zedmed v37.8 and later)

If you make an appointment with a clinic in a different time zone (e.g. telehealth)), the time zone shown will be your own (the patients). You will have the option to change to the practice time zone using the button shown below. Your appointment confirmation and reminders will also show the time zone you selected, e.g. AEDT.

Cli	Eltham ik to change location	>		Fri Jan 03 lick to change date	>		Std Consultat	ion pe	>	Practitioner	k Time
			Your	current ti	me zone is	different	to the pra	ictice.			
	Dr Danuta F	ernandez		Prac	tice time - Perth	- Sydney (Al				See All A	ppointments
マワ	11:15am	11:30am	11:45am	12:00pm	12.13pm	12:30pm	12:45pm	1:00pm	1:15pm	1:30pm	1:45pm

What happens next?

- If the practice uses SMS, you will be sent an SMS confirmation.
- If this was your first booking, OLA will send an email to the email address you provided after you have made the appointment. Open your email client and click **Verify My Account** then enter a password and select **Save my password**. Your account is now set up.



Manage your OLA account

Once you have created an account, you can make new bookings with a few clicks. Your past appointments are displayed under **My Appointments** and can be used to do a **Quick Re Book**, and all family members under your account can be viewed and unlinked from **My Family**.

YOUR LOGO	My Dashbo	ard		PRACTITIONER Dr Benjamin Wryte CENTRE Greensborough
	Dashboard Home	>	Hi Emma!	Quick Re Book Appointment
	My Appointments	*	Welcome to your [bespoke demo] YOUR COMPANY HERE	Details from your last appointment are:
	My Family	>	Booking Account	PRACTITIONER
	Payment Methods	>	My Appointments	Dr Benjamin Whyte
	My Account Details	>	3	Greensborough
	Sign Out	B	Upcoming >	Save time and rebook an appointment with the same
			Previous	practitioner and Centre as your last booked appointment *Subject to Availability
			My Family	Quick Re Book
			If you've booked an appointment for a family member or anyone other than yourself their details are linked to your booking account. You can unlink them here at any time.	
			Payment Methods	
			VISA Remove Card >	
			My Account Details	
			Account Details	

Family members

When you're logged in and you book an appointment for yourself or another person, these patient details will be linked to your booking account as a member of My Family. This allows you to select family members or people you care for when booking future appointments without having to re-enter their details.

If you have booked an appointment for yourself or another person previously you'll see their names in the My Family section below. You can manage each member's payment details here or unlink them from your account.

Add a family member

You can add family members (for example, children) to your OLA account and make online bookings for them.

Log in to OLA and make a booking the same way you would for yourself, but:

- 1. Select BOOK NOW from the main menu, then Select Appointment.
- 2. Select Somebody else when asked if the appointment is for Myself or Somebody else.
- 3. Select New Patient when asked, then New Patient for the appointment type.
- 4. Select an appointment time.
- 5. Select Add Patient

This will display the Add Patient details form to fill in.

Patient Selection		
Please select the patient attending this appoint details.	ment from the list below, or select "Add Patient"	and fill in their
+ Add Patient		
Add Patient Information		
Fill in the details of the patient who is at	ttending this appointment.	
Scan my Document form Auto Fill To Auto Fill your patient information for	Ⅰ in take a photo of your drivers licence and / or №	ledicare card
and upload the image below. Then click	'Run AutoFill'.	
Upload Card		
Title*	Sex at Birth *	
Please Select	✓ Please Select	~
First Name*	Preferred First Name	

The booking will be confirmed.

The family member will be added to your OLA account on the My Family page.

Dashboard Home	>	My Family						
My Appointments	×	When you're logged in and you book an appointment for yourself or another person, these patient details will be linked to your booking						
My Family	>	This allows you to select family members or people you car	e for when booking future appointments without having to re-enter their details.					
Payment Methods	>	If you have booked an appointment for yourself or another	person previously you'll see their names in the My Family section below. You can					
My Account Details	>	manage each member's payment details here or unlink them from your account. Unlinking a family member will not remove their details from the clinic itself or affect future appointments, and you can re-link a patient						
Sign Out 🕞		when you book another appointment on their behalf.						
		* Please note: We don't allow you to lookup a family member without making an appointment for privacy reasons. Clinic staff review every new family member request when confirming your appointment to ensure your personal information is kept private. If you have any questions or concerns please contact your clinic directly.						
		Dave	Unlink this family member from my account 😰					
		Steven	Unlink this family member from my account					

Remove a family member

Family members appear on the My Family page of your OLA account as shown below.

To remove a family member, select the unlink icon next to their name.

Dave

Unlink this family member from my account

Unlinking a family member will not remove their details from the clinic itself or affect future appointments, and you can re-link a patient when you book another appointment on their behalf.

Please note: We don't allow you to lookup a family member without making an appointment for privacy reasons. Clinic staff review every new family member request when confirming your appointment to ensure your personal information is kept private. If you have any questions or concerns please contact your clinic directly.