

Patient guide to OLA

Last Modified on 12/08/2024 11:19 am AEST

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

Book an online appointment

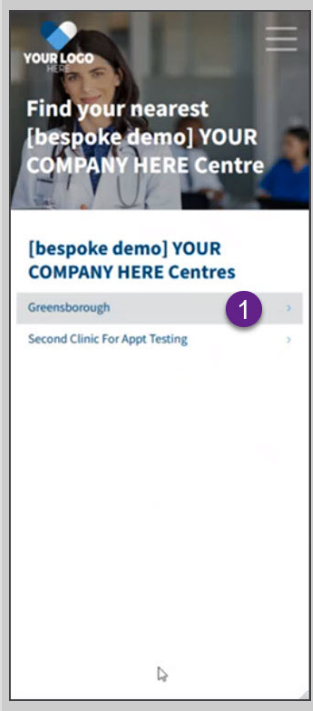
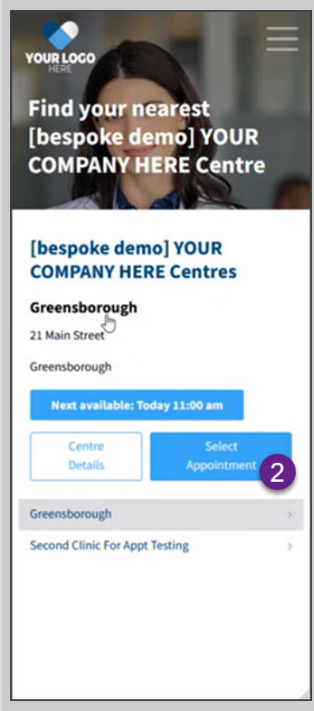
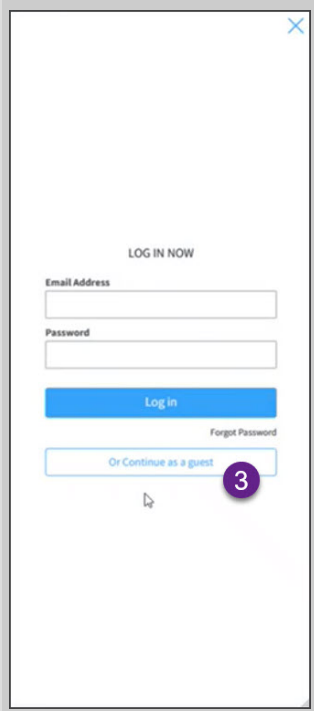
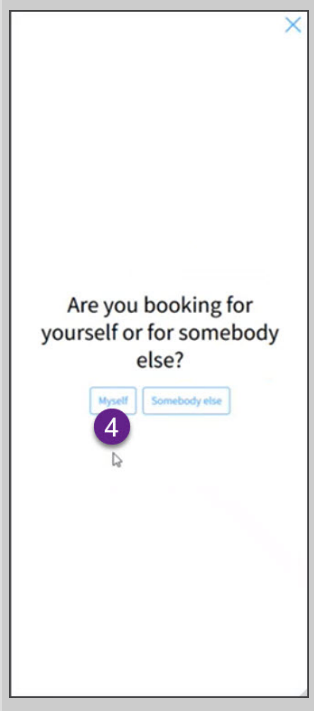
First time OLA users

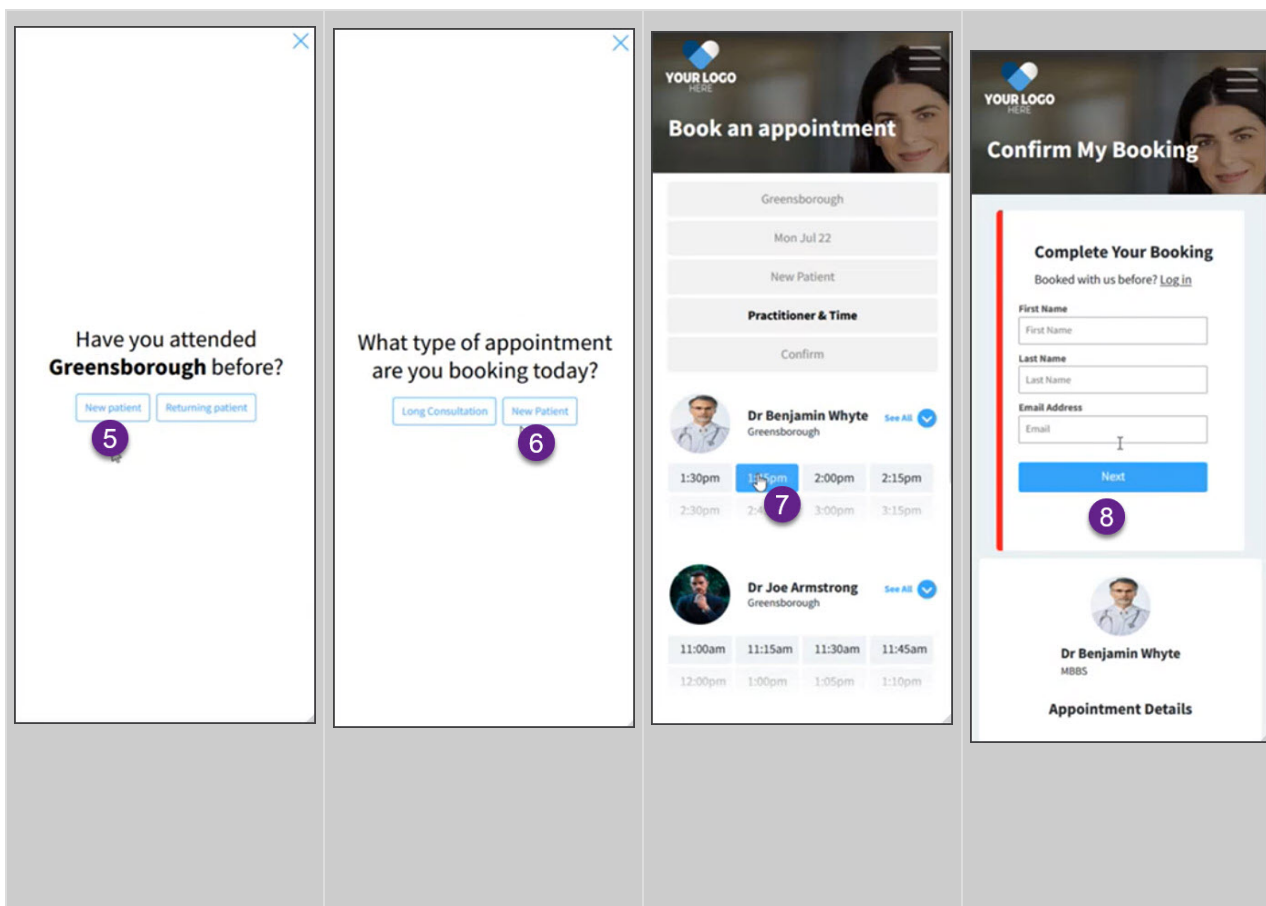
When you use OLA for the first time, information will be gathered at the end of the booking to create an OLA account for you. Just start making your booking from the first OLA page, and select Guest in step 3.

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.

<p>1. Tap the clinic's name Closest is selected by default</p>	<p>2. Tap Select Appointment 'Centre Details' for more info</p>	<p>3. Tap Continue as a guest, or Log in if you have an account</p>	<p>4. Tap Myself For family tap 'somebody else'</p>
			
<p>5. Tap New patient New to Online Appointments</p>	<p>6. Tap the appointment type Types are defined by the clinic</p>	<p>7. Tap the appointment time Available times by Doctor</p>	<p>8. Enter your details 2 details screens to complete</p>



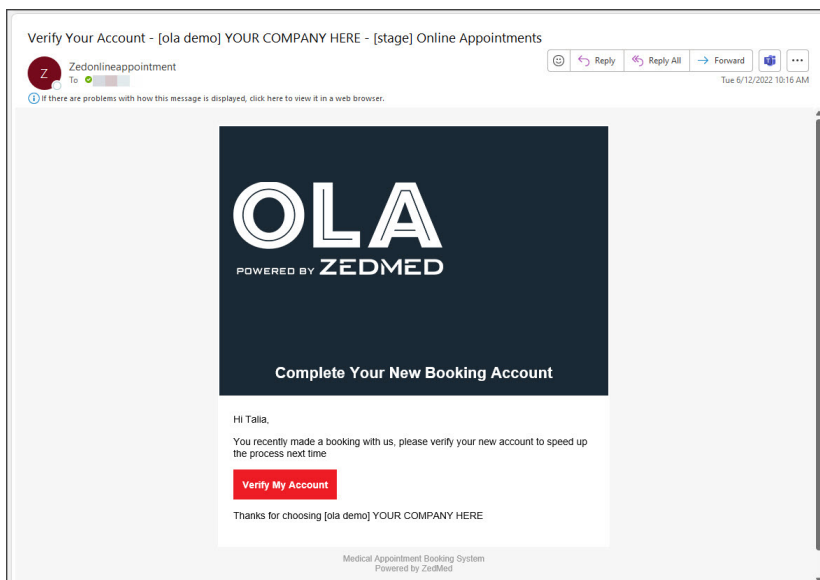
When you finish, selecting Continue will display the booking confirmation page.

Tips:

- Select a breadcrumb button at the top to change the button's options (e.g. day, clinic, time).
- Select the logo to open a list of all clinics.

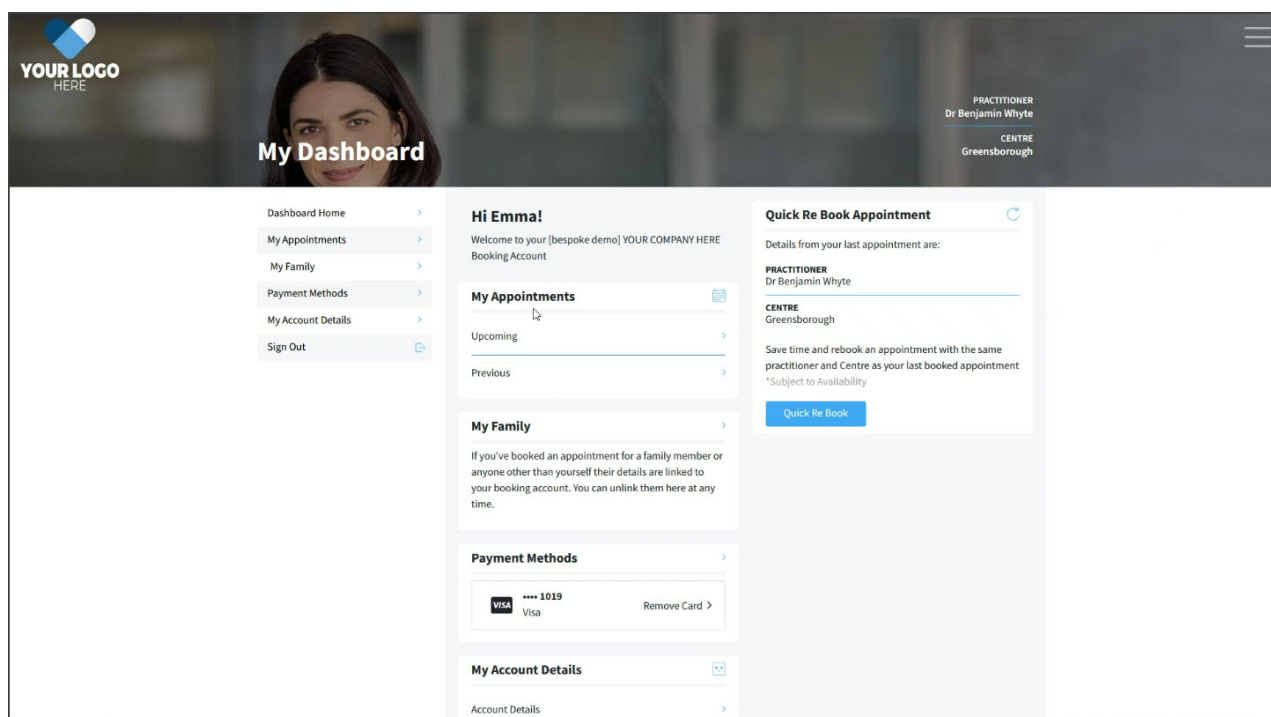
What happens next?

- 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. 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**.



Add a family member

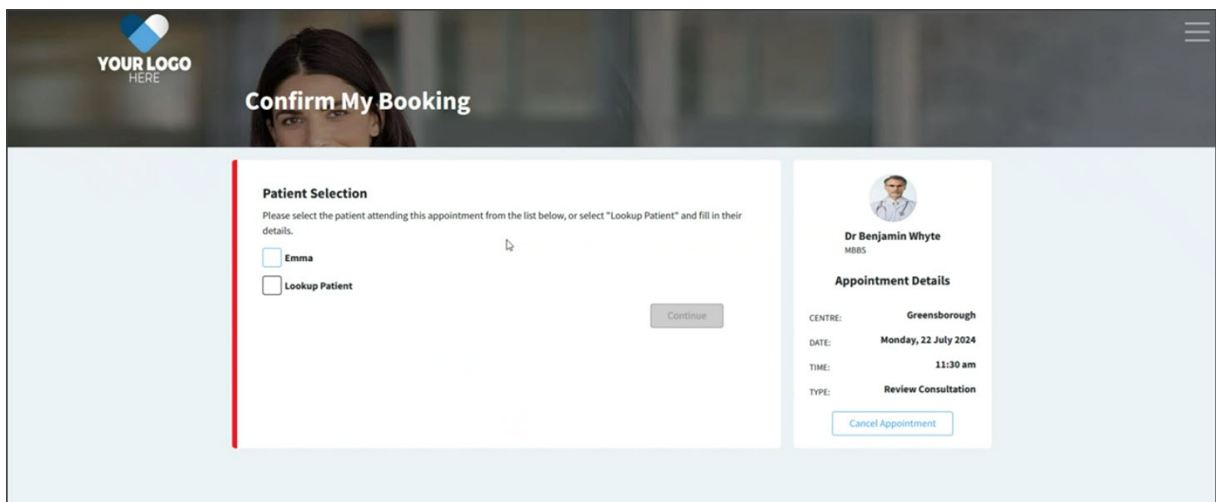
You can add family members (for example, children) to your OLA account and make online bookings for them.

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

1. Select **Someone else** when asked if the appointment is for Myself or **Someone else**.
2. Select **New Patient** when asked if it's a **New Patient** or a **Returning Patient**.

3. In the last step, select **Lookup Patient** > fill in the details then select **Confirm my booking**.

The appointment will be made and the family member added to your OLA Account.



The screenshot shows a web interface for confirming a booking. At the top left, there is a logo placeholder that says "YOUR LOGO HERE". The main heading is "Confirm My Booking". The interface is divided into two main sections. The left section is titled "Patient Selection" and contains the instruction: "Please select the patient attending this appointment from the list below, or select 'Lookup Patient' and fill in their details." Below this instruction are two radio button options: "Emma" and "Lookup Patient". A "Continue" button is located at the bottom right of this section. The right section is titled "Appointment Details" and features a circular profile picture of a doctor. Below the picture, the doctor's name "Dr Benjamin Whyte" and "MBBS" are listed. Underneath, the appointment details are displayed: "CENTRE: Greensborough", "DATE: Monday, 22 July 2024", "TIME: 11:30 am", and "TYPE: Review Consultation". At the bottom of this section is a "Cancel Appointment" button.