

OLA bookings with PG

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Patients who use Zedmed's Online Appointments (OLA) can be prompted to provide a payment card when making the booking. The requirement can be enabled per practitioner and can exclude children, seniors and DVA and pension card holders. Once the card is recorded in Patient Details, they will not be prompted again.

How patients are prompted for a payment card:

1. Select a time slot next to the doctor you want to see.

The **Confirm My Booking** screen will open.

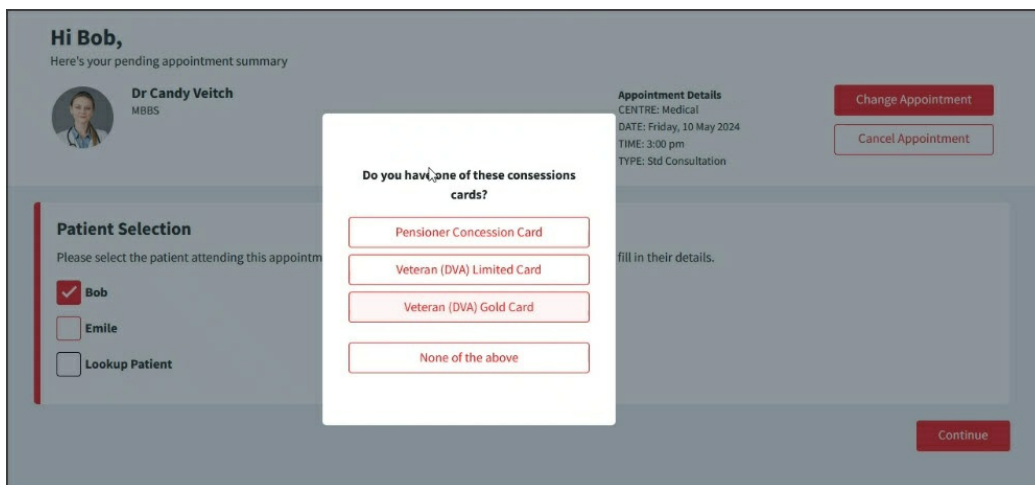
2. **Payment information steps**

Important: Credit card information will be requested if your practitioner supports electronic payments. The credit card provided will be charged **AFTER** you have attended your consultation with the doctor.

The practice may show an estimate of the payment when you provide the credit card information.

- a) **Select any concession card you hold or None of the above.**

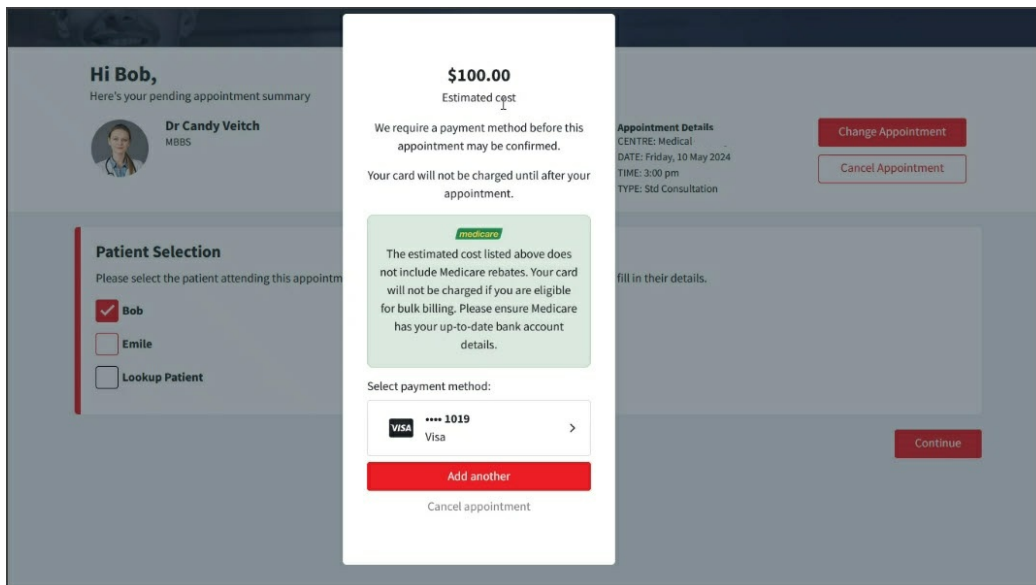
Important: On confirmation, the appointment is booked and the patient's card is charged then refunded \$1.



The screenshot shows a booking confirmation interface for a patient named Bob. The main screen displays the doctor's name, Dr. Candy Veitch, and appointment details for Friday, 10 May 2024 at 3:00 pm. A modal window is open in the center, asking "Do you have one of these concessions cards?" with four options: Pensioner Concession Card, Veteran (DVA) Limited Card, Veteran (DVA) Gold Card, and None of the above. The "None of the above" option is selected. The background shows a "Patient Selection" section with "Bob" selected and "Emile" and "Lookup Patient" unselected. There are "Change Appointment" and "Cancel Appointment" buttons in the top right, and a "Continue" button in the bottom right.

- b) If you selected **None of the above**, enter your credit card information into the fields provided.

Your credit card will not be charged until after you visit the doctor.



The **Confirm My Booking** screen will open.

3. Enter your name and email address into **My Booking Account Details**.
4. This information will be used to create your account.
5. Select **Next**.