

# Provider Hours

Last Modified on 11/08/2022 2:05 pm EST

## Summary

To enable providers for the Online Scheduler (OLS) go to [Settings > Online Scheduler Settings > Provider Hours](#).

There is no limit to how many providers may be enabled. **SAVE** must be selected after completing each step of the setup.

## Setup Provider Hours: Step 1

1. Turn on the OLS by toggling the Enabled button to **YES** (green). This allows the OLS to be accessed by patients.
2. Click on **Refresh Providers** From PMS
3. Click on **Refresh Resources** From PMS
4. Select a **Provider** from the drop down menu
5. Enter **Online Name** for the provider (what the patient will see)
6. Check the Show Online check box to make the provider seen by patients
7. Click **Show Online** and **SAVE**

The screenshot shows the 'Provider Hours' configuration window. At the top, it says 'Online Scheduler Enabled' with a green 'YES' toggle. Below this is a dark blue header for 'STEP 1'. The main area contains two input fields: 'Provider' with a dropdown menu showing 'David Arquette (ARQ00)' and a 'Refresh Providers From PMS' link; and 'Online Name' with a text box containing 'Dr. David Arquette' and a 'Refresh Resources from PMS' link. To the right of these fields is a checked checkbox labeled 'Show Online' and a blue 'SAVE' button. A dark grey footer bar at the bottom of the window displays 'Step 1'.

## Setup Provider Hours: Step 2

1. Select the days and hours of provider availability. The right hand columns in the Morning and Afternoon Hours are the end time of the last available appointment. Patient Communicator will never allow the booking of an appointment which will result in ending later than this time. It is possible to create a mid-day break by using both the left and right columns.
2. Click **SAVE** when this provider hours are complete.

STEP 2

MORNING HOURS

☐ Sunday 9:00 AM to 1:00 PM
 ☒ Monday 8:00 AM to 1:00 PM
 ☒ Tuesday 8:00 AM to 1:00 PM
 ☒ Wednesday 8:00 AM to 1:00 PM
 ☒ Thursday 8:00 AM to 1:00 PM
 ☒ Friday 8:00 AM to 1:00 PM
 ☐ Saturday 9:00 AM to 1:00 PM

AFTERNOON HOURS

☐ Sunday 2:00 PM to 6:00 PM
 ☒ Monday 2:00 PM to 6:00 PM
 ☒ Tuesday 2:00 PM to 6:00 PM
 ☒ Wednesday 2:00 PM to 6:00 PM
 ☒ Thursday 2:00 PM to 6:00 PM
 ☒ Friday 2:00 PM to 6:00 PM
 ☐ Saturday 2:00 PM to 6:00 PM

CLEAR

SAVE

Step 2

## Setup Provider Hours: Step 3

1. Check all appointment types this provider offers.
2. Click **SAVE** when complete.

STEP 3

Choose Appointment Types:

☒ Cleaning and Exam
 ☒ New Patient Exam
 ☒ New Patient-Cleaning and Exam
 ☒ Returning Patient Exam

SAVE

Step 3

## Setup Provider Hours: Step 4

1. Each selected appointment type will appear with the default appointment length created in [Online Appointment Types](#). If an adjustment needs to be made to the default appointment time for this provider only, it may be done here.
2. Depending on the PMS, there may be an option to choose the resource for the provider and appointment type. Patient Communicator will read only one resource per selected appointment type. If available, select the desired resource for Patient Communicator to read.
3. Click **SAVE** when complete

STEP 4

New Patient Exam

30 Minutes

Resource: Exam Room 1

Returning Patient Exam

30 Minutes

Resource: Exam Room 1

Cleaning and Exam

30 Minutes

Resource: Exam Room 1

New Patient-Cleaning and Exam

30 Minutes

Resource: Exam Room 1

SAVE

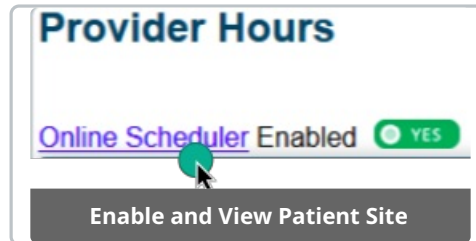
Step 4

Repeat steps 1 thru 4 for each provider the practice wishes to enable. The *Patient Site* is now available to patients.

---

## View Patient Site

To view the *Patient Site* where the patients book/request appointments, click the **Online Scheduler** link (in blue) near the top of the screen.



V

---

<End of Article>

---