

# Online Appointments

Last Modified on 11/07/2022 2:00 pm EST

## Summary

The Online Appointments window on the [Homepage](#) is where you will see the appointments scheduled by patients online using the [Online Scheduler \(OLS\)](#) feature.

**Note:** This window will only appear if you have [turned on the Online Scheduler](#) feature.

An email is automatically sent to your practice email address whenever a patient has completed an online registration or booking.

Online Appointments				5 Online Appointments
Patient Name	Provider Name	Appt Type	Start Time	
Frank Stein	Dr. David Arquette	New Patient Exam	11/6/18 4:30 PM	
Joe Goliger	Dr. David Arquette	Returning Patient Exam	10/15/18 8:00 AM	
Mickey Mouse	Dr. David Arquette	Cleaning and Exam	10/8/18 8:00 AM	
Thomas Jefferson	Leonard Varna, MD	New Patient Exam	9/11/18 9:30 AM	

**Online Appointments Homepage View**

Any patient that has scheduled or requested an appointment using the [OLS](#) will have the appointment details appear here. The *Homepage* view above displays the most recent 4 appointments scheduled with the most recently scheduled appointment appearing on top. You may scroll down to view all online scheduled appointments in the inbox.

## Open and Edit Online Appointments

To open the Online Appointments viewing pane, click anywhere on the *Online Appointments* window. The *Online Appointments* popup window will appear.

**Online Appointments** 10 Online appointments 

  [Go to archives](#) [Link new patients](#)

<input type="checkbox"/> In PMS	Patient Name	Provider Name	Appt Type	StartTime	Email	Mobile
<input type="checkbox"/>	<u>Donald Duck</u> (DUCDO000)	Leonard Varna, MD	Returning Patient Exam	10/31/22 10:30 AM	joe@mypatientcommunicatc	(307) 215-8799
<input type="checkbox"/>	<u>Mickey Mouse</u> (GREDA000)	Dr. David Arquette	Cleaning and Exam	10/27/22 2:00 PM	 Hey there	
<input type="checkbox"/>	<u>Joe Goliger</u> (GOLJO000)	Dr. David Arquette	Cleaning and Exam	8/9/22 8:30 AM	 joe@mypatientcommunicatc	(646) 907-5512
<input type="checkbox"/>	<u>Joe Goliger</u> (GOLJO000)	Dr. David Arquette	Cleaning and Exam	6/27/22 2:00 PM	joe@mypatientcommunicatc	(646) 907-5512
<input type="checkbox"/>	<u>Joe Goliger</u> (GOLJO000)	Leonard Varna, MD	New Patient Exam	6/20/22 9:00 AM	joe@mypatientcommunicatc	(646) 907-5512
<input type="checkbox"/>	<u>Joe Goliger</u> (GOLJO000)	Dr. David Arquette	Cleaning and Exam	5/16/22 2:00 PM	 joe@mypatientcommunicatc	(646) 907-5512

**Online Appointments Viewing Pane**

In this view, any appointments scheduled online that have not been removed from the window will be visible. They are sorted in order of appointment start time with the newest appearing at the top.

- Hover your mouse over the icon to the right of *Start Time* to see the message your patient has sent during their booking.



- To access Patient Details, click on the patients underlined name. There, you may see any details of the patient registration completed during the patients first online booking. You may message your patient by clicking on an icon at the top left of the *Patient Details* screen.



- If you have opted to write booked appointments directly to your PMS, a green check mark appears. To remove this appointment from the viewing screen, click the check box in the left column, then click either the **pencil** or "X" icon at the top of the window.



- If your PMS does not support creating new patients of record OR you have opted out of this feature, the new patient booking an appointment will appear in this window with a *patient ID* of -1. This new patient will need to be linked after the patient record is created within your PMS. See [Online Patients](#) article for further details.
- If you have opted out of automatically writing appointments directly to your PMS and your PMS has

write-back capability, you may write the appointment to your PMS now by clicking the **check box** in the left column and then click the **pencil** at the top of the window.

- If your PMS does not have write-back capability you may remove the appointment from the viewing window by clicking the **check box** in the left column and then click the “X” at the top of the window.

**Note:** Remember to manually write the scheduled appointment to your PMS before deleting.

<End of Article>