

OLS Patient ID is -1

Last Modified on 01/03/2019 7:29 am EST

What is patient ID -1 in the online scheduler appointment requests?

This indicates that the patient who scheduled the appointment is a new patient, and does not exist in your practice management software.

You will the need to create this new patient in the Practice Management Software (PMS) as a patient of record.

After that, click [Settings > Online Scheduler Settings > Online Patients](#) to complete the "linking" of the new patient. See article on [Online Patients](#) for details.
