

Appointments

Making and managing appointments for patients

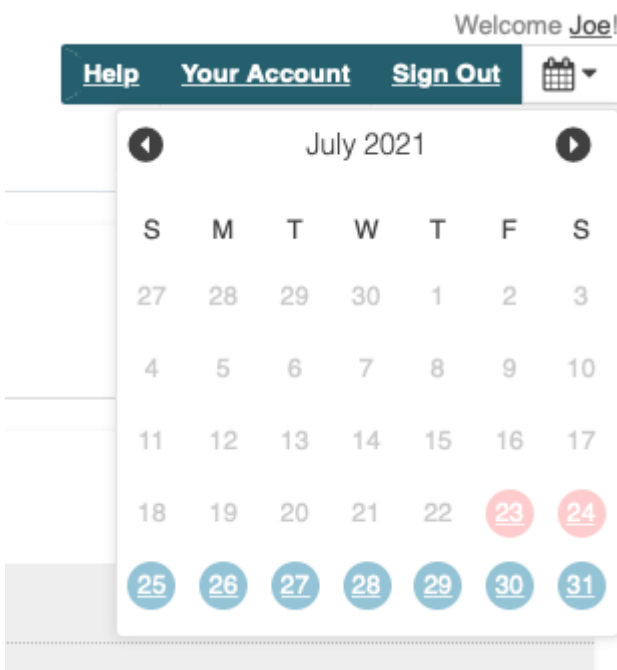
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Making an Appointment

First go to the date you want an appointment.

On the right top, under your login name there are three icons. Click the one on the left, the calendar icon.

This will open a calendar. The dates with available appointments will be highlighted. Use the left and right arrow at the top of the calendar to navigate between months.



Click the calendar icon or outside the calendar grid to close the calendar.

Red dates indicate no availability.

Location Selection

If there is more than one location you can navigate to the location you wish to use by selecting the location found on the left under the date.

Today

Sat Jul 11, 2020

▼ Main Street

Main Street

West Side

Choosing From A Block (practitioner)

A block is a range of time for one practitioner. For example 10:00 AM to 4:00 PM with Joe.

Today

Tue Jul 7, 2020

▼ Main Street

acupuncture

Main Street with Alicia Hulsey

9:00 am to 3:00 pm

9:00 am

9:10 am

9:20 am

9:30 am

9:40 am

Reserve

9:50 am

Reserve

10:00 am

10:10 am

Reserve

10:20 am

10:30 am

10:40 am

10:50 am

Reserve

11:00 am

Reserve

11:10 am

Reserve

11:20 am

Reserve

11:30 am

11:40 am

11:50 am

Reserve

12:00 pm

Reserve

12:10 pm

Reserve

acupuncture

Main Street with Joe Smith

8:00 am to 11:30 am

8:00 am

Reserve

8:10 am

Reserve

8:20 am

Reserve

8:30 am

8:40 am

Reserve

8:50 am

Reserve

9:00 am

Reserve

9:10 am

Reserve

9:20 am

Reserve

9:30 am

9:40 am

Reserve

9:50 am

Reserve

10:00 am

Reserve

10:10 am

Reserve

10:20 am

Reserve

10:30 am

10:40 am

Reserve

10:50 am

Reserve

11:00 am

Reserve

11:10 am

Reserve

Click the image to enlarge it. On a mobile device the blocks will not be side by side.

Choose Your Appointment

- Find the slot you'd like with a reserve button in it.
- Click "Reserve"
- Click "Yes" to confirm
- It is yours!

8:40 am

Reserve

8:40 am

Reserve 8:40 am?

YES

✕

8:40 am Your Appointment

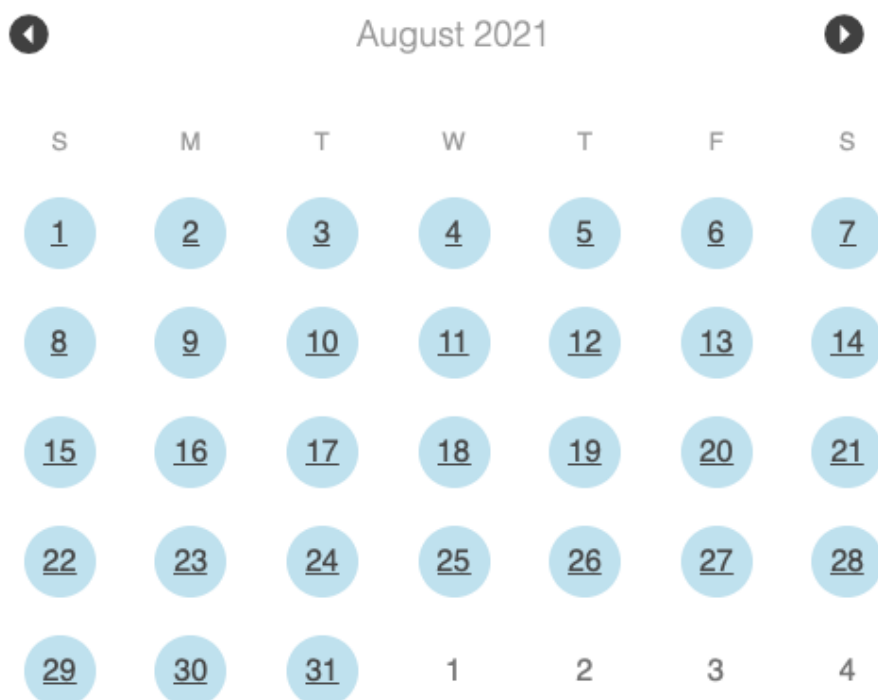
Cancel

No schedule for that day

If there are no appointments available on the day you are on on the calendar you will see a calendar to choose a date.

There are no appointments available today.
Choose a date from the calendar below.

Switch to a different location for more available appointments



Cancelling An Appointment

Find your appointments.

- Go to your account page from the user icon on the right at the top. You can also click your

login name
Welcome! Minnie



Under the appointments you may need to click "Load My Appointments"

- Click the date on any appointment in the future (you cannot cancel appointments in the past).
- You will be taken to the date of your appointment.
- Find your appointment.
- Click Cancel.
- Confirm.

8:40 am Your Appointment

Cancel

If You Cannot Cancel

Make sure you know your clinic's rules when it comes to cancellations. If there is no cancel button on your appointment you may be outside the cancellation period.

Open ACU clinics may choose to charge a no-show fee if you don't cancel within the cancellation window.

Small Calendar Dropdown

No Appointments Indicator

There is subtle new feature on the patient portal that indicates days that have no available appointments.

When a you pull down the dropdown menu the days with available blocks are still links. Days whose blocks are all full, therefore no appointments available, are red.

