

# 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 hand side of the page, next to the date, you'll see a calendar icon. Click the calendar icon to open a calendar. The dates with available appointments will be highlighted in blue. Use the left and right arrow at the top of the calendar to navigate between months.

Today Sat Jul 6, 2024

▼ Main Street

Waiting List

Switch to a different location for more available appointments

◀ July 2024 ▶

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

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

Dates that are not highlighted 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 9:00AM to 11:00AM with Joe. The Services available for that Block will appear at the top of the schedule. If multiple Services are available, there will be a drop down menu. Click the menu to see your Service options. If only one Service is available, you'll simply see the Service name:

<p>Main Street (Park Around Back) with Yellow Emperor 6:00 am to 1:00 pm</p> <p><b>Services Available:</b></p> <div><p>✓ 45 Minute Massage</p><p>60 Minute Massage Therapy</p><p>90 Minute Massage</p></div> <p>6:00 am <a href="#">Reserve</a></p> <p>6:45 am <a href="#">Reserve</a></p> <p>7:30 am <a href="#">Reserve</a></p> <p>8:15 am <a href="#">Reserve</a></p> <p>9:00 am <a href="#">Reserve</a></p>	<p>Main Street (Park Around Back) with Joe Smith 9:00 am to 11:00 am</p> <p><b>Service Available:</b> <b>Community Acupuncture</b></p> <p>9:00 am <a href="#">Reserve</a></p> <p>9:10 am <a href="#">Reserve</a></p> <p>9:50 am <a href="#">Reserve</a></p> <p>10:40 am <a href="#">Reserve</a></p> <p>10:50 am <a href="#">Reserve</a></p>
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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 "Reserve it!" to confirm
- It is yours!

Service Available:  
**Community Acupuncture**

9:00 am

✕

Reserve it!

9:10 am

Reserve

Confirm making an appointment

## No schedule for that day

If there are no appointments available for today's date, you will see a calendar to choose a future date.

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

Switch to a different location for more available appointments

◀

August 2021

▶

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4



# 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

Account 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.

# No Appointments Indicator

When a you pull down the calendar dropdown menu, days with appointments available will be highlighted in blue. If a day is not highlighted, that means there are no appointments available:

Today

Wed Jul 3, 2024

▼ Main Street

Waiting List

Switch to a different location for more available appointments

◀

July 2024

▶

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3