# Appointments

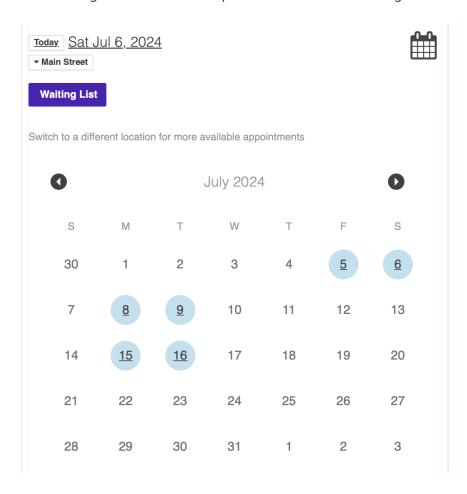
Making and managing appointments for patients

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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.

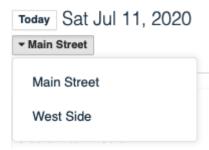


Click the calendar icon or outside the calendar grid to close the calendar.

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.



### 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 simple see the Service name:



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!

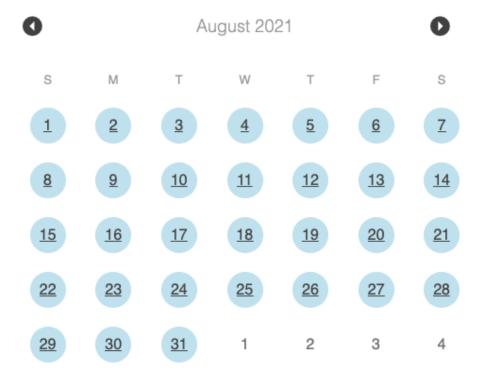


### No schedule for that day

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



## 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



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.



#### If You Cannot Cancel

Make sure you know your clinic's rules when in comes to cancelations. 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:

