



Online Appointment Booking

Program Updates

June 2021

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Pre-Requisites:

In order to take advantage of the updates contained within this document, pharmacies must acknowledge and update to **Program Update Version 10 SP22 (2021-06-18 / 10.22.26.0)**.

Updates Included in the release:

1. Custom Pharmacy Message for the Appointment Booking landing page
2. Add a Note to Pharmacy feature when booking an appointment
3. Custom Appointment types publishing

Custom Pharmacy Message

Feedback has been received from several pharmacies that indicated a need to display a message to patient looking to book appointments. This message ranged from an alert on product availability to messages about how to present upon arrival to the pharmacy.

This update has made a new field available in the Pharmacy Information page. This message is displayed on the landing page of your pharmacies Appointment Booking site.

The field accepts roughly 500 characters. New lines and carriage returns consume spaces so plan your messages according to the required length. Where regional language differences exist (French / English) ensure you provide a French translation of your message as the language toggle on the site cannot translate messages in this field.

The screenshot shows the 'Store Level Configuration Parameters' window with various tabs and sections. The 'Online Appointments: Pharmacy Message' field is highlighted in red. The message text is: 'This is an example of a Pharmacy Message. This message (space) can be used to provide additional information you feel may be useful to patients looking to book an appointment at your pharmacy. The characters for this message is 500 characters. This message does not automatically translate so please ensure you add a translation to your'. The window also shows fields for Pharmacy #, Store Name, Address, City, Postal, Phone, Fax, Email, Web page, Latitude, Longitude, and a Scheduler section with a Default time scale of 30 minutes.

Once the field is updated and saved, changes are populated almost immediately to your Online Appointments page:

**PharmaConnect Test
Pharmacy**

123 Main Street
Anytown ON A1B 2C3
Phone: (416) 555-5228

**Message from your pharmacy**

This is an example of a Pharmacy Message.

This message space can be used to provide additional information you feel may be useful to patients looking to book an appointment at your pharmacy. The characters for this message is 350 characters. This message does not automatically translate so please ensure you add a translation to your message. Veuillez traduire vos messages afin que les patients français puissent les comprendre.

Add a Note to Pharmacy

We have added a note to the demographic information page to allow patients to provide information to the pharmacy that they feel is relevant when they submit an appointment. This field allows up to 500 characters so patients can comfortably supply plenty of information in this field if they wish.

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Personal Information

Complete the form below to finalize your appointment request.

Monday, June 21 at 8:30 PM

First Name

Last Name

Date of Birth

Month Day Year

Health Card ID Number

Gender

Cell Phone Number

Home Phone Number

Email

Add a note for the pharmacist

 I'm a new patient

Once the appointment request has been submitted, the message is displayed in the appointment details screen:

Custom Appointment types publishing

This update also includes the ability to publish custom appointment types for COVID Vaccines. This makes it possible for patients booking appointments to specify which product and dose they are looking for. It also means it is possible to alert patients at the time of booking identifying which product you are currently providing. This feature will require more frequent maintenance to ensure your booking site is accurately displaying your currently available vaccine products but that maintenance, once established is very simple.

To publish a custom appointment navigate to EDIT > LISTS and select Appointment Types from the left hand menu. Once selected, the full list of currently available appointment types is displayed. The best practice here will be to create an appointment type for each product dose combination. This will make maintenance of the products you are dispensing on the appointments page as simple as making them active or inactive later.

Select the Insert [INS] option from the top right corner to create a new Appointment Type. The following fields are available for editing:

Name: This is the appointment type that is displayed to the patient.

Service: This is the service being provided and drives other functionality like the immunization module forms or if creating other appointment types, the medication review module can be called as part of the appointment.

Sub Type: This is a system flag that allows the new appointment to be added to the list of sub types on the booking site. This is directly related to the service type. Example: COVID19 is a sub type for a COVID Immunization and MedsCheck Diabetes Annual is a subtype of Medication Review.

Default Time: This is how long the appointment type will be set to by default when publishing slots. If no time value (mins) is provided when the slots are created this value will be used.

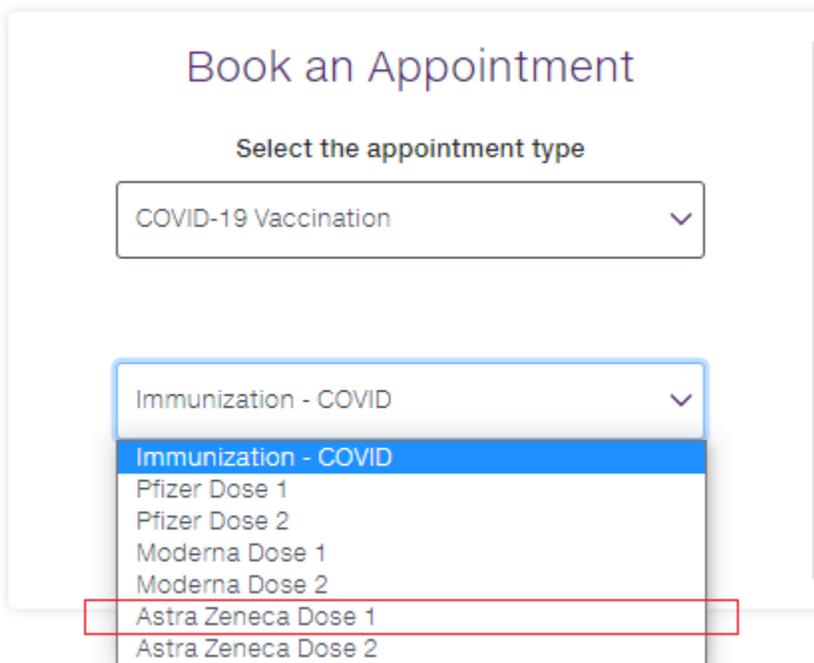
There are three additional feature flags on the Edit Appointment Type Card:

Include in Tile Count: This flag enables the count on the Calendar tile on the home screen to be incremented when an appointment is booked. If unchecked there is no visible indicator that an appointment is booked other than checking the ADT queue on the F9 screen.

Allow Online Bookings: This flag enables whether patients can book this appointment type online or whether it is only available to pharmacy staff in the appointment details screen.

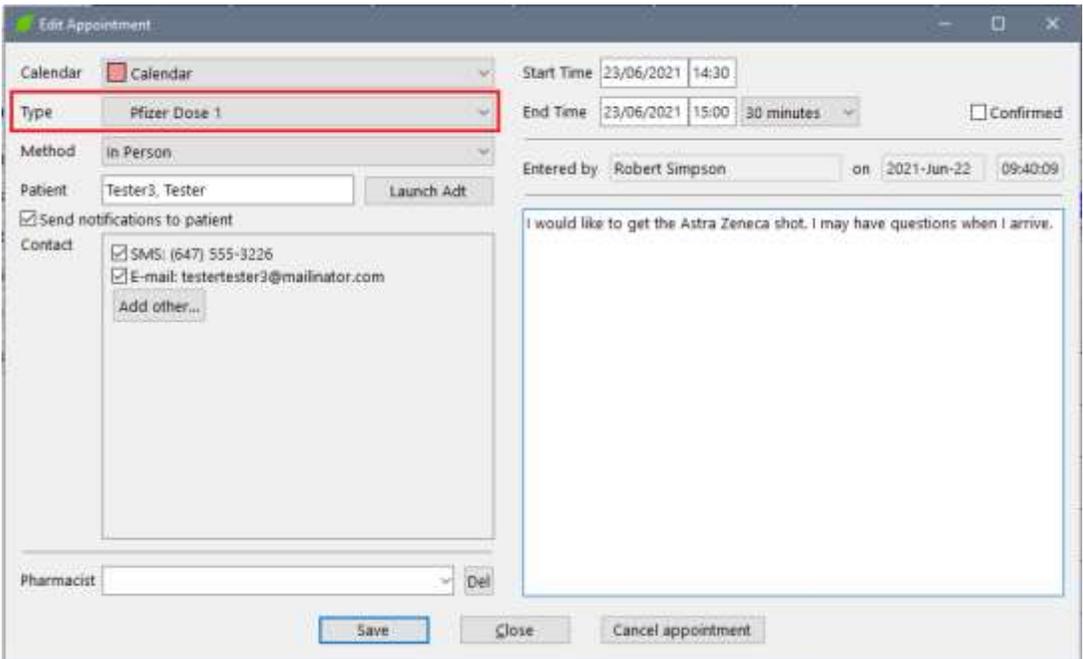
Restrict Online Bookings To My Patients Only: TELUS Health will be completing the integration of the Appointment Booking Feature into PharmaConnect. When a patient uses PharmaConnect they have a securely established link to their patient profile so they are 'known' or 'authenticated'. Checking this flag means that this appointment type is available only to 'authenticated' or 'known' users. This can be helpful if you want to provide an appointment type to this specific set of users.

Once saved, the appointment type becomes visible to users of the appointment booking site in a new appointment SubType menu. When a patient selects the COVID-19 Vaccination appointment type from the original drop down menu a new drop down appears. The new Appointment Type you created will appear here:



It is important for pharmacies to note that any **new appointment types you may have created prior to this update that have not been visible, may now become visible.** Please ensure that you inspect your booking site after this update to ensure that appointment types are displaying as expected.

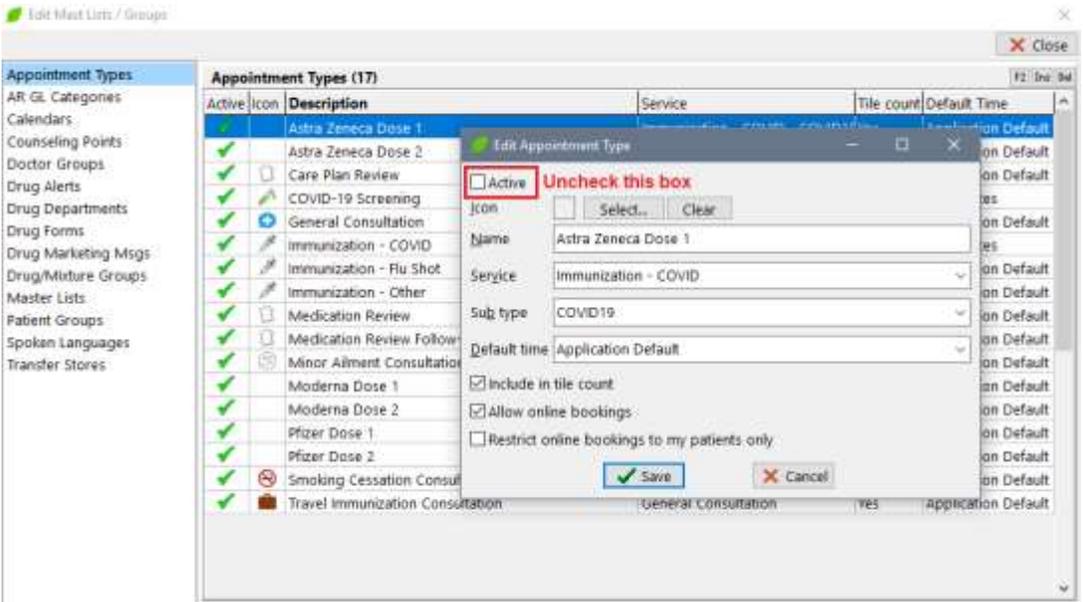
When the patient selects one of these new appointment types and submits the request to the pharmacy, the type is captured in the appointment details screen:



Publishing New Appointment Types

Once you have created the new appointment types you are now ready to publish slots for them.

Start by ensuring that the new types are ONLY ACTIVE for products you are dispensing. Make the others inactive or patients will select them and expect that product to be provided upon arrival for their vaccination. Example: If you are dispensing Moderna and Pfizer, make sure Astra Zeneca is NOT ACTIVE:



Once you have saved the Appointment Type the list will clearly display the INACTIVE types:

Edit Mast Lists / Groups

Appointment Types	Appointment Types (17)			
	Active	Icon	Description	Service
			Astra Zeneca Dose 1	Immunization - COVID - C
			Astra Zeneca Dose 2	Immunization - COVID - C
			Care Plan Review	Care Plan
			COVID-19 Screening	COVID-19 Screening
			General Consultation	General Consultation - Ge
			Immunization - COVID	Immunization - COVID
			Immunization - Flu Shot	Immunization - Flu - Influe
			Immunization - Other	Immunization - Flu
			Medication Review	Medication Review
			Medication Review Follow-up	Medication Review
			Minor Ailment Consultation	Minor Ailment
			Moderna Dose 1	Immunization - COVID - C
			Moderna Dose 2	Immunization - COVID - C
			Pfizer Dose 1	Immunization - COVID - C
			Pfizer Dose 2	Immunization - COVID - C
			Smoking Cessation Consultation	General Consultation
			Travel Immunization Consultation	General Consultation

Next, publish your slots as you normally would but this time, select the appointment types you want to make available for the slots:

Create calendar appointment time slots

This allows you to create unreserved appointment time slots in the calendar for pharmacy services

Date range
Start on 22/06/2021 End on 26/06/2021

Days of the week:
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday

Time slots
Between 11:00 and 16:00 every 30 mins

Calendar: Calendar 2

Available appointments (for online reservations)

- General Consultation
- Immunization - COVID
- Moderna Dose 1
- Moderna Dose 2
- Pfizer Dose 1
- Pfizer Dose 2

Once published the appointment types are available for patients on your booking site.