

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.

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



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 comfortable supply plenty of information in this field if they wish.

< lines	Personal Inform Complete the form below to final of	IATION s your accomment request.
	First Name	Last Name
	Date of Birth	
	Health Card ID Number	Gender
	Cell Phone Number	Home Phone Number
	Email	
	Add a note for the pharmacist	

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

Calendar	Calendar 2 ~	Start Time 21/06/2021 20:00
Туре	Pfizer Dose 1 - Launch Service	End Time 21/00/2021 20:30 30 minutes -
Method	in Person 🗸	Enfaned by Dobart Simmon as 1931, km. 31 10:07:03
Patient	Tester2, Tester	Ended of Nobel Shipsen on Los Anna I Interac
Send no	difications to patient	This is a note to the pharmacist that I feel is important. It may be about my
Contact	⊠sMs: ⊠E-mait	current health or it might be about my concerns for a vacone of this type or it might be as simple as a THANK YOU for all the great work that our observed on the simple as a THANK YOU for all the great work that our observed on the simple as a the sin the simple as a the simple as a
	Add other	pharmacies are doing.

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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:

🥖 Edit Appo	intment Type		×
Active			
<u>l</u> con	Select Clear		
<u>N</u> ame	Astra Zeneca Dose 1		
Ser <u>v</u> ice	Immunization - COVID		~
Su <u>b</u> type	COVID19		~
Default time	Application Default		~
🗹 Include in	tile count		
Allow onli	ne bookings		
Restrict o	nline bookings to my patients only		
	Save X Cancel]	

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:

Book an Appointmen	t
Select the appointment type	
COVID-19 Vaccination	~
Immunization - COVID	~
Immunization - COVID Immunization - COVID	~
Immunization - COVID Immunization - COVID Pfizer Dose 1	~
Immunization - COVID Immunization - COVID Pfizer Dose 1 Pfizer Dose 2	~
Immunization - COVID Immunization - COVID Pfizer Dose 1 Pfizer Dose 2 Moderna Dose 1	~
Immunization - COVID Immunization - COVID Pfizer Dose 1 Pfizer Dose 2 Moderna Dose 1 Moderna Dose 2	~
Immunization - COVID Immunization - COVID Pfizer Dose 1 Pfizer Dose 2 Moderna Dose 1 Moderna Dose 2 Astra Zeneca Dose 1	~

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:

Calendar	Calendar		Start Time 23/06/2021 14:30
Туре	Pfizer Dose 1		End Time 23/06/2021 15:00 30 minutes ~ Confirmed
Method	in Person		Entered by Robert Simono on 2021, Jun 25 09-0500
Patient	Tester3, Tester	Launch Adt	Exercised by Nobert ampount on everyourse lossed
⊠Send no	tifications to patient		I would like to get the Astra Zeneca shot. I may have questions when I arrive.
	Add other		

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:

Appointment Types	Арро	intm	ent Types (17)						#2 Ini	24
AR GL Categories	Active	lcon	Description		Service		Tile count D	efault.	Time	1
Calendars	4		Astria Zeneca Didse 1			in contract contract	tidi- la		ion Default	
Counseling Points	1		Astra Zeneca Dose 2	Edit Appo	antonent Type		- 0	×	on Default	
Doctor Groups	1	0	Care Plan Review	Active	Incheck this box				on Default	
Drug Denartments	1	A	COVID-19 Screening	icon	Colord Class				tes.	
Drug Forms	1	0	General Consultation	10.000	Selection Clea	2003 C111		-	on Default	
Drug Marketing Msgs	1	1	Immunization - COVID	Name	Astra Zeneca Dose 1				ies.	
Drug/Mixture Groups	1	1	Immunization - Flu Shot	Service	Immunization - COVID			*	on Default	
Master Lists	1	1	Immunization - Other	100720-	P			_	on Default	
Patient Groups	1	10	Medication Review	Sub type	COVID19			4	on Default	
Spoken Languages	1	0	Medication Review Follow	Default time	Application Default			- 21	on Default	
Transfer Stores	1	13	Minor Alment Consultation	Feigar ause	нарисации резаи.			_	on Default	
	1		Moderna Dose 1	Include in	tile count.				ion Default	
	1		Moderna Dose 2	Allow onl	ine bookings				on Default	
	1		Pfizer Dose 1	ERestrict o	nine bookings to my pat	tients only			on Default	
	1		Pfizer Dose 2	1997.7751534.7					on Default	
	1	0	Smoking Cessation Consul		Save	× Cancel			on Default	
	1		Travel Immunization Conse	rtation	General Co	nsultation	Wes A	ррнса	tion Default	

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

Appointment Types	Appointm	ent Types (17)	
AR GL Categories	Active Icon	Description	Service
Calendars	*	Astra Zeneca Dose 1	Immunization - COVID -
Counseling Points	3 5	Astra Zeneca Dose 2	Immunization - COVID -
Doctor Groups	1 1	Care Plan Review	Care Plan
Drug Alerts	1	COVID-19 Screening	COVID-19 Screening
Drug Departments	🖌 🖸	General Consultation	General Consultation - G
Drug Forms Drug Marketing Maga	🖌 🧳	Immunization - COVID	Immunization - COVID
Drug Marketing Misgs	🖌 🎢	Immunization - Flu Shot	Immunization - Flu - Influ
Macter Lists	🖌 🦉	Immunization - Other	Immunization - Flu
Patient Groups	🖌 🖸	Medication Review	Medication Review
Spoken Languages	🖌 🖸	Medication Review Follow-up	Medication Review
Transfer Stores	1 🔍 🙁	Minor Ailment Consultation	Minor Ailment
	 ✓ 	Moderna Dose 1	Immunization - COVID -
	 ✓ 	Moderna Dose 2	Immunization - COVID -
	1	Pfizer Dose 1	Immunization - COVID -
	 ✓ 	Pfizer Dose 2	Immunization - COVID -
	🖌 😣	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:

aus cheanna abbounnasio.	time slats
This allows you appointment time pharm	to create unreserved slots in the calendar for hacy services
Date range	
Start on 22/06/2021	End on 26/06/2021
Days of the week	
E Tuesday	
🗹 Wednesday	
🗹 Thursday	
Priday	
Saturday	
Time slots	
Time slots Between 11:00 and 1	6:00 . every 30 mins
Time slots Between 11:00 and 1 Calendar Calendar 2	6:00 every 30 mins
Time slots Between 11:00 and 1 Calendar Calendar 2 Wallable appointments (6:00 every 30 mins for online reservations)
Time slots Between 11:00 and 1 Calendar Calendar 2 Wallable appointments (General Consultation	6:00 every 30 mins for online reservations)
Time slots Between 11:00 and 1 Calendar Calendar 2 Wallable appointments (General Consultation Communication - COV)	6:00 every 30 mins for online reservations)
Time slots Between 11:00 and 1 Calendar Calendar 2 Wallable appointments (General Consultation Consultation - COU Moderna Dose 1	6:00 every 30 mins for online reservations)
Time slots Between 11:00 and 1 Calendar Calendar 2 Wallable appointments (Calendar Consultation Commission = COM Moderna Dose 2	6:00 every 30 mins for online reservations)
Time slots Between 11:00 and 1 Calendar Calendar 2 Wailable appointments (General Consultation Control Consultation Moderna Dose 1 Moderna Dose 2 Pfizer Dose 1	6:00 every 30 mins for online reservations)
Time slots Between 11:00 and 1 Calendar Calendar 2 Wallable appointments (General Consultation Consultation - CCOU Moderna Dose 1 Moderna Dose 1 Moderna Dose 2 Pfozer Dose 1 Pfozer Dose 2	6:00 every 30 mins
Time slots Between 11:00 and 1 Calendar Calendar 2 Wallable appointments (General Consultation Moderna Dose 1 Moderna Dose 1 Pfizer Dose 1 Pfizer Dose 2	6:00 every 30 mins

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