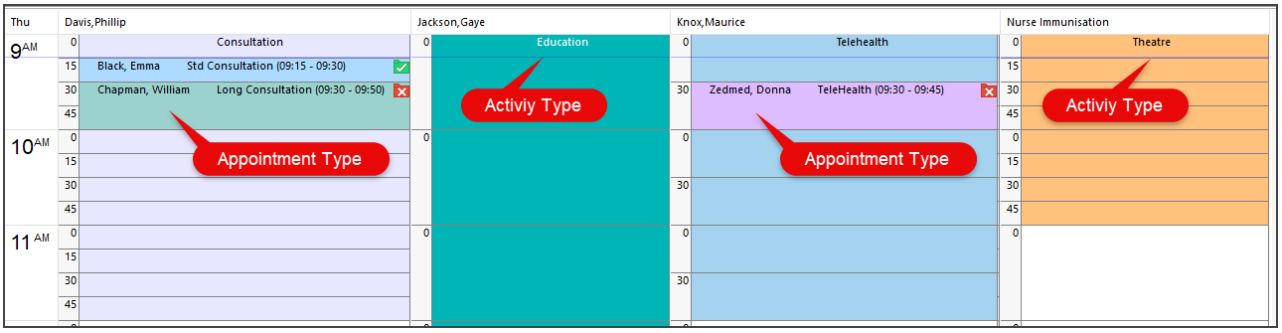
Scheduling FAQ

Version: 1.01 | Last Modified on 16/07/2026 9:33 am AEST

How do schedules and appointments work?

Time in the Zedmed Appointment Book is divided into schedules and each schedule has an activity type to determine the how the time is to be spent and the types of appointments that can be booked for that period. It is important to have schedules set up for doctors and resources (like a practice nurse) with Activity Types such as consultation, telehealth, report writing, and new patient.



What is the difference between a Cycle and a Session?

- **Cycle:** The practitioner's overarching roster or recurring work schedule (e.g., a standard fortnight or a specific rotation of days they are available for appointments).
- **Session:** The specific time blocks that make up that cycle—meaning the exact hours a practitioner works on any given day within their roster.

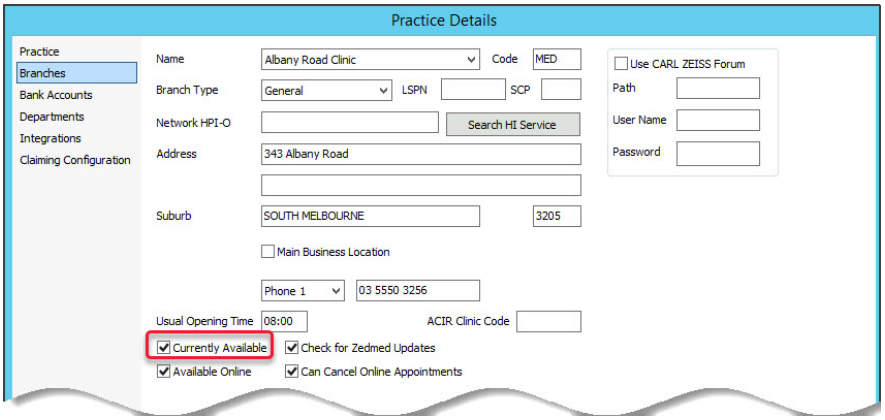
Why does a Conflict mean when creating a Schedule?

A conflict occurs when session times overlap within the same cycle or across multiple cycles. When this happens, Zedmed will pinpoint the exact location of the overlap, allowing you to compare the cycles and either adjust (de-conflict) or delete the conflicting sessions.

To learn more, see the Create a Schedule guide.

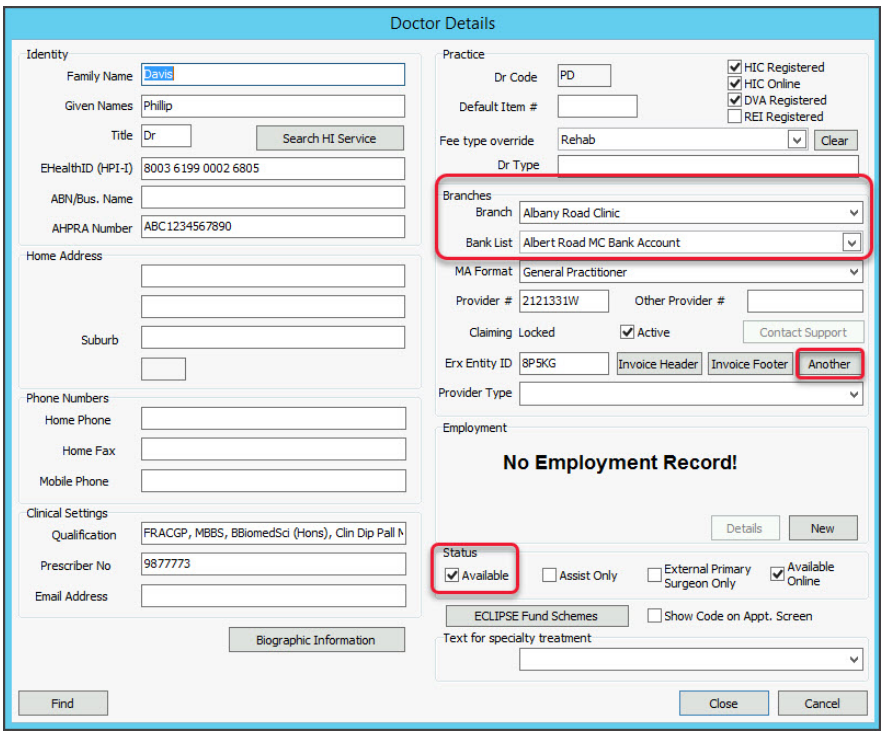
How can I find out why a new schedule is not displaying?

Make sure the Branch setting is 'currently available'.



In the Doctor Details:

- Make sure the practitioner or resource is linked to the **Branch**.
- If required, select **Another** to add the doctor to another branch.
- Make sure the practitioner is marked as **Available**.



How do I change the schedule for a Practitioner changing their working days?

1. End the current cycle on Sunday before the week of change.
2. Start a new cycle on Monday of the week of change.

To learn more, see the Create a Schedule guide.

How do I change the duration of available time for consults?

1. Edit the entire cycle or session.
2. End the cycle and create a new one - changes are historical to the start date.

To learn more, see the Create a Schedule guide.