

# Scheduling FAQ

Last Modified on 22/05/2023 8:07 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 types of appointments that can be booked at that time. In order to manage an effective appointment book, it's important to have schedules set up for doctors and resources like practice nurses. Common Activity Types include short consult, long consult, new patient, walk-in and review.

Mon	Davis, Phillip	Fuller, Igor	Jackson, Gaye
8 AM	0	0	0
	15	15	
	30	30	
	45	45	
9 AM	0	0	0
	15	15	4 Holloway, Knut Surgical Procedure (09:30 - 10:30) ✓
	30	30	4 Holloway, Knut Surgical Procedure (09:30 - 10:30) ✓
	45	45	
10 AM	0	0	0
	15	15	
	30	30	
	45	45	

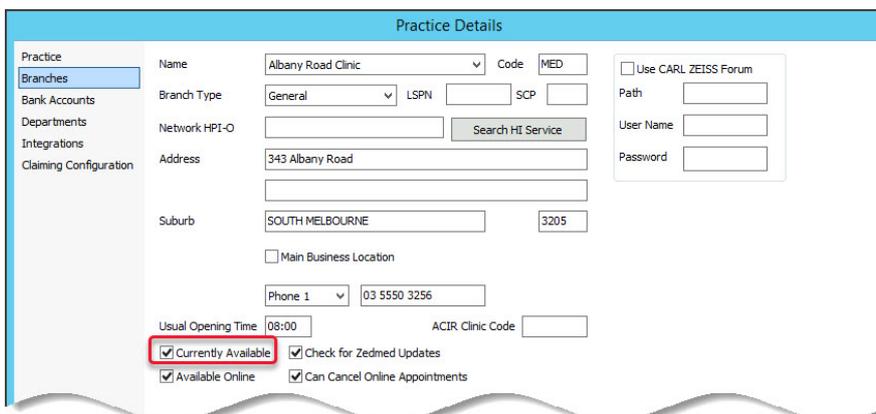
## Why is the Appointment Book locked?

This can be caused by overlapping sessions across cycles. To resolve this, compare the cycles and de-conflict or delete the overlap.

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'.



The screenshot shows the 'Practice Details' form for 'Albany Road Clinic'. The 'Currently Available' checkbox is checked and highlighted with a red box. Other visible fields include Name, Branch Type, Address, Suburb, Phone 1, and Usual Opening Time.

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 has been marked as **Available**.

**Doctor Details**

**Identity**  
 Family Name: Davis  
 Given Names: Phillip  
 Title: Dr  
 EHealthID (#PI-I): 8003 6199 0002 6805  
 ABN/Bus. Name:  
 AHPRA Number: ABC1234567890

**Home Address**  
 Suburb:

**Phone Numbers**  
 Home Phone:  
 Home Fax:  
 Mobile Phone:

**Clinical Settings**  
 Qualification: FRACGP, MBBS, BBlomedSci (Hons), Clin Dip Pall N  
 Prescriber No: 987773  
 Email Address:

**Practice**  
 Dr Code: PD  
 Default Item #:  
 Fee type override: Rehab  
 Dr Type:  
 HIC Registered  
 HIC Online  
 DVA Registered  
 REI Registered

**Branches**  
 Branch: Albany Road Clinic  
 Bank List: Albert Road MC Bank Account

**Employment**  
**No Employment Record!**

**Status**  
 Available  
 Assist Only  
 External Primary Surgeon Only  
 Available Online

**Erx Entity ID**  
 8P9KG Invoice Header Invoice Footer **Another**

**Buttons:** Find, Close, Cancel, Details, New, Contact Support, Search HI Service, Biographic Information, ECLIPSE Fund Schemes, Show Code on Appt. Screen, Text for specialty treatment

## How do I change the schedule for a Doctor who is 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 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](#).