

Book an appointment

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Make a patient appointment, including multiple and linked bookings and bookings from the waitlist. To book a surgery, see the [Book a surgical procedure article](#).

An [Appointment Report](#) can be produced to view cancelled or missed appointments and SMS patients.

Book an appointment

This section explains how to create an appointment for an existing patient. To learn more, see the [Appointment options](#) guide.

To make an appointment:

1. On the **Reception** tab, select **Appointments**.

The Appointment Book that displays is relevant to the branch you logged into.

2. Under the relevant practitioner/resource, double-click or right-click the time slot.
3. Search for and select the patient

The **Appointment Details** screen will open.

Referrals or **Alerts** will appear on the right under **Other Details**.

4. In the **Type** field, select the **Appointment Type**, and the duration and end time will adjust automatically.
5. Optional:

- **Duration** - can be changed and the **End Time** will update accordingly.
- **Start Time** - can be changed in Zedmed v38.7. It does not need to match the slot's start time.
- **Notes** - to record information relevant to the booking.
- **Include all appointment types** - overrides [limitations on Appointment types](#) that can be booked in that time. Zedmed v38.8 and later.

6. Select **Close** to save the appointment.

Fri	Davis, Phillip		
8 AM	0		
	15		
	30		
	45		
9 AM	0	C85 Chapman, William	New Patient (09:00 - 09:20)
	15		
	30	C72 Ashley, Isabelle	Std Consultation (09:30 - 09:40)
	45	A56 Holloway, Andrea	Std Consultation (09:45 - 09:55)
10 AM	0		
	15	62 Black, Emma	Long Consultation (10:15 - 10:35)
	30		
	45		... in progress ... (10:45 - 11:00)
11 AM	0		
	15		
	30		
	45		
12 PM	0		
1 PM	0		
2 PM	0		
	15		
	30		
	45		

Appointment Details

Date: Friday, 5 December 2025
Created by: Dr Phillip Davis
Doctor: Phillip Davis
Resource:

Start Time: 10:45 Clinic: Branch 1
Duration: 00:10 Status: Current
End Time: 10:55 Type: Std Consultation

Notes: Include all appointment types

Reason for chosen date:

Cancellation Waiting Priority:

Hide Notes: Allow SMS: Send Confirmation SMS:

Account Payers:

Holloway, Knut	P1	\$0.00
Medicare	MC	\$0.00

Repeated booking:

[Print Label](#) [Booking rules](#) [Print Letter](#) [Find Patient](#) [Print Slip](#) Close Cancel Help

Appointment icon explanations

The following icons are used to indicate the patient's status.

Icon	Description	Explanation
	Green tick (left)	Patient has been attended to the Waiting Room.
	Red folder + cross	The patient's IHI is unavailable.
	Green folder + tick	The patient's IHI is available.
	Cloud icon	The patient made the appointment via Online Appointments.
	Cloud icon with +	A patient's first Online Appointment needs reconciling.
	Credit card	Credit card provided.
	File folder	File pulled & patient not attended. Replaced by a green tick when attended.
	Phone icon	Patient replied YES (green tick) to reminder SMS. Replaced when attended.
	Yellow dollar	An invoice has been raised. Replaces the attended tick.
	Green dollar	An invoice has been receipted. Replaces the attended tick.
	Grey dollar	An invoice has been voided. Replaces the attended tick.
	Camera + green tick	Telehealth appointment. Green tick is part of the icon not a status indicator

Repeat, linked and multiple bookings

These topics are extensions of the **Make a Patient Appointment** section above.

Repeat bookings

Selecting **Repeated booking** on the **Appointment Details** screen will enable the **week(s)**, **frequency**, and **Booking period** fields. Use these fields to repeat the appointment every X weeks for a selected number of weeks (up to 52). When you select **Close**, the list of appointments will be displayed and conflicts will be checked. De-select appointments to resolve conflicts, and use the **Search/Delete** functions to remove multiple forward bookings.

Linked bookings

Some appointment types support **Linked Appointments**, allowing you to connect two practitioners/resources. This is useful when the practitioner providing the service is different from the one who will be billed for it. For example, an immunisation appointment may have a nurse for the attendance and a doctor to charge it to. After you save (Close) an appointment that supports linked bookings, the **Linked Appointment Details** screen will appear, simply select the second practitioner from there.

The screenshot shows two windows side-by-side. The top window is the 'Appointment Details' screen. It displays the following information:

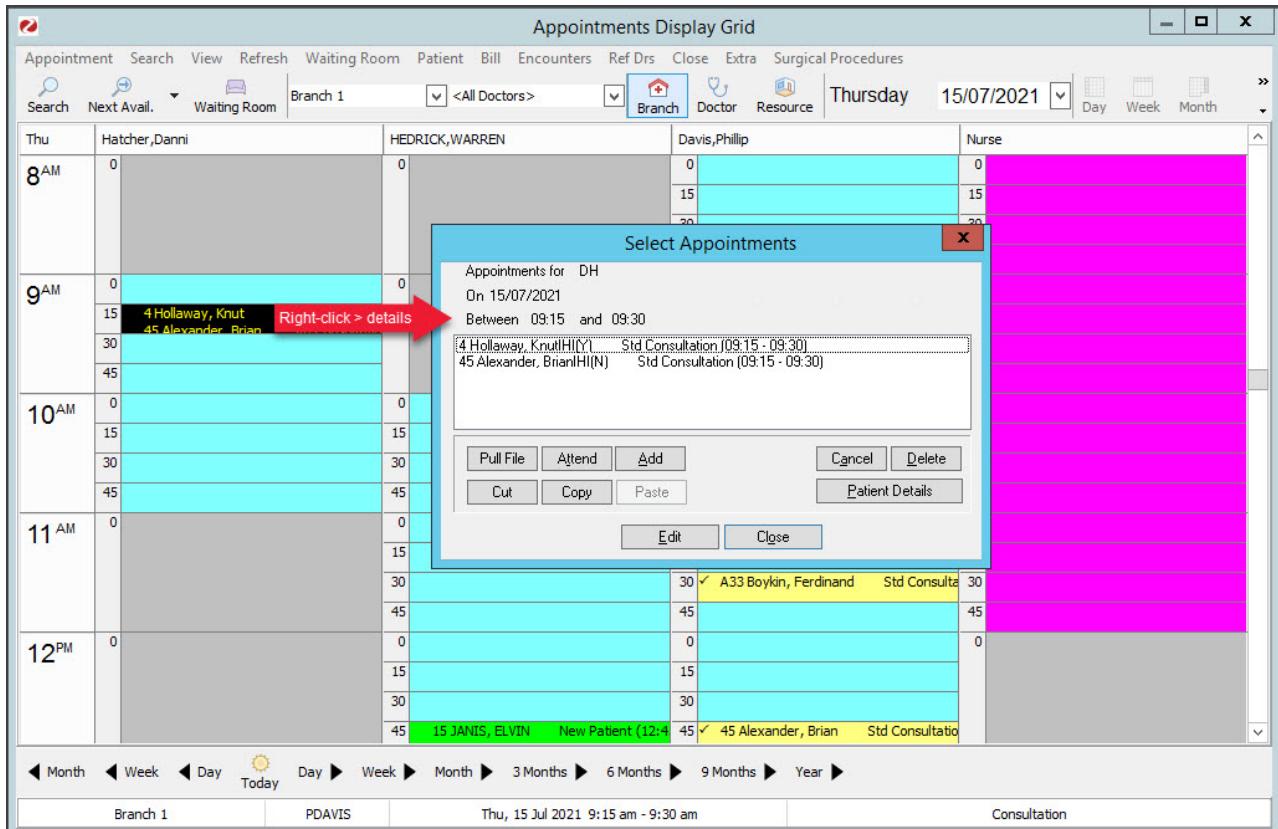
- Date: Friday, 12 September 2025
- Created by: Dr Phillip Davis
- Doctor: Phillip Davis
- Resource: Black, Emma
- Start Time: 10:00
- Clinic: Albany Road Clinic
- Duration: 00:10
- End Time: 10:10
- Type: Immunisation - Linked
- File No: (unchecked)
- Pull File: Yes
- DOB: 13/12/1990
- First in: 08/09/2022
- Last in: 09/12/2024
- Contact Details: Phone (H) Work (W)

The bottom window is the 'Linked Appointment Details' screen. It displays the following information:

- You have selected a linked appointment type for this patient appointment. Please enter the following information to complete the linked appointment.
- Patient: Black, Emma
- DOB: 13/12/1990
- Address: 30 3rd Street, ELLEN GROVE 4078
- Original Appointment Details: Friday, 12 September 2025
- Doctor/Resource: Phillip Davis
- Start Time: 10:00
- Duration: 00:10
- End Time: 10:10
- Linked Appointment Details: Friday, 12 September 2025
- Health Provider Availability: Friday, 12 September 2025
- Please nominate which healthcare provider is to be billed as the service provider.
- Phillip Davis (radio button selected)
- Buttons: Close, Print Appt, Cancel, Help

Multiple bookings

It's possible to create multiple bookings in any time slot. You will be warned of possible conflicts and multiple bookings in the same time slot will display in red. There is limited space to show the details, so right-click the booking and select **Details** for more information.



Use the Cancellation Waiting List

If a patient makes an appointment but wants an earlier time, they can be added to the Cancellation Waiting List and given priority. When another patient's appointment is cancelled, you can check the waitlist and move a patient to the new appointment time based on their priority.

Add an appointment to the Cancellation Waiting list

To waitlist an appointment:

1. Open the **Appointment Details** screen.
2. Create the appointment.

If the patient already has an appointment, locate and open their appointment.

3. In the **Cancellation Waiting Priority** field, select a **Low**, **Medium** or **High** priority, this adds the patient to the Cancellation Waiting List.

To remove a patient from the waitlist, change the **Cancellation Waiting Priority** field back to blank.

Appointment Details

Date: Monday, 16 January 2023	Created by RD	Holloway, Knut	<input checked="" type="checkbox"/>
Doctor Phillip Davis	on 16/01/23 at 08:26	File No 4	Pull File Yes
Resource		First in 26/07/2022	DOB 19/05/1952
Start Time 10:30	Clinic Branch 1	Last in 9/01/2023	Type
Duration 00:30	Status Current	Contact Details	
End Time 11:00	Type Std Consultation	Phone (H)	Work (W)
Notes	Mobile 0422803434		
	Address 5 Jacob Pl, BUGLE RANGES 5251		
Other Details			
Expiry MC		HCC	
Referral			
Alerts			
Clinical Warnings			
Reason for chosen date			
Cancellation Waiting Priority	Medium		
Hide Notes <input type="checkbox"/>	Allow SMS <input checked="" type="checkbox"/>	Send Confirmation SMS <input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Payers			
Medicare	MC	\$3,777.50	<input type="button"/>
Holloway, Knut	P1	\$598.55	<input type="button"/>
Gall	WC	\$107.16	<input type="button"/>
Department of Veterans Affairs	DVA	\$0.00	<input type="button"/>
Repeated booking <input type="checkbox"/>			
<input type="button"/> Print Label	<input type="button"/> Booking rules	<input type="button"/> Print Letter	<input type="button"/> Find Patient
<input type="button"/> Print Slip	<input type="button"/> Close	<input type="button"/> Cancel	<input type="button"/> Help

Book an appointment from the Cancellation Waiting list

To move a waitlisted appointment:

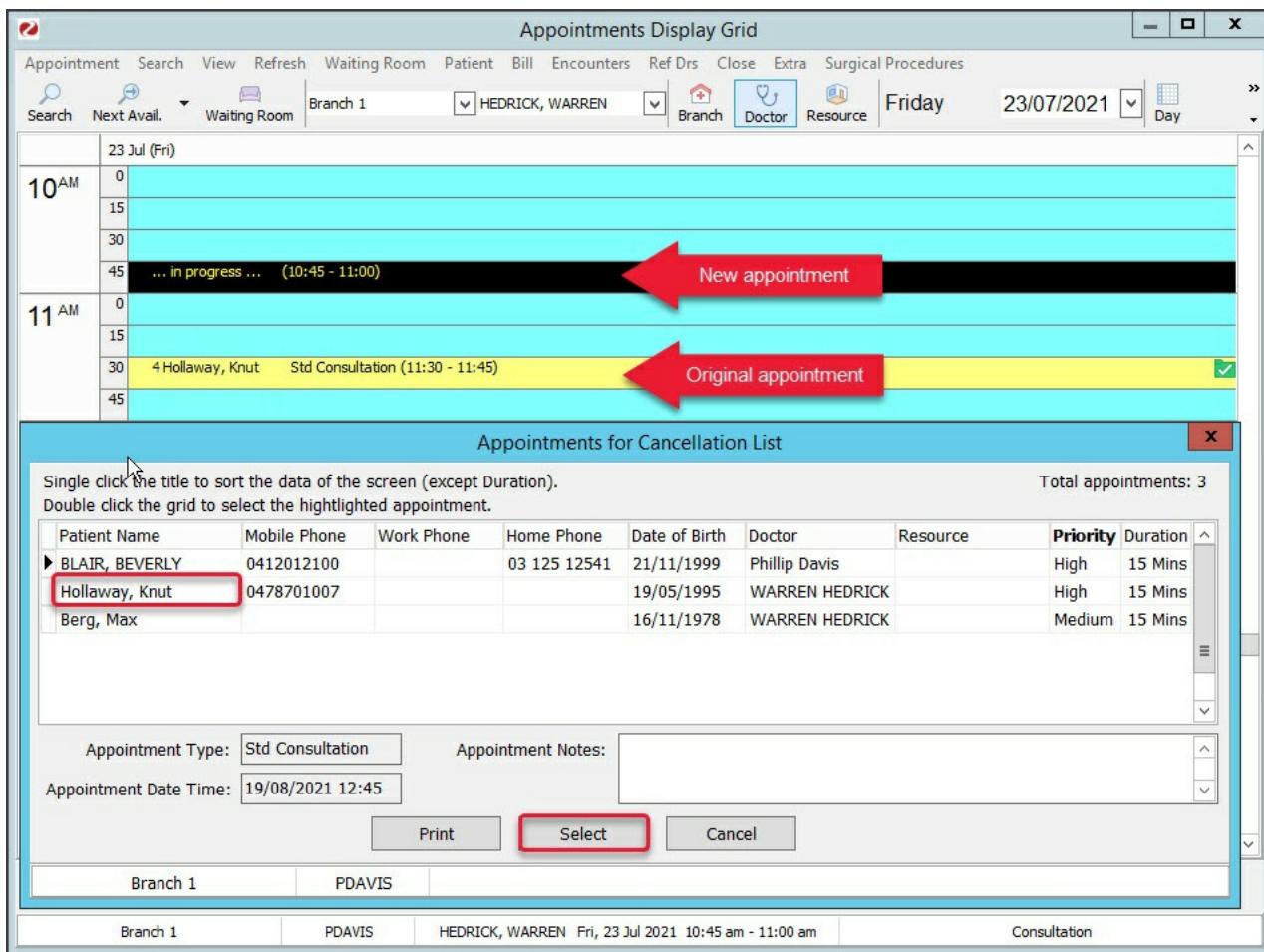
1. Right-click the spot made available by the **cancelled appointment**.
2. Select **Add (From the Cancellation Waiting List)**.

The **Appointments for Cancellation List** screen will open.

This lists the patients who want an earlier appointment time, their waiting list priority and contact phone numbers.

3. Select the patient to add in the new time slot.
4. Click **Select** and the patient will be moved to this spot.

The patient moved to the new appointment will have their previous appointment removed and they will be removed from the Cancellation Waiting List.



Make a non-patient appointment

New patients often have a **patient record created** before an appointment is made. Sometimes you may want to make an appointment for someone without a patient record. For example, if you're not sure, the patient will turn up.

To book an appointment for a non-registered patient:

1. Go to Zedmed's **Reception** tab.
2. Select **Appointments**.
3. Right-click the relevant time slot and select **Add (Non-Patient)**.

The **Appointment Details** screen will open with many of the fields disabled.

4. Fill in the relevant appointment details:

- o In the **Type** field, select the Appointment Type.
- o If required, change the **Duration**, the **End Time** will update accordingly.
- o Use the **Notes** section to record information relevant to the booking..

5. Select **Close** to save the appointment.

When the patient arrives, you can open the appointment and use the **Find Patient** button then select **New** to start the **Add Patient process**. When you have completed their registration details, you will be returned to the **Appointment Details** screen and can **Attend** them directly.

6. The **Add (Non-Patient)** feature may also be used to book a practitioner's time for non-patient activities such as meetings or report writing.

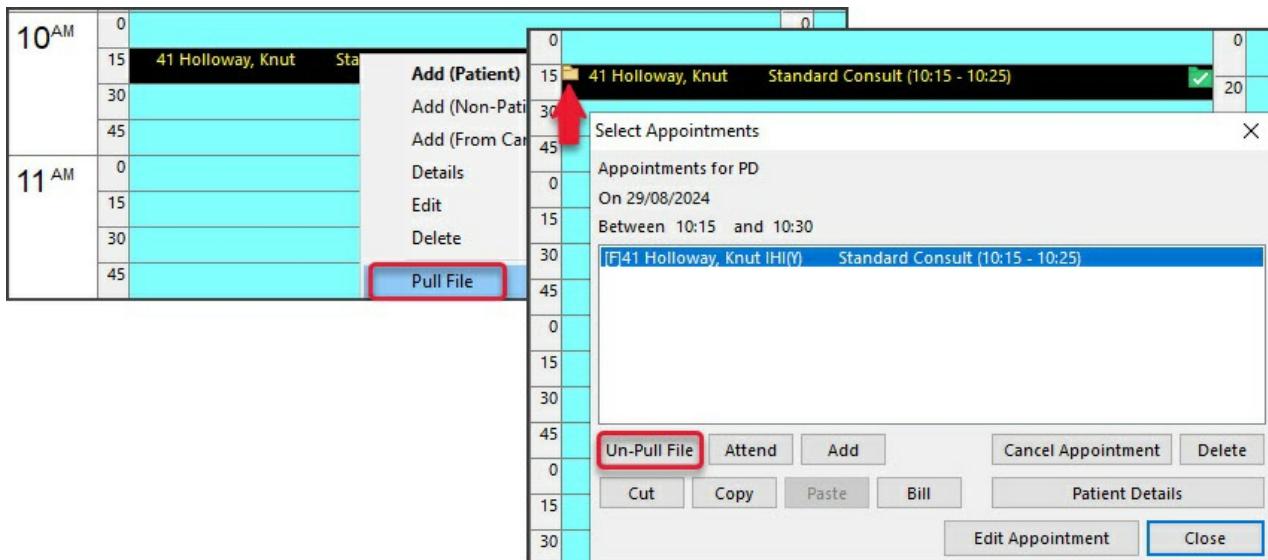
Appointment Details

Date: Friday, 23 July 2021	Created by PD
Doctor WARREN HEDRICK	on 28/07/21 at 13:48
Resource	File No. <input type="text"/> Pull File <input style="width: 100px; height: 20px; border: 1px solid #ccc; border-radius: 5px; font-size: 10px;" type="button" value="..."/> DOB <input type="text"/>
Start Time <input type="text" value="12:15"/> Clinic <input style="width: 150px;" type="text" value="Branch 1"/> First in <input type="text"/>	Duration <input style="width: 50px;" type="text" value="00:15"/> Status <input style="width: 150px;" type="text" value="Current"/> Last in <input type="text"/>
End Time <input style="width: 50px;" type="text" value="12:30"/> Type <input type="text"/>	Contact Details Phone (H) <input type="text"/> Work (W) <input type="text"/> Mobile <input type="text"/> Address <input type="text"/>
Notes <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	
Reason for chosen date <input type="text"/>	
Cancellation Waiting Priority <input type="text"/>	
Hide Notes <input type="checkbox"/> Account Payers <input type="text"/>	Allow SMS <input type="checkbox"/>
Repeated booking <input type="checkbox"/>	
<input type="button" value="Print Label"/> <input type="button" value="Booking rules"/> <input type="button" value="Print Letter"/> <input type="button" value="Find Patient"/> <input type="button" value="Print Slip"/> <input type="button" value="Close"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

Pull a physical file

For practices using physical patient files, you can right-click an appointment and select **Pull File**. This will place a folder icon next to the patient in the Appointment Book to indicate the patient file has been pulled for the doctor.

You can then right-click **Un-Pull File** when the file is returned.



To learn more, see:

- [Appointment book time slot options](#)

- [Appointment display options](#)
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