

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.

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**, 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		Appointment Details	
8 AM	0			Date	Friday, 5 December 2025
	15			Created by	Dr Phillip Davis on 05/12/2025 at 14:42
	30			Doctor	Phillip Davis
	45			Resource	Holloway, Knut
9 AM	0	C85 Chapman, William	New Patient (09:00 - 09:20)	Start Time	10:45
	15			Clinic	Branch 1
	30	C72 Ashley, Isabelle	Std Consultation (09:30 - 09:40)	Duration	00:10
	45	A56 Holloway, Andrea	Std Consultation (09:45 - 09:55)	Status	Current
10 AM	0			End Time	10:55
	15	62 Black, Emma	Long Consultation (10:15 - 10:35)	Type	Std Consultation
	30			Include all appointment types	<input type="checkbox"/>
	45	... in progress ...	(10:45 - 11:00)	Notes	
11 AM	0			Reason for chosen date	
	15			Cancellation Waiting Priority	
	30			Hide Notes	<input type="checkbox"/>
	45			Allow SMS	<input type="checkbox"/>
12 PM	0			Send Confirmation SMS	<input type="checkbox"/>
	15			Account Payers	
	30			Holloway, Knut	P1 \$0.00
	45			Medicare	MC \$0.00
1 PM	0			Repeated booking	<input type="checkbox"/>
	15			Print Label	Booking rules
	30			Print Letter	Find Patient
	45			Print Slip	Close
2 PM	0			Cancel	Help
	15				
	30				
	45				

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** (see screenshot above) 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 displays the 'Appointment Details' form for a patient named Emma Black. The appointment is scheduled for Friday, 12 September 2025, at 10:00, with a duration of 00:10, ending at 10:10. The doctor is Phillip Davis, and the clinic is Albany Road Clinic. The appointment type is 'Immunisation - Linked'. A modal window titled 'Linked Appointment Details' is open, prompting the user to complete information for a linked appointment. It includes fields for Patient (Black, Emma), Address (30 3rd Street, ELLEN GROVE 4078), and a table for 'Health Provider Availability' with columns for Time, Duration, and Activity Type. The user is asked to nominate which healthcare provider is to be billed as the service provider, with radio buttons for Phillip Davis and an empty option. At the bottom of the modal are buttons for 'Close', 'Print Appt', 'Cancel', and 'Help'. The main form also has buttons for 'Print Label', 'Booking rules', 'Print Letter', 'Find Patient', 'Print Slip', 'Close', 'Cancel', and 'Help'.

Appointment Details

Date: **Friday, 12 September 2025** ✓

Created by: **Dr Phillip Davis** on 15/09/25 at 11:04

Doctor: **Phillip Davis** Patient: **Black, Emma**

Resource: **Albany Road Clinic**

Start Time: 10:00 Clinic: Albany Road Clinic File N°: Pull File: Yes DOB: 13/12/1990

Duration: 00:10 Status: Current First in: 08/09/2022 Last in: 09/12/2024 Type:

End Time: 10:10 Type: Immunisation - Linked Contact Details: Phone (H): Work (W):

Linked Appointment Details

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		Linked Appointment Details		Health Provider Availability		
Friday, 12 September 2025		Friday, 12 September 2025		Friday, 12 September 2025		
Doctor/Resource	Phillip Davis	Pick a healthcare provider		Time	Duration	Activity Type
Start Time	10:00	Start Time	__:__			
Duration	00:10	Duration	__:_0			
End Time	10:10	End Time	__:_0			

Please nominate which healthcare provider is to be billed as the service provider.

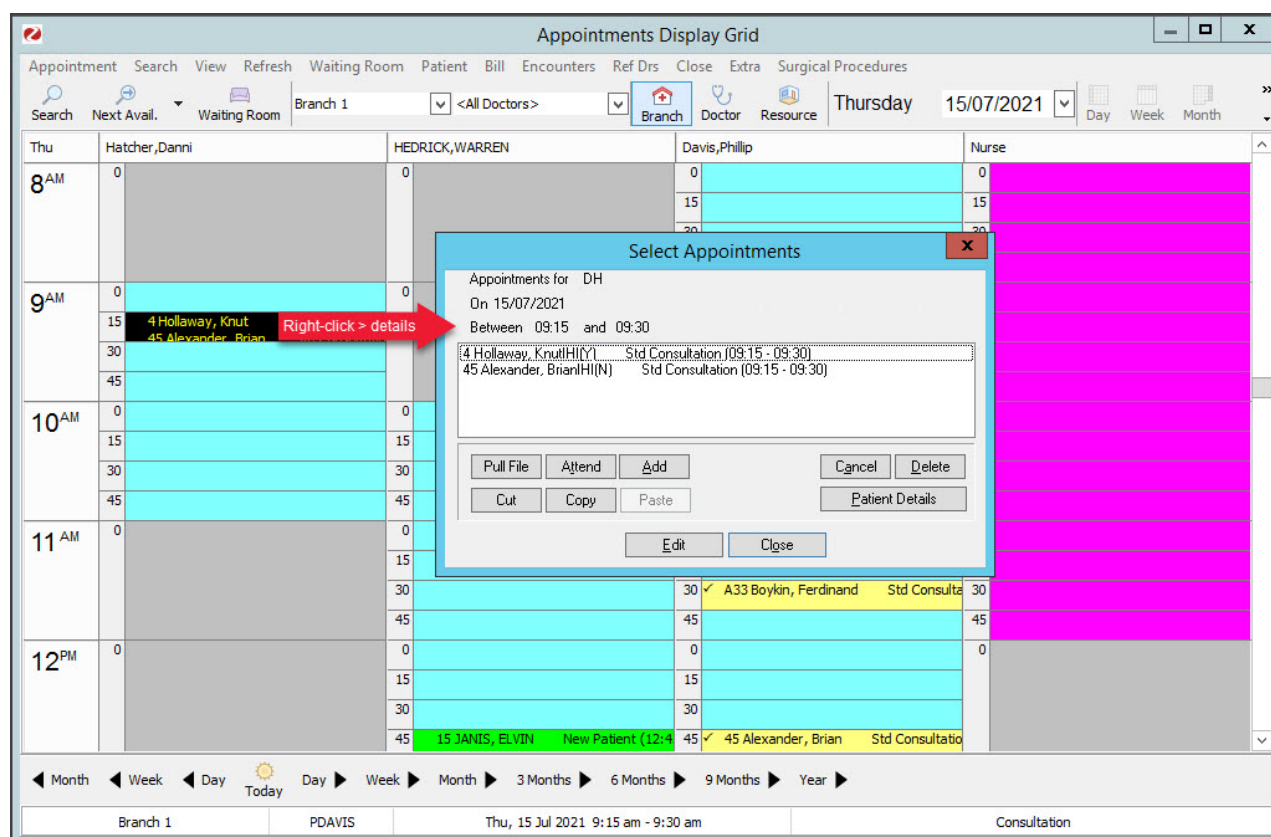
☒ Phillip Davis ☐

Buttons: Close, Print Appt, Cancel, Help

Footer: Albany Road Clinic, PDAVIS, Print Label, Booking rules, Print Letter, Find Patient, Print Slip, Close, 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** ✔
 Doctor **Phillip Davis** on 16/01/23 at 08:26 File No 4 Pull File Yes DOB 19/05/1952
 Resource First in 26/07/2022 Last in 9/01/2023 Type
 Start Time 10:30 Clinic Branch 1
 Duration 00:30 Status Current
 End Time 11:00 Type **Std Consultation**

Notes

Contact Details
 Phone (H) Work (W)
 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 ☐ Allow SMS ☒ Send Confirmation SMS ☐

Account Payers

Medicare	MC	\$3,777.50
Holloway, Knut	P1	\$598.55
Gall	WC	\$107.16
Department of Veterans Affairs	DVA	\$0.00

Repeated booking ☐

Print Label Booking rules Print Letter Find Patient Print Slip Close Cancel Help

Book an appointment from the Cancellation Waiting list

To move a waitlisted appointment:

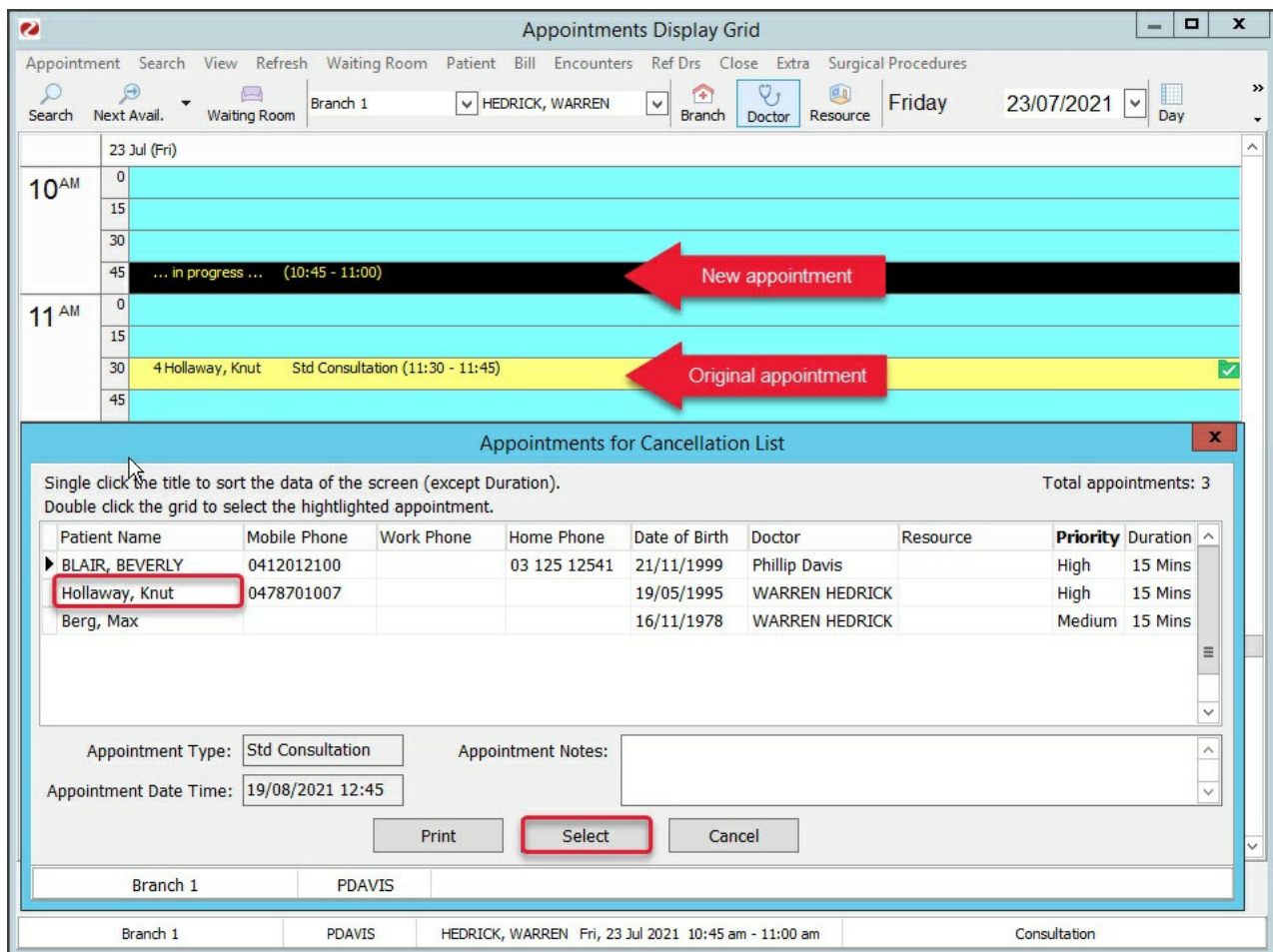
1. Right-click the spot made available by the **cancelled appointment**.
2. Select **Add (From the Cancellation Waiting List)**.

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:
 - In the **Type** field, select the Appointment Type.
 - If required, change the **Duration**, the **End Time** will update accordingly.
 - 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

File No
Pull File
DOB

Resource
First in
Last in
Type

Start Time: 12:15
Clinic: Branch 1
Duration: 00:15
Status: Current
End Time: 12:30
Type:

Notes

Reason for chosen date
Cancellation Waiting Priority
Hide Notes
Allow SMS
Account Payers

Contact Details
Phone (H)
Mobile
Address
Work (W)

Other Details
Expiry MC
Referral
Alerts
HCC

Repeated booking

Print Label
Booking rules
Print Letter
Find Patient
Print Slip
Close
Cancel
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.

The screenshot shows the Appointment Book interface with a right-click context menu open over an appointment. The appointment is for 10:15 AM on 29/08/2024, for patient 41 Holloway, Knut, with a Standard Consult (10:15 - 10:25). The context menu includes options: Add (Patient), Add (Non-Patient), Add (From Calendar), Details, Edit, Delete, and Pull File. The Pull File option is highlighted with a red box. A secondary window titled 'Select Appointments' is also visible, showing the same appointment details and a list of appointments for the selected date and time range. The 'Un-Pull File' option is also highlighted with a red box in this window.

To learn more, see:

- [Appointment book time slot options](#)

- Appointment display options
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