

Online Appointments FAQ

Version: 1.00 | Last Modified on 18/02/2026 11:26 am AEDT

Patients can book their own appointments online, and those appointments are added to Zedmed's Appointment Book. You can control the appointment types and slots available per doctor, and the patient can find the doctor and location that's right for them. The first time a patient books online, you will be prompted to match them with their patient record in Zedmed (if they're an existing patient) or create a new patient record.

- ? Do patients need to create an account for OLA?**
- ? What happens when patients make bookings in other time zones?**
- ? How can a patient find the right doctor?**
- ? Can patients make bookings for children, dependants or family members?**
- ? How are reconciliations managed for OLA accounts with multiple family members?**
- ? Are patients notified by SMS when they make an online booking?**
- ? Is there anything practice staff need to do differently for online bookings?**
- ? How can we keep up with reconciling all the first-time online bookings?**
- ? How long is an Appointment Book spot held as 'pending' while a patient makes a booking?**
- ? How long does it take for updates in Zedmed (branch and doctors) to be reflected in OLA?**
- ? What determines the order of the doctors in OLA?**
- ? How do I add, remove or change the messages that appear when a patient selects an appointment time?**
- ? Can I display custom messages for patients making online bookings?**
- ? Can we restrict new patients who book online to New Patient consultations?**
- ? Can we add a prepay requirement to Online Bookings?**
- ? Can I change the order of the appointment types in the OLA drop-down?**
- ? Can I change the order the doctors appear in the OLA screens?**
- ? How does OLA save a place in the Zedmed Appointment Book?**

- ? Why can't a patient see an appointment slot for the doctor?**
 - ? What happens if I cancel an appointment for a new patient?**
 - ? Can we cancel an online Booking and advise the patient?**
 - ? Can a patient cancel their own online appointment?**
 - ? What information is saved by a patient's OLA account?**
 - ? Why does an OLA in the Appointment Book show 'Created by <3 digit code>'?**
 - ? What if I get the error "The patient reconciliation was not successful"?**
-