Patients guide to OLA

With Online Appointments (OLA), patients can book an appointment at any time and find the location and doctor that's right for them.

Existing patient - make your first appointment

You will need to create an OLA account the first time you make an online booking, but if you're an existing patient at the clinic, you'll only need to provide a few details: name, DOB, email and mobile. The account can be created before you make the booking using the **Sign up** option (top right of the OLA page), or by selecting the booking you want to make and creating an account when prompted. In the example below, we'll make an appointment and create your OLA account as we go.

To book your first online appointment:

1. Select the Online Appointments link on our doctor's website.

   This will open the OLA page.
2. Choose **Our Centers** or **Our doctors** to find the right location and doctor, or just click **Book Now**.

   If you select **Our Doctors**, you can use **Centre Location**, **Medical Interests** and **Languages** to filter the doctors shown.
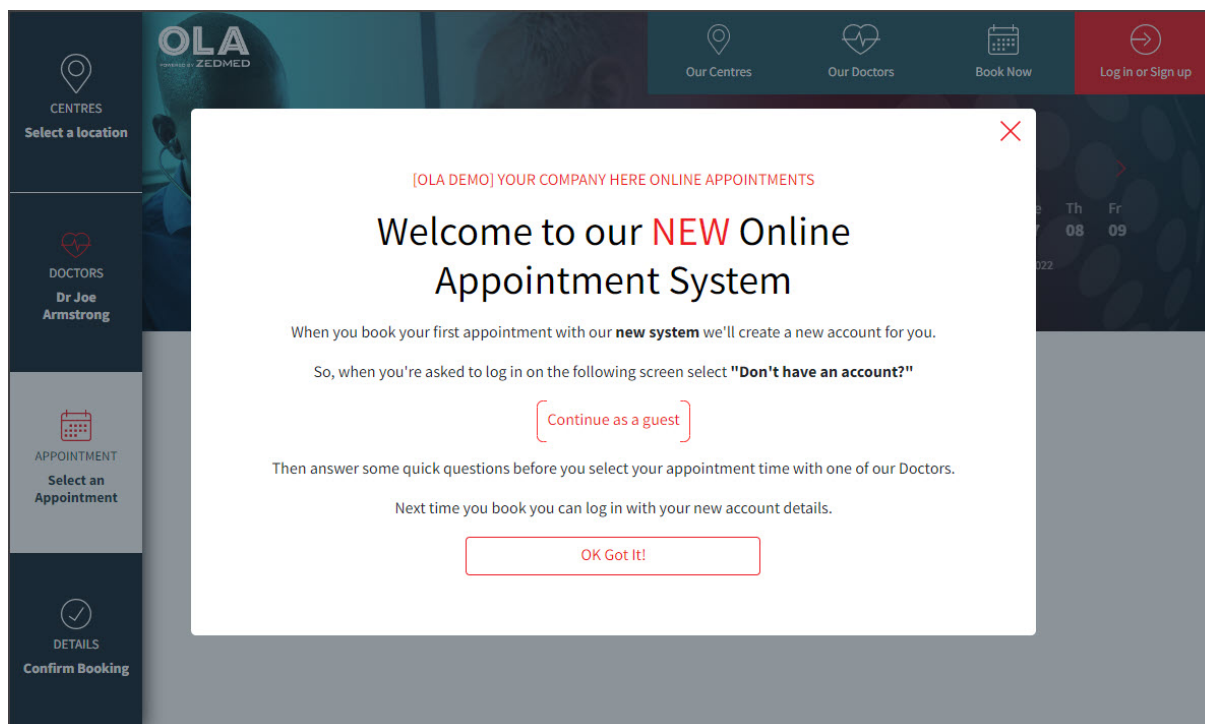3. Click **Select Appointment**.
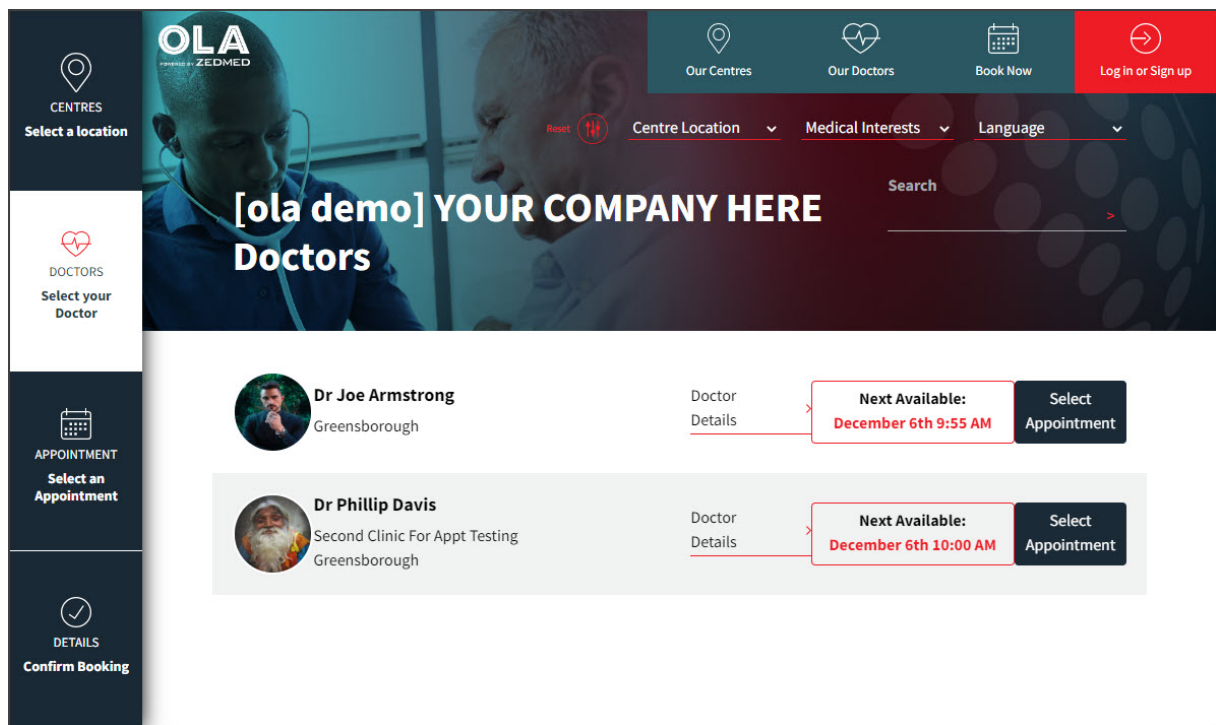
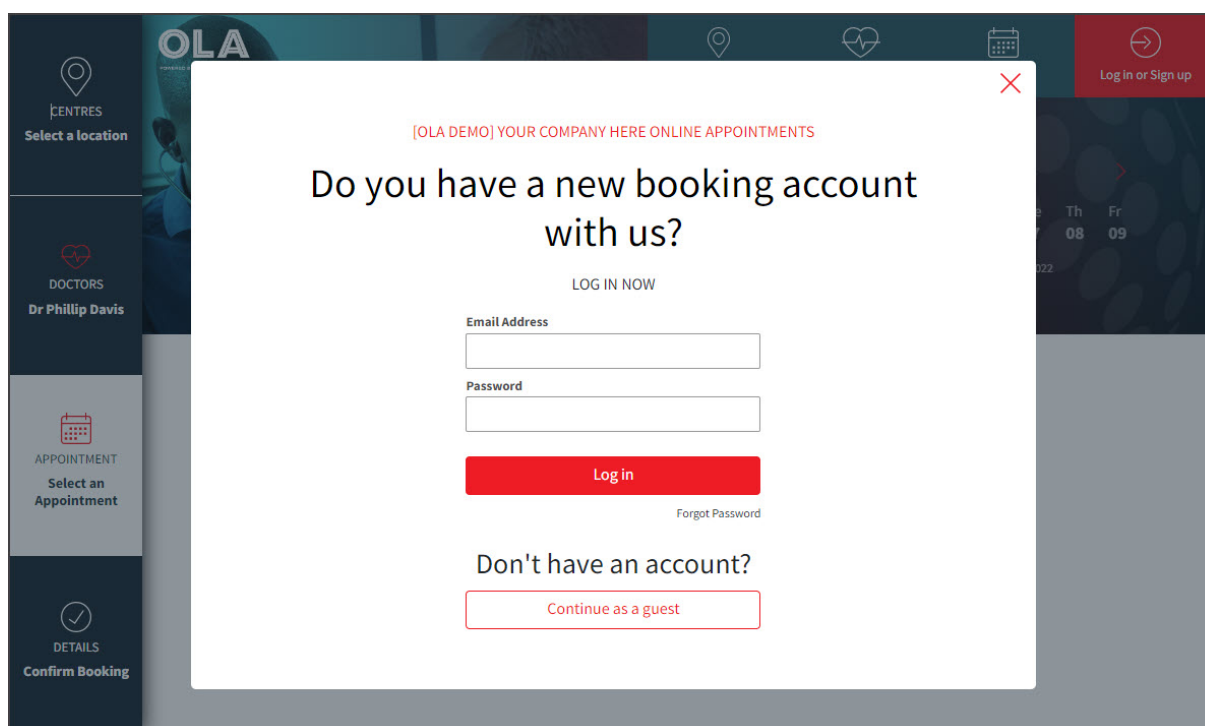4. You will be presented with a Welcome to Online Appointments message.

   This message explains that you'll need to create an account the first time you use OLA.
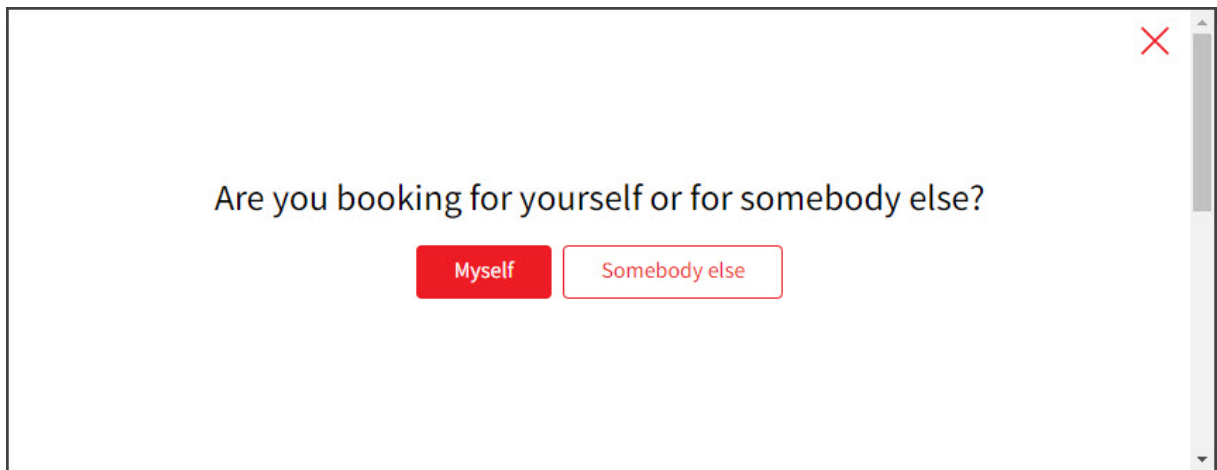
Select **OK Got It!**

5. Select **Continue as a guest**.

The next screen is used to log in if you have an account - or - continue as a guest if you don't have an account

6. Select **Myself.**

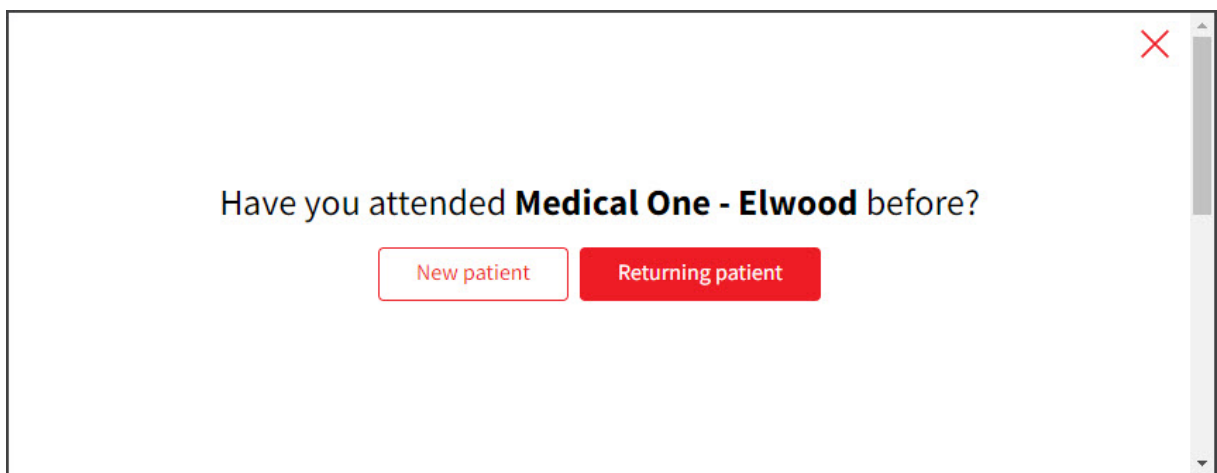This step allows you to make an appointment for yourself or a family member who is linked to your OLA account.

7. Select **Returning Patient**.

   This means you are already a patient at the practice.
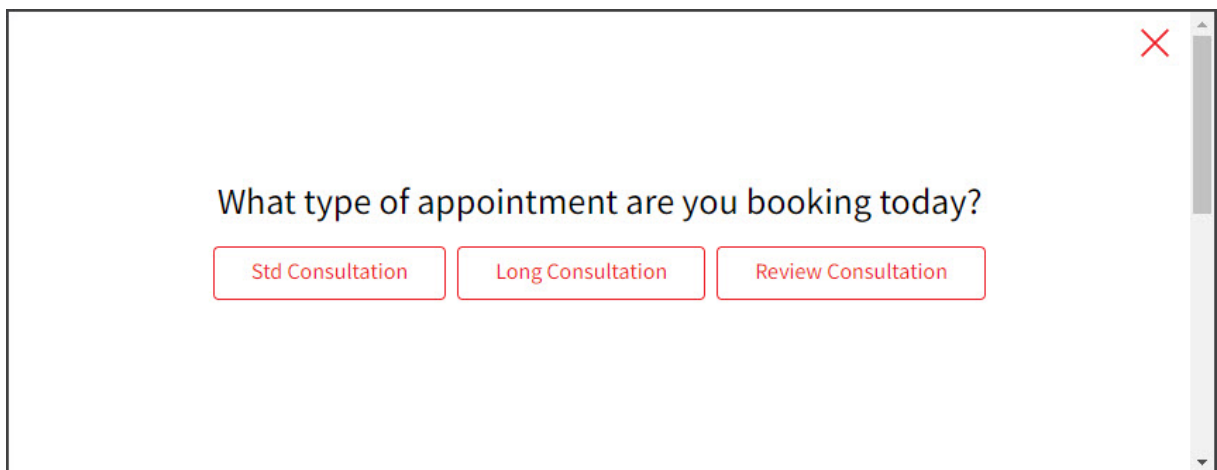
8. Select the Appointment Type.

   The options shown are what the clinic has made available for Online Appointments.

9. Select a time slot next to the doctor you want to see.
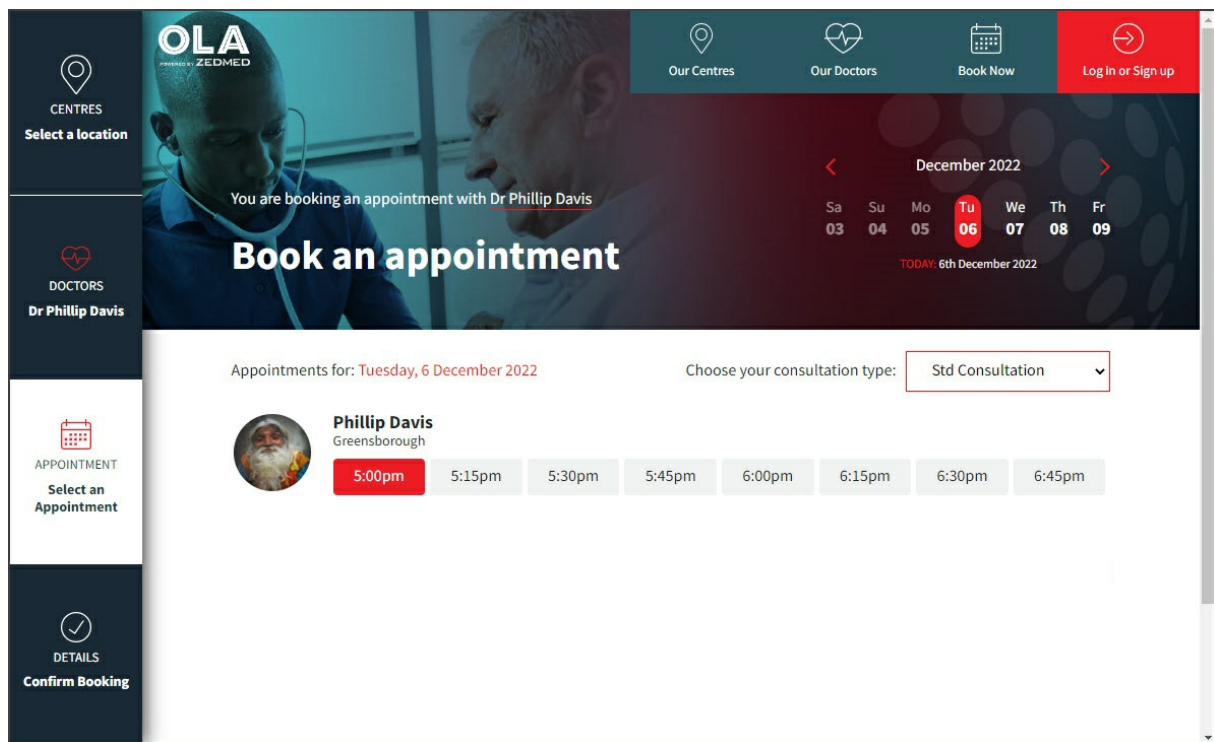
The **Confirm My Booking** screen will open.

10. Enter your name and email address into **My Booking Account Details.**

    This information will be used to create your account.

11. Select **Next**.

12. Enter your **Date of Birth** and **Mobile**.

    This information will be used to check if you're are an existing patient and complete the appointment booking.

    Note - if the email address is not real or does not match the email address in your practice records, you will be prompted to fill in a patient detail's form, which will ask for more information so you can be matched to an existing patient.

13. Select **Confirm my booking.**

   A confirmation message will be shown for the appointment.

    If the practice is using SMS, you will be sent an SMS confirmation.

    If OLA was not able to match the information provided, you will be prompted to provide more information and have the option to add Medicare and concession details.

14. Verify your email address.

    The booking has been made, but to finalise your OLA account, a confirmation email will be sent to the email address you provided.

    Open your email client and click **Verify My Account** on the email when you receive it.
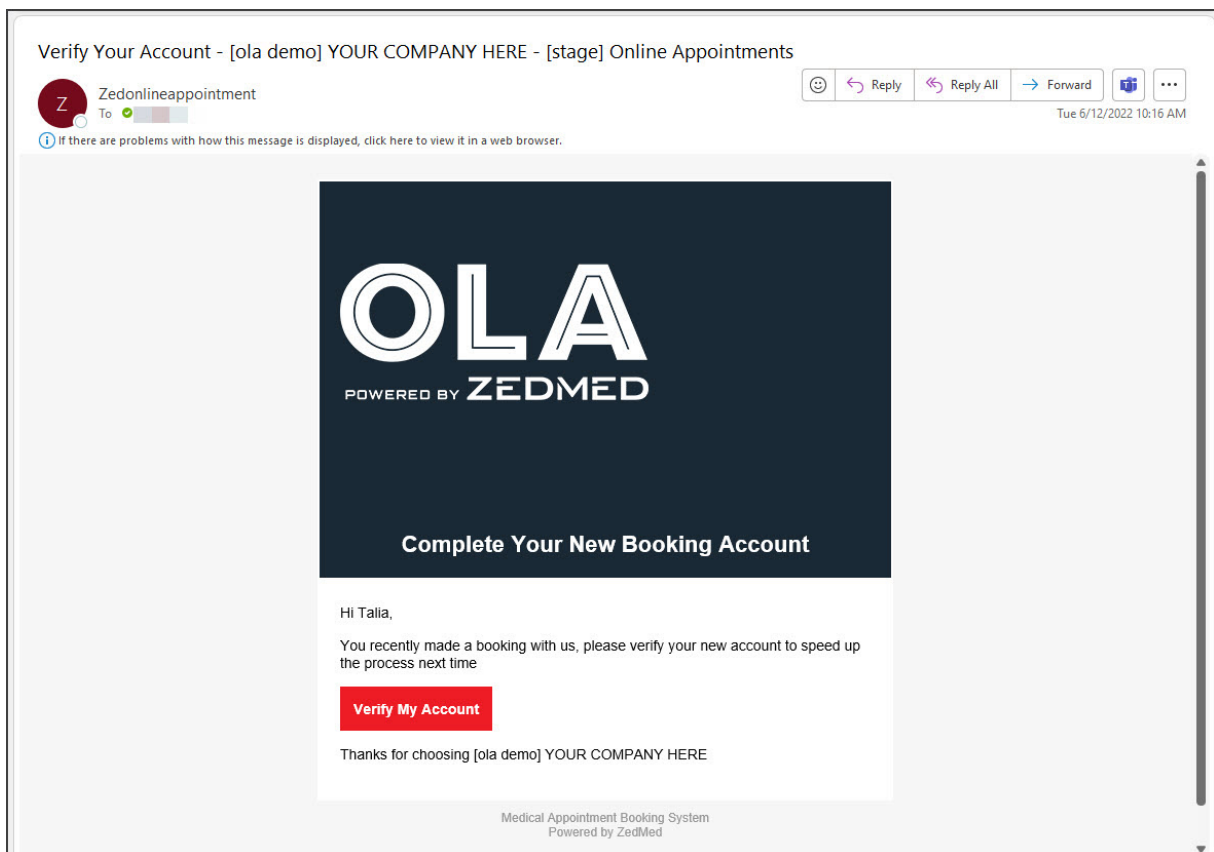
15. Enter a password to use for OLA.

    Select **Save my password**.

    You can now log into OLA and view your appointments and make new ones with just a few clicks.

New patient - make your first appointment

You will need to create an OLA Account the first time you make an online booking, and if you're a new patient to the practice, you'll need to provide information for your patient record. The account can be created before you make the booking using the **Sign up** option (top right on the OLA page), or by selecting the booking you want to

make and creating an account when prompted. In the example below, we'll select an appointment and then create your OLA account.

To book your first online appointment:

1. Select the online appointments link on our doctor's website.

   This will open the OLA page.

2. Choose **Our Centers** or **Our doctors** to find the right location and doctor, or just click **Book Now**.

   If you select **Our Doctors**, you can use **Centre Location**, **Medical Interests** and **Languages** to filter the doctors shown.
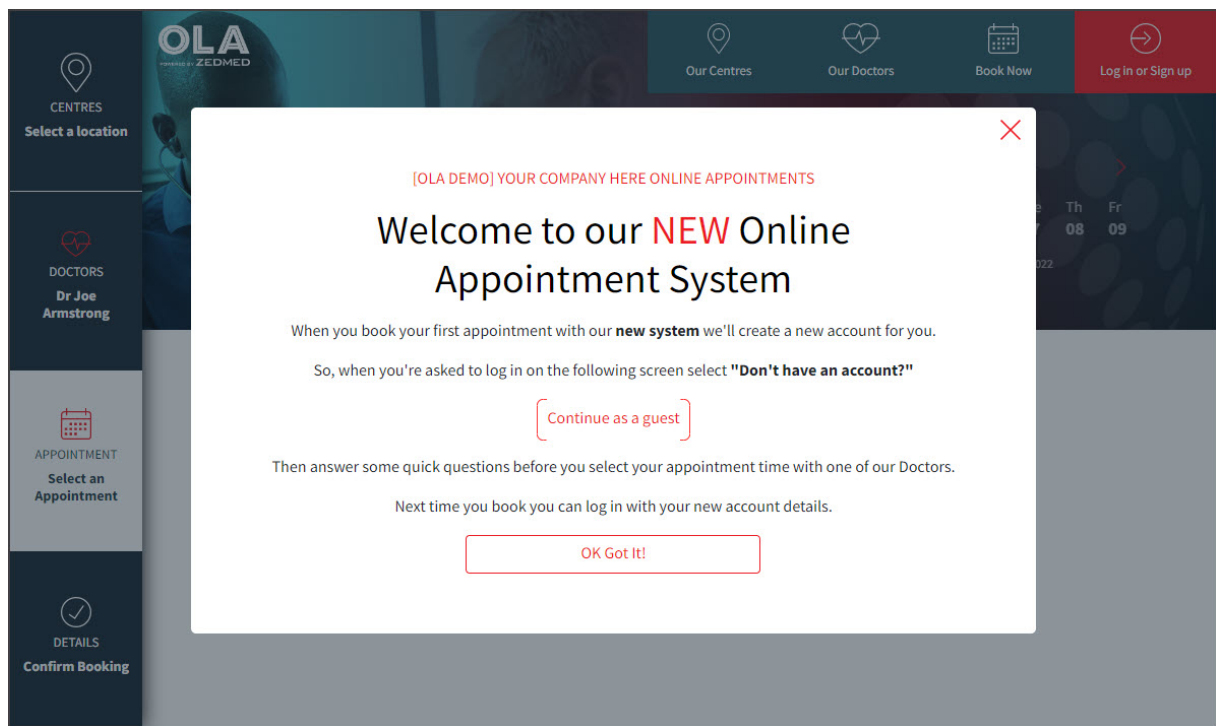
3. Click **Select Appointment**.
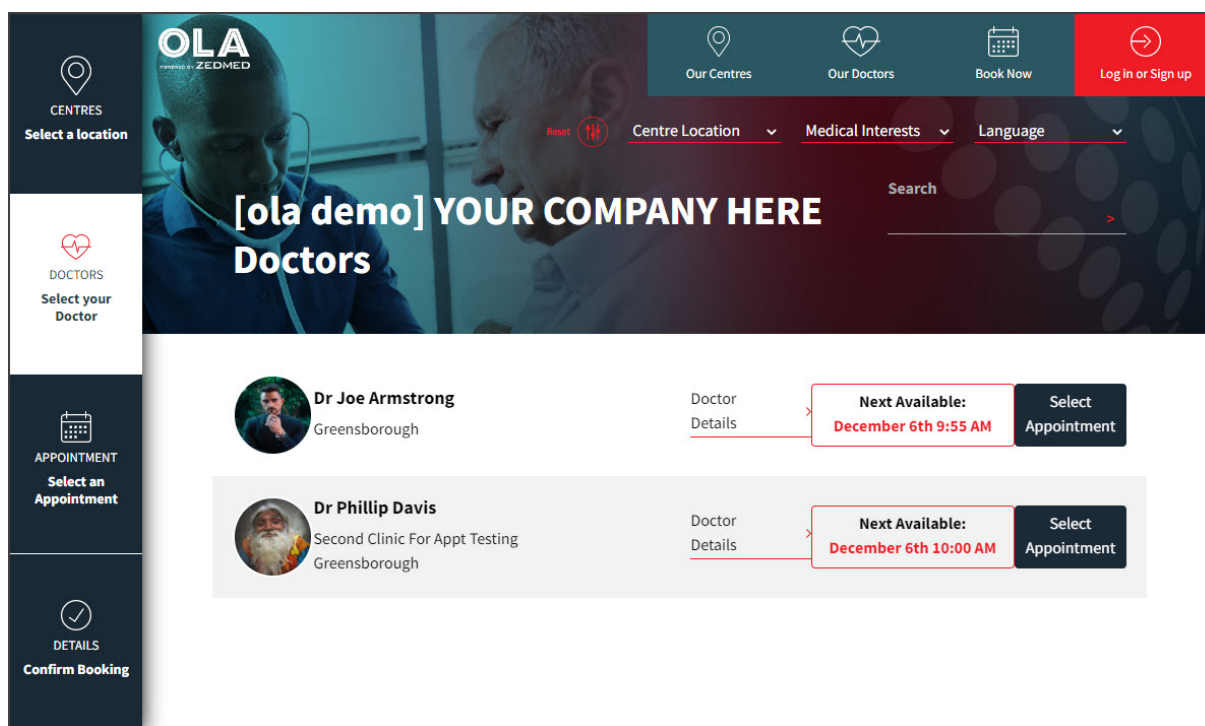
4. You will be presented a the Welcome to Online Appointments screen.
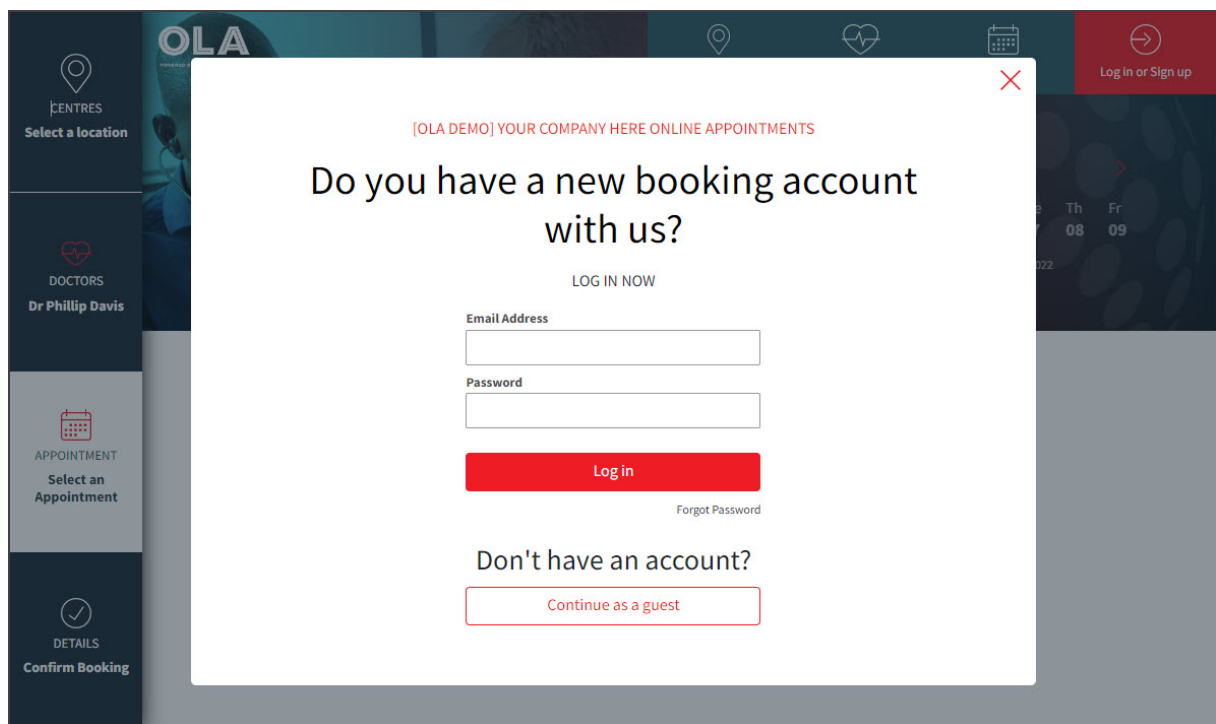
   This message explains that you will need to create an account the first time you use OLA.
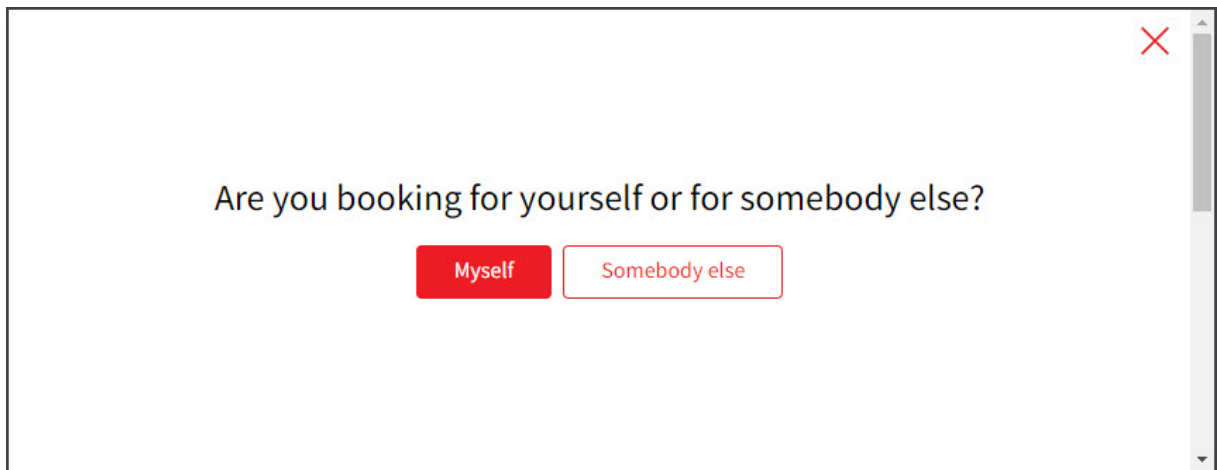
   Select **OK Got It!**

5. Select **Continue as a guest**.

   The next screen is used to log in if you have an account - or - continue as a guest if you don't have an account

6. Select **Myself.**

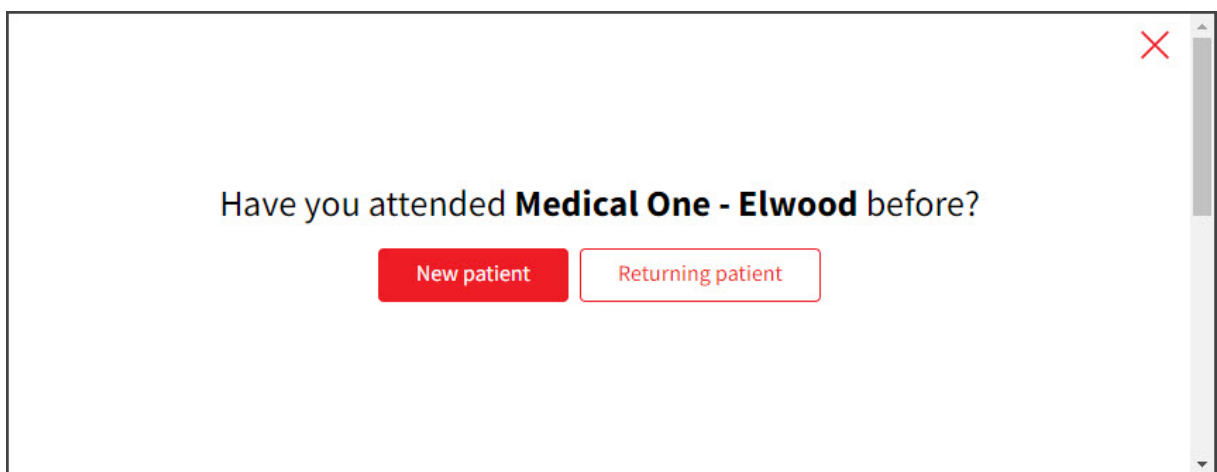   This step allows you to make an appointment for yourself or a family member who is linked to your OLA account.

7. Select **New Patient**.

   This means you are a new patient at the practice.
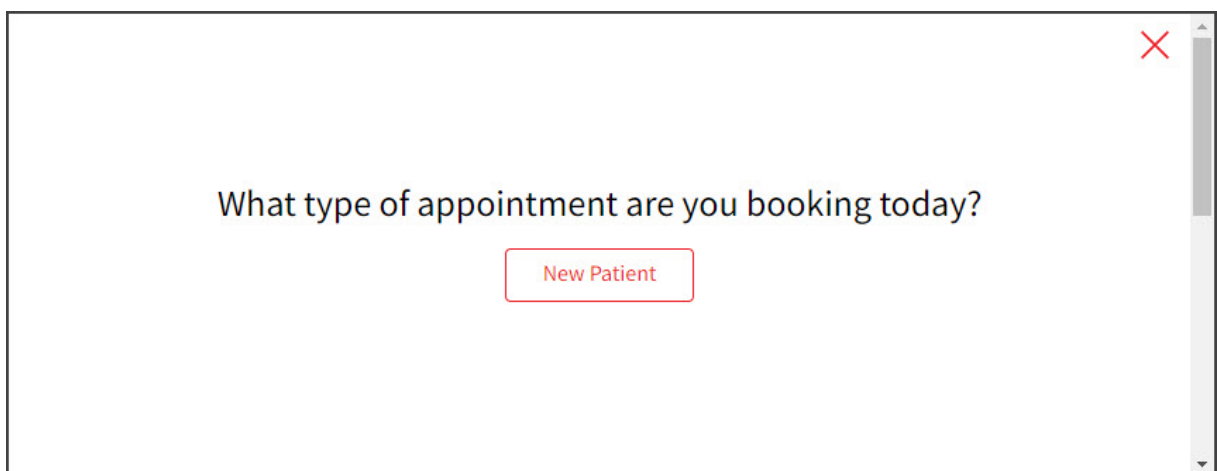
8. Select the appointment type.

   For most clinics, **New Patient** will be the only option.

9. Select a time slot next to the doctor you want to see.
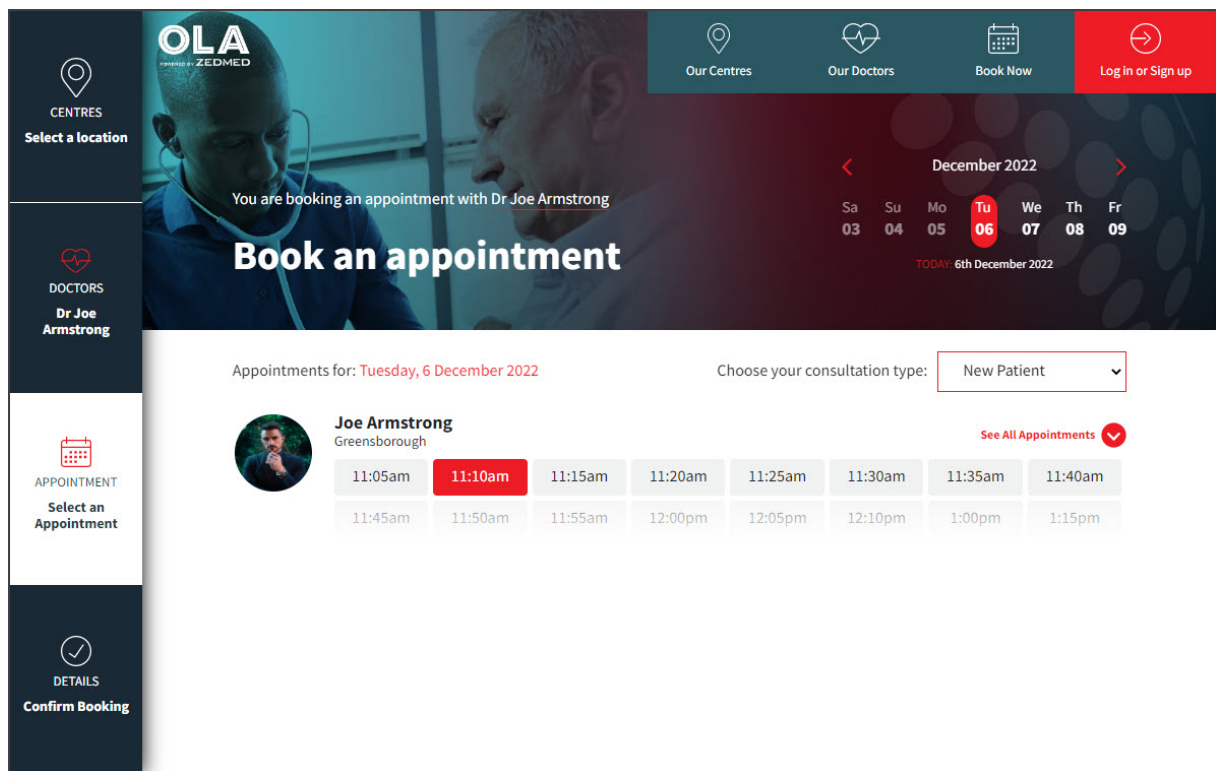
10. Fill in **My Booking Account Details >** then click **Next**.

    This is the step where you create your account.
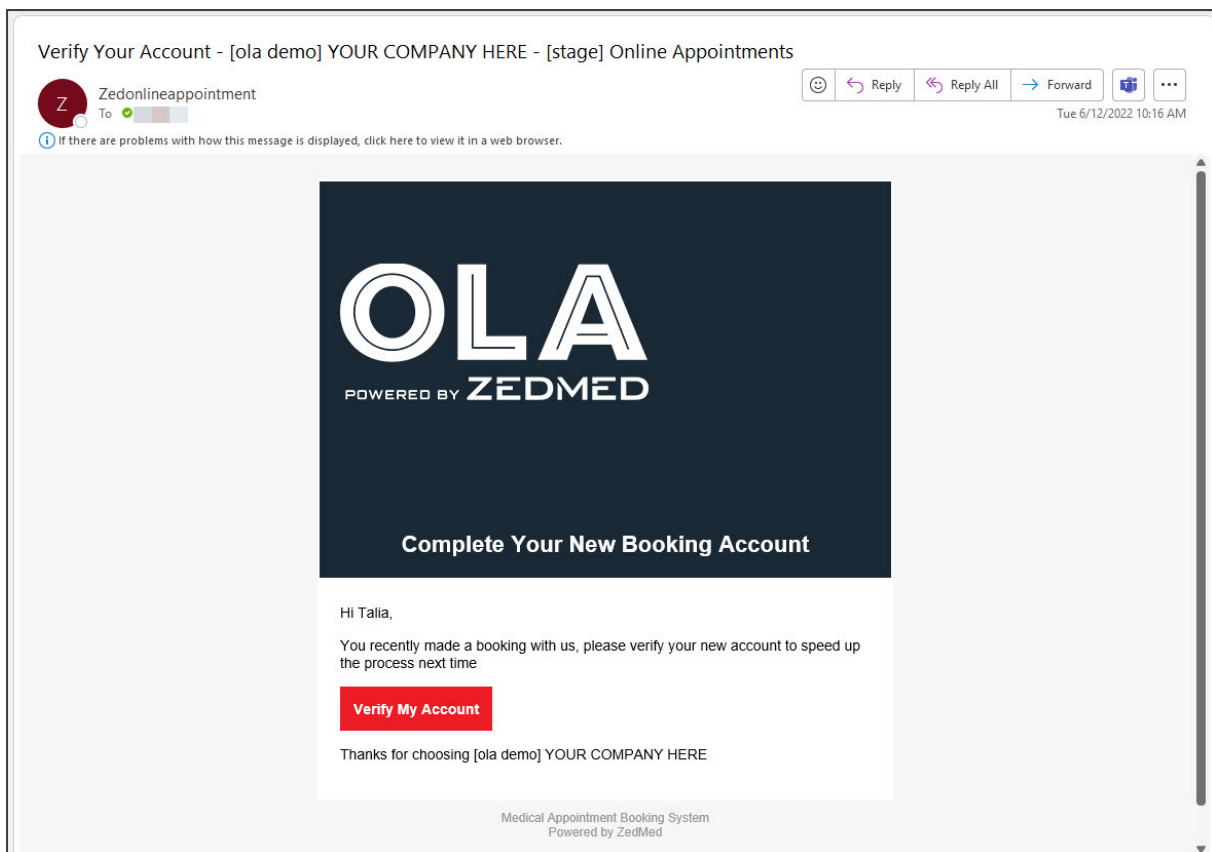
    Start by entering your **name** and **email** address.

11. Complete the new patient information page.

This information will be used to create a record with the practice.

The **Additional Information** section is optional, but it will help you save time when you arrive.

12. Select **Confirm my Booking.**

   OLA will display a confirmation message for the appointment.

   If the practice is using SMS, you will also be sent an SMS confirmation.

   As a new patient, we recommend taking any supporting documentation such as Medicare or concession cards to your first appointment so the practice and review and finalise your patient record.

13. Verify your email address.

   The booking has been made, but to finalise your OLA account, OLA will send a confirmation email to the email address provided.

   Open your email client and click **Verify** on the email when you receive it.

14. Enter a password to use with OLA.

    Select **Save my password**.

    You can now log into OLA and view your appointments and make new ones with just a few clicks.

Manage your OLA account

Once you have created an account, you can make new bookings with a few clicks. Your past appointments are displayed under **My Appointments** and can be used to do a **Quick Re Book**, and all family members under your account can be viewed and unlinked from **My Family**.
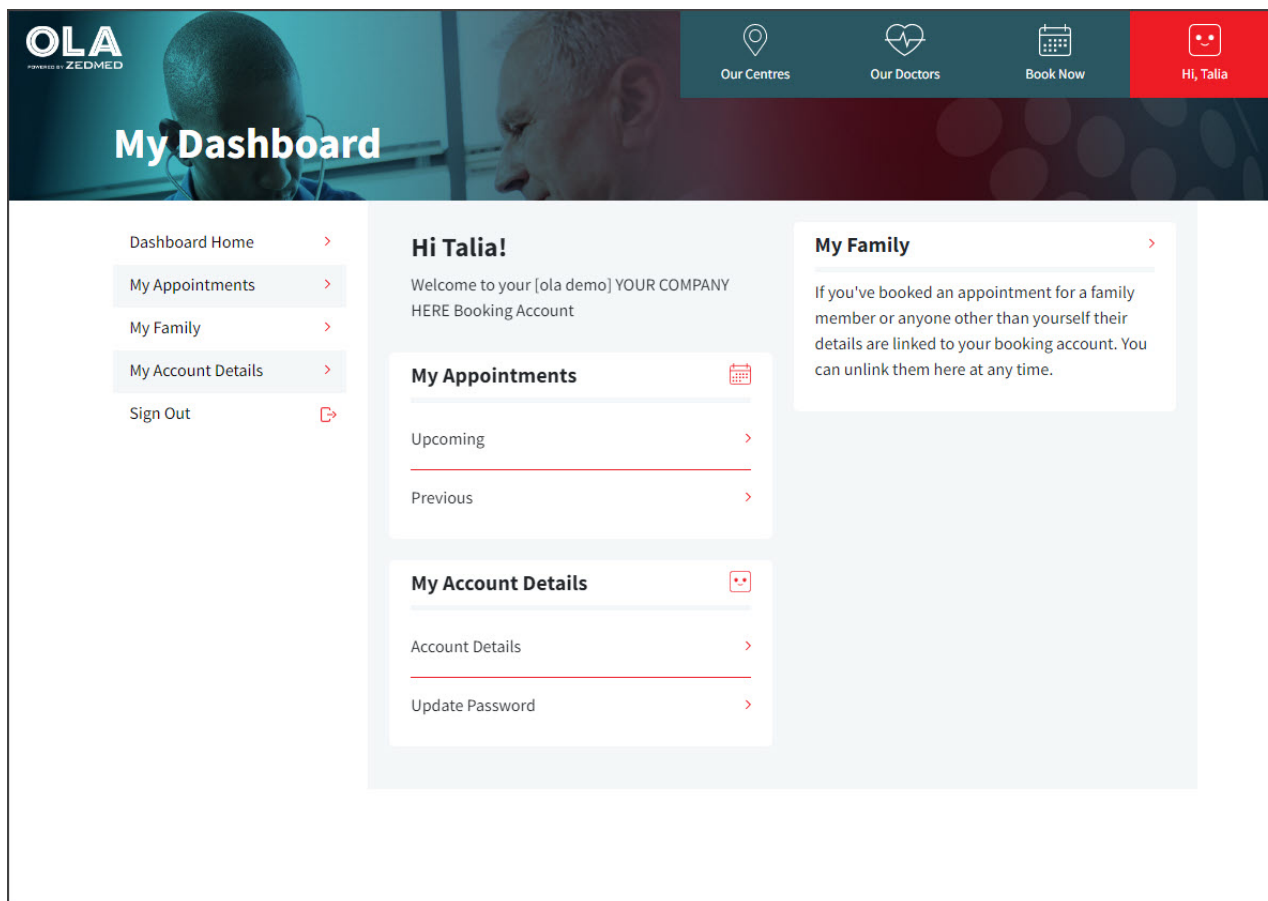
Add a child and make an appointment for them

You can add family members (for example, children) to your OLA account and make online bookings for them.

How to add a family member to your account

Log in to OLA and make a booking the same way you would for yourself, but:

1. When asked if the appointment is for **Myself** or **Someone else** - select **Someone else**.
2. When asked if it's a **New Patient** or **Returning Patient** - select **New Patient.**
3. In the last step, select **Lookup Patient** > fill in the details then select **Confirm my booking.**

   The appointment will be made and the family member added to your OLA Account.

How to make a booking for a family member using your account

Log in to OLA and make a booking the same way you do for yourself, but when you are asked if the appointment is for **Myself** or **Someone else** - select **Someone else**.
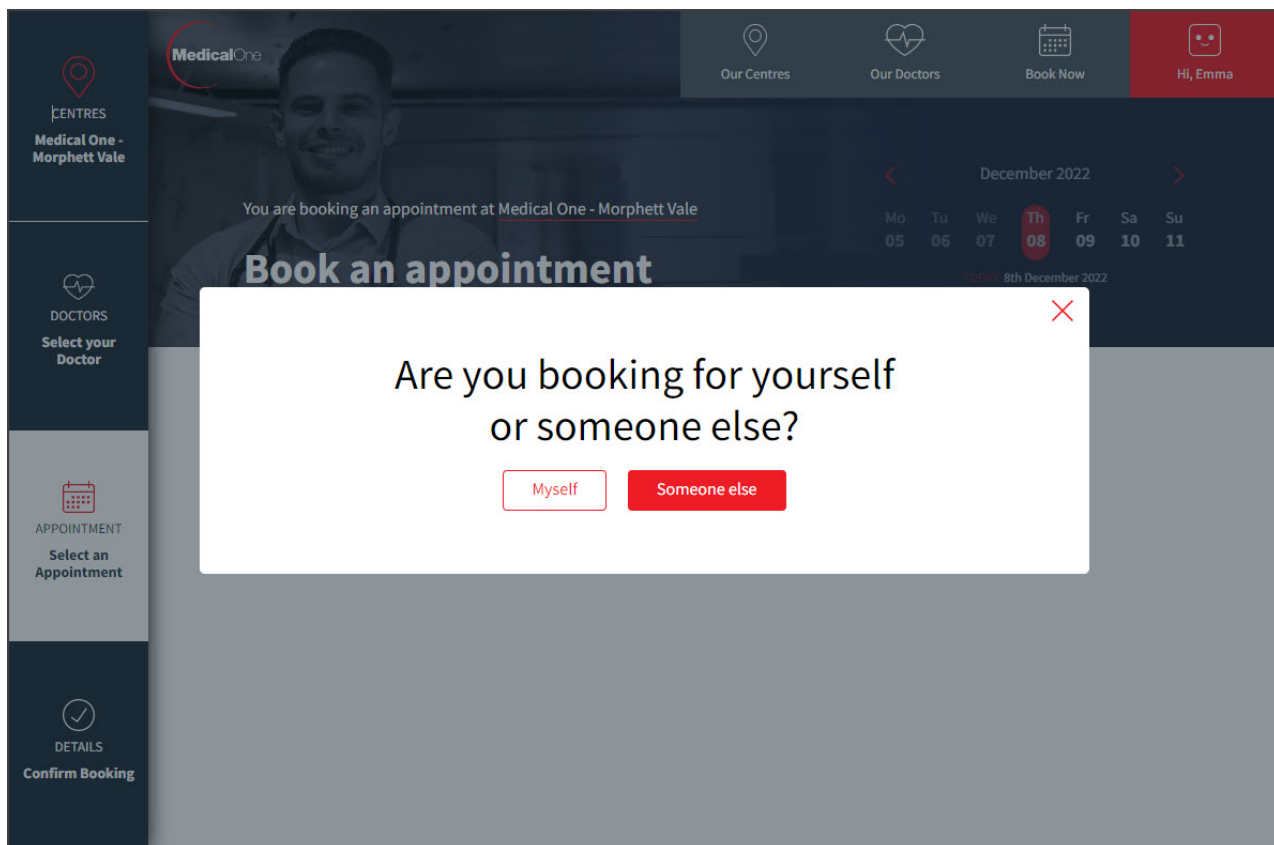
Once you select **Returning Patient** and a time - select the person the appointment is for, then**Confirm my booking.**