Patient guide to OLA

Online Appointments (OLA) lets patients book appointments at any time with their preferred clinic and practitioner.

Book an online appointment

This guide steps first-time users through the process of booking their first appointment using Zedmed's Online Appointments. Existing users should log in first and follow the steps below - you will not be presented with steps 6 or 7.
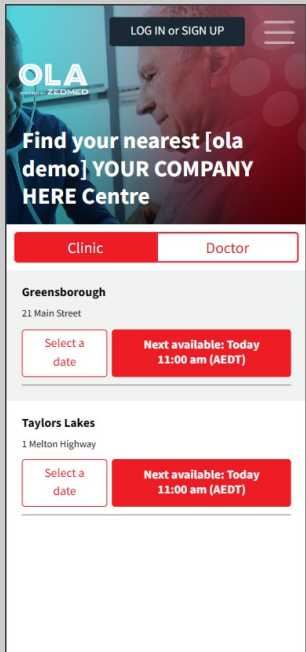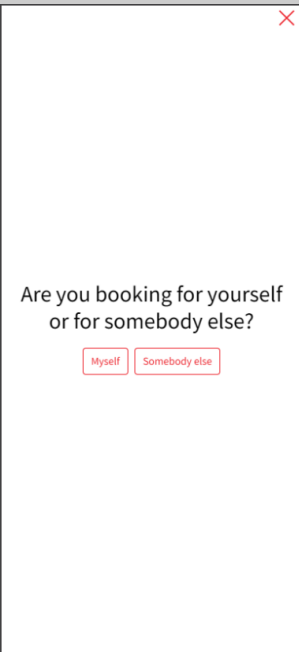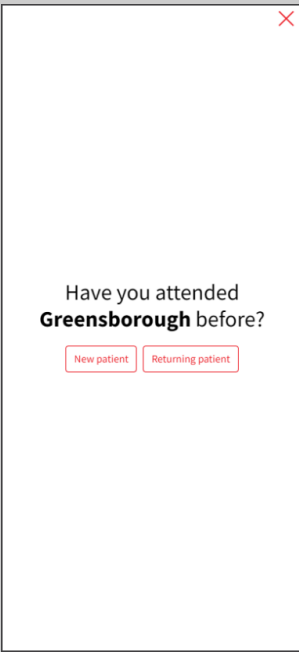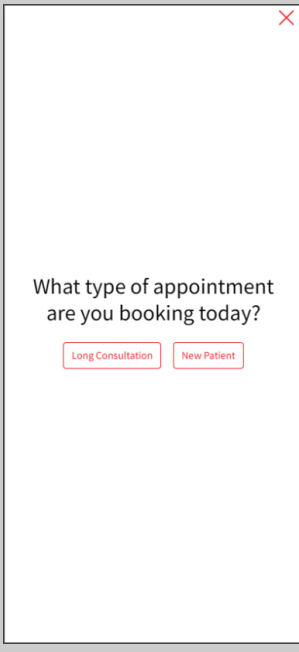
To start, select **Book Now** from the top right menu.
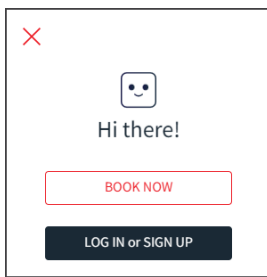
These steps follow the 'select a **Clinic**' workflow**.** You can also book by choosing a **Doctor.**

Note: Clinics may display notifications with booking requirements and prompts to provide payment card information.

1. Find a **Clinic** & **Select a date** Or select **Next available**	2. Select **Myself** For family tap '**Somebody else**'	3. Select **New patient** Or **Returning patient**	4. Select **New Patient** Options determined by clinic

Find your nearest [ola demo] YOUR COMPANY HERE Centre

LOG IN or SIGN UP

Clinic	Doctor

Greensborough
21 Main Street

Select a date | **Next available: Today 11:00 am (AEDT)**

Taylors Lakes
1 Melton Highway

Select a date | **Next available: Today 11:00 am (AEDT)**

Are you booking for yourself or for somebody else?

Myself | Somebody else

Have you attended **Greensborough** before?

New patient | Returning patient

What type of appointment are you booking today?

Long Consultation | New Patient

5. Select a **Doctor** and **Time**
Scroll to see all options

6. Enter account information
Only for new patients

7. Select **Add Patient**
Complete form - select **Continue**

8. Appointment confirmed
Check email for next steps
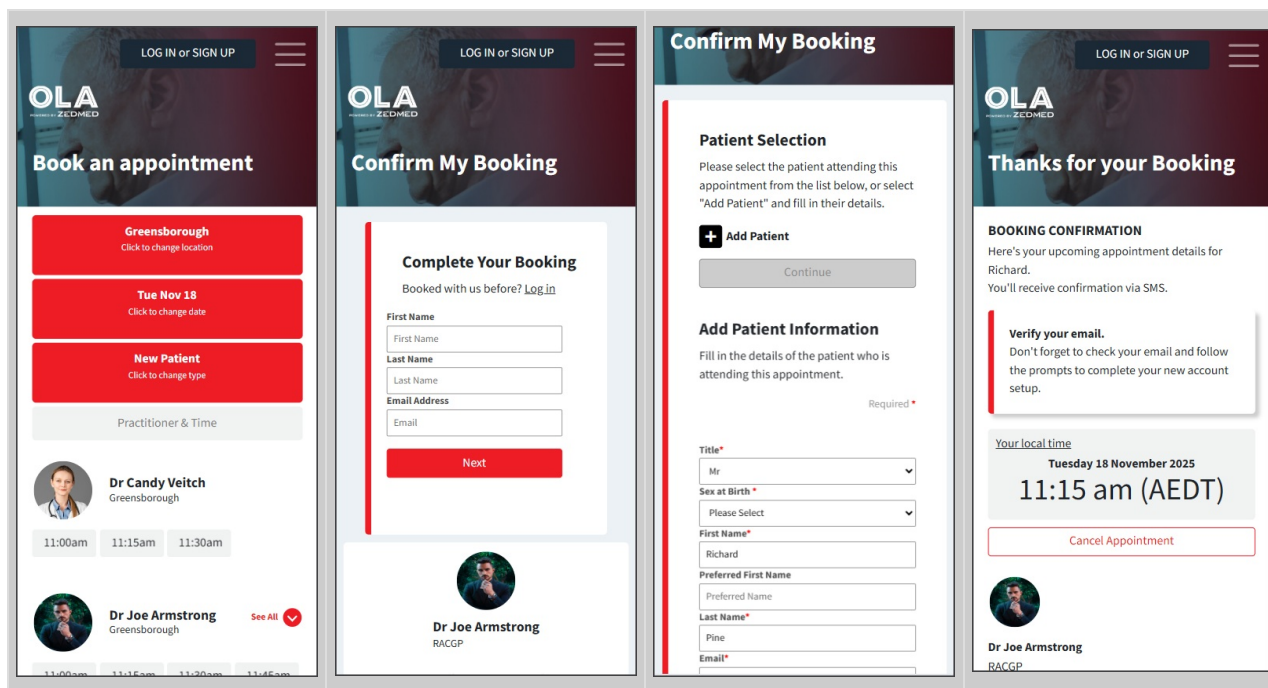
Zedmed will send an Email to the address provided to confirm your information and complete the creation of your account.

Finding a free appointment spot

You can locate a free appointment time with a Clinic or a Doctor via the **Next available** or the **Select a Date (Calendar)**.

- **Next available** appointment marks the point where free appointments are available, and shows all free spots for that day.
- **Select a Date** button opens a calendar view, where you can select a later date (e.g later than the Next available date).
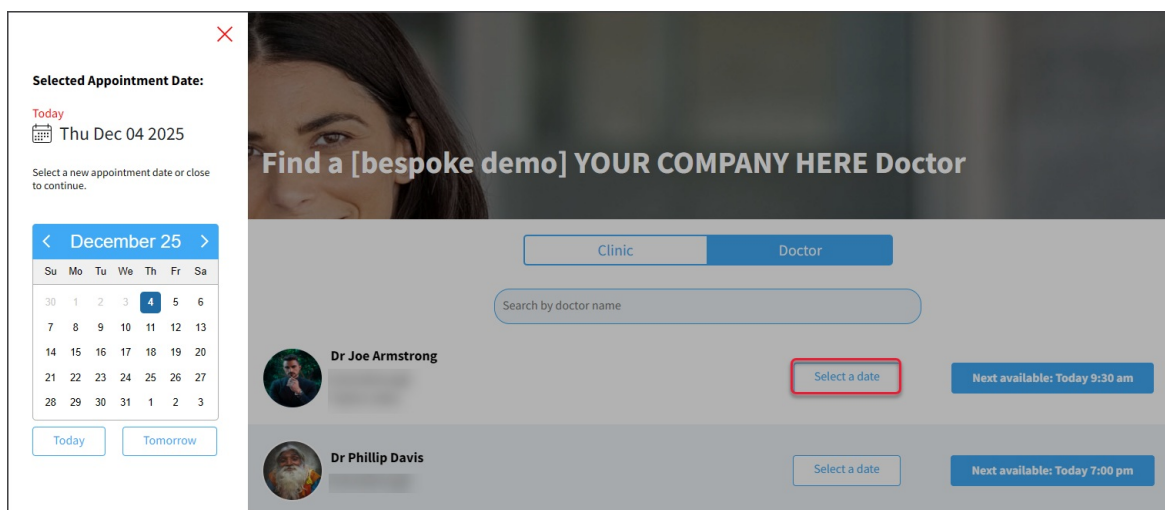
After completing the appointment questions, you can still **open the Calendar to change the date** using 'Click to change date'.

When answering the appointment questions, you can click the top-right 'x' to return to the date selection step.

Time Zone support

If you make an appointment with a clinic in a different time zone (e.g. telehealth), the time zone shown will be your own (the patient's). You can change to the practice time zone using the button below. Your appointment confirmation and reminders will also show the time zone you selected, e.g. AEDT. Requires Zedmed v37.8 or later)


What happens next?

- If the practice uses SMS, you will be sent an SMS confirmation.
- If this was your first booking, OLA will send an email to the address you provided after you make the appointment. Open your email client and click **Verify My Account** - then enter a password and select **Save my password**. Your account is now set up.
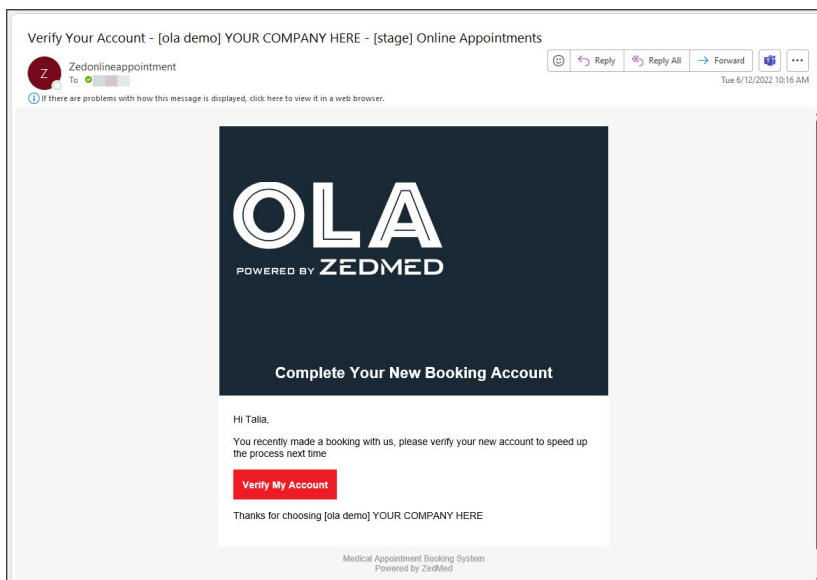
Manage your OLA account

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 Rebook.** All family members under your account can be viewed and unlinked from **My Family**.
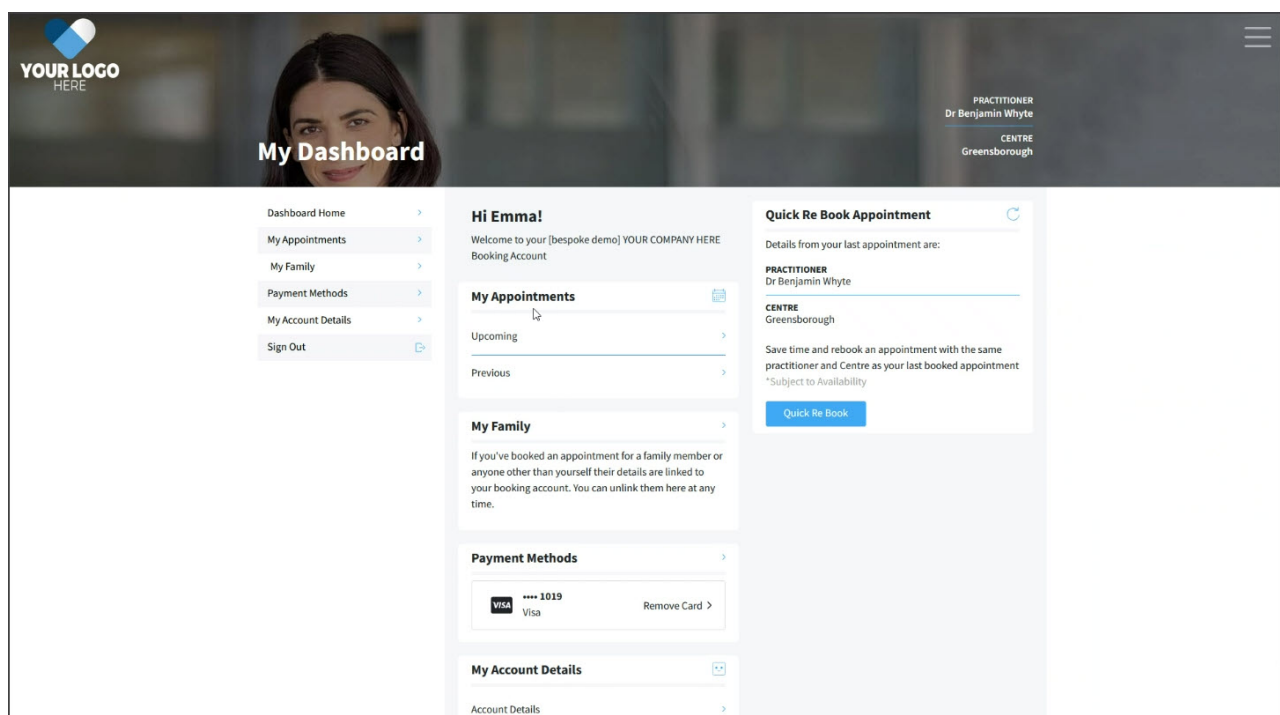
Family members

When you're logged in and you book an appointment for yourself or another person, these patient details will be linked to your booking account as a member of My Family. This allows you to select family members or people you care for when booking future appointments without having to re-enter their details.

If you have booked an appointment for yourself or another person previously, you'll see their names in the My

Family section below. You can manage each member's payment details here or unlink them from your account.

Add a family member

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

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

1. Select BOOK NOW from the main menu, then **Select Appointment**.
2. Select **Somebody else** when asked if the appointment is for **Myself** or **Somebody else**.
3. Select **New Patient** when asked, then **New Patient** for the appointment type**.
4. Select an appointment time.
5. Select **Add Patient**

This will display the Add Patient details form to fill in.

The booking will be confirmed.

The family member will be added to your OLA account on the **My Family** page.

Remove a family member

Family members appear on the **My Family** page of your OLA account as shown below.

To remove a family member, select the unlink icon next to their name.

Your patient has been unlinked from your account, you can re-link them at any time by making a booking

Unlinking a family member will not remove their details from the clinic itself or affect future appointments, and you can re-link a patient when you book another appointment on their behalf.

Please note: We don't allow you to lookup a family member without making an appointment for privacy reasons. Clinic staff review every new family member request when confirming your appointment to ensure your personal information is kept private. If you have any questions or concerns please contact your clinic directly.