

Adding patient messages

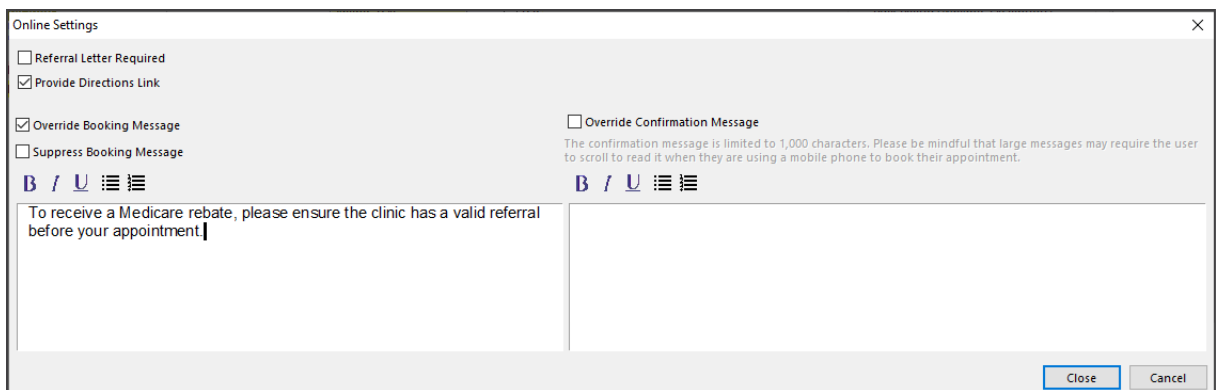
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Practitioners can add messages that will appear for all bookings, and the practice can add messages for specific Appointment Types, which will override any messages defined by a practitioner.

Practice messages for Appointment Types

To add a message to appear for all practice bookings for a specific Appointment Type:

1. Open **Appointment Type Settings**.
2. Select the **Online Settings** button.
3. Tick **Override Booking Message**.
4. Type the text into the field provided.
5. Select **Close** to save.



Practitioner messages for scheduled sessions

Create a set of messages that can be enabled on a per-practitioner-session basis.

Considerations:

- The practice should create a standard set of messages.
- All messages are saved and can be used by other doctors.
- If you select multiple messages, they will be appended to the same message dialog.
- There is no character limit, but too much text can push the message beyond a phone's screen size.
- Selectable hyperlinks are not supported.

Adding Messages:

1. Select Practice Setup > Appointment > Schedules.
2. Select a doctor.
3. Select the session to add the message to.
4. Select the **Messages** button to open the **Schedule Messages** screen.
5. Select the **Add** button to open the Editor (or **Edit** to update an existing message).
6. Type the message text.

7. Select **Close** to save the message.

You now have a message that can be applied to any doctor's schedule.

8. Tick the box next to the message to apply it to the selected schedule.

9. To add the message to other schedules:

- Select the schedule.
- Select the **Message** button.
- Tick the box next to the message.
- Repeat for each doctor.

The message will display when a patient selects an appointment during that session.

Set Schedules for Doctor or Resource

Doctor: **Davis, Phillip** Resource: []

Schedules

Start Date	End Date	Cycle (Days)	Branch
01/01/2017	01/08/2016	7	Branch 1
01/08/2016	01/08/2016	7	Branch 3
01/08/2016	01/08/2016	7	Apostro'sand

Buttons: Save, Add, Copy, Delete, Graphic Display, Show all schedules, Clear...

Schedule Messages

The messages selected here are displayed to the patient in the Online Appointment system when the appointments from the schedule are displayed.

☒ <p>To receive a Medicare rebate, a valid referral must be provided</p>

Buttons: Add, Edit, OK, Cancel

Available Online

☒ Yes

Buttons: Save, Messages, Add, Delete, Check For Conflicts

Patent Responses

- Patients must confirm they understand or accept the message
- Selecting **No, Cancel** takes the patient to the previous step. Selecting **Yes, Continue** will create the appointment

Schedule Messages

The messages selected here are displayed to the patient in the Online Appointment system when the appointments from the schedule are displayed.

☒ <p>Please note that Saturday consultations are private billing. No Bulk Billing available.</p>

Buttons: Add, Edit, OK, Cancel

Appointments

If you have any flu-like symptoms, please select "No, Cancel" and call us first on <phone number>.

This is an afterhours time slot and will incur a \$20 surcharge. Select "Yes, Continue" if you agree to this or "No, Cancel"

Buttons: No, Cancel, Yes, Continue

