

Vision Online Services

Online Appointments

INPS



Table of Editions and Contents

Date	Version	Contents	Output
28/5/2009	0001	Vision Online Appointments	PDF & Draft Doc
25/8/09	0002	Review JTHO	Draft Doc & PDF
15/2/10	0003	Update website details	Draft Doc & PDF
1/3/10	0004	Update Registration Letter	Draft Doc & PDF
06/08/10	0005	Remove NHS Spine details CSMI	Docx & PDF
7/10/10	0006	Update install requirements CSMI	Docx & PDF
24/01/11	0007	Add Search details, released in DLM 320 Updated Account Locked details SLEW	Docx & PDF
7/7/11	0008	New navigating website image added.	Docx & PDF
24/08/11	0009	Document Re-organised. Details updated for DLM 350. What's New Added	Docx & PDF
19/09/11	0010	Updated for VOSAPP2	Docx & PDF
1/11/11	0011	Online Appointment Practice and Patient user guides merged together.	Docx & PDF
9/11/11	0012	Updated following review by ESTU	Docx & PDF
23/11/11	0013	Update to Online Appointments (Patients) Booking an Appt, added details of Results link, and additional clinician's details.	Docx & PDF
05/12/11	0014	Updated SMS messaging details	Docx & PDF
08/02/12	0015	Removed all references to Tomcat.	Docx & PDF
31/05/12	0016	Updated Missed Appointments to advise patients DNA details are no longer available. Added note about cancelled reason error message if practice deselect all cancel reasons in Control Panel – Configuration.	Docx & PDF

		Additional details added to Web default re. number of days settings. Max Appointments image updated.	
23/07/23	017	DLM 410 Update – Non-viewable slot type changed. Updated Missed Appointments with new practice definable DNA details.	Docx & PDF

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Online Appointments (Practice)

What's New

DLM 410 (Jul 12)

- **Non-Viewable Slot Type** – Non-viewable slot appointments can now be viewed in Consultation Manager. Patients booked into non-viewable slot appointments will not receive email/SMS notifications. See [Non-Viewable Slots](#) on page 16.

DLM 380 (Nov 11)

Vision Appointment (Practice)

Slot Type Changes

- **Non-Viewable** – Can define slots as viewable or non-viewable. Non viewable slots can only be seen in Vision Appointments. See ["Non-Viewable Slots"](#) on page 16.
- **Web Default** – This enables you define a slot for Web use. When added to a session these slots are updated each time the books are modified or extended and are displayed in the appointment book as Reserved for Web. See ["Web Default"](#) on page 16.

Reserving Slots Changes

- **Reserve for Web – Automatic** – When creating or editing sessions slots can be marked as Reserved for Web. This can be done directly in slot distribution, or by using a slot type which marked as Web Default. See ["Reserve for Web – Automatic"](#) on page 18.
- **Reserve for Web – All Sessions** – Recurring appointments can now be reserved for a specific time period. Select a start and end date, during this period slots will be marked as Reserved for Web each time the appointment book is extended or modified. See ["Recurring Appointments"](#) on page 20.

Session Setup Changes

- **Travel Clinic** – A session can be defined as a travel clinic, when patients select a travel clinic appointment they are prompted to select the country they are travelling too. This is then recorded and can be viewed at the practice. See "[Travel Clinic](#)" on page 11.

Reporting Changes

- **Online Appointment Report** – Is available which enables you to search for slots available, booked or cancelled. See "[Online Appointment Report](#)" on page 21.
- **Did Not Attend (DNA) Report** – Has been updated to display DNA's where the appointment was booked online. See "[Did Not Attend \(DNA\) Report](#)" on page 23.

Online Appointment Changes (Patient)

Booking Appointment Changes

- **Save Filter** – When searching for specific appointments for example those available for a particular doctor or on a specific day, your selection can be saved and used as the default for future appointment searches. See "[Booking an Appointment](#)" on page 25.
- **New Date Search Options** – You can now select a specific date from a calendar, it is also possible to select a date range using the Between Dates option. See "[Booking an Appointment](#)" on page 25.
- **Clinician Details** – The clinicians' gender and role is now displayed in the appointments details, their special clinical interests may also be displayed (if recorded). See "[Booking an Appointment](#)" on page 25.
- **Book a Travel Clinic Appointment** – A travel clinic appointment enables you to record which country you are travelling to, so the practice can arrange your travel vaccinations and advice. See "[Booking a Travel Clinic Appointment](#)" on page 29.

Viewing Appointment Changes

- **Viewing Missed Appointments** – If you have missed an appointment it will be listed on the Appointments tab. See "[Missed Appointments](#)" on page 34.
- **Edit Appointment Reason** – Depending on your Practice, for future appointments, where a reason for the Appointment has been recorded, there is an edit tool to enable you to add or change the message. See "[Editing an Appointment Booking](#)" on page 32.

Cancelling Appointment Changes

- **Cancellation Cut Off Time** – Your practice may have set a deadline for appointment cancellations. If you attempt to cancel an appointment that occurs in the cut-off period, you are prevented from doing so. You will need to contact your practice directly to cancel the appointment. See "[Cancellation Cut Off Period](#)" on page 35.

Other Changes

- **Bug Fix** – The error that prevented users creating a session with more than 60 slots has now been resolved.
- **Documentation Re-organised** –

- **VOS Configuration User Guide** - This is for Practices to enable and setup VOS and configure services eg Online Appointments.
- **VOS Registration** – This user guide explains how to register a patient for VOS and how a patient creates and activates a VOS user account.
- **VOS Online Appointments** – This user guide explains how to configure Vision Appointments for use online. It also shows how Online Appointments is used by the patient to book or cancel appointments.

DLM 350 (24/08/11)

- Original VOS Online Appointment documentation re-organised into separate modular user guides:
 - **VOS Configuration User Guide** – This is for Practices to enable and setup VOS and configure services eg Online Appointments.
 - **VOS Registration (Practice)** – This user guide explains how to register a patient for VOS and manage the registration.
 - **VOS Registration (Patient)** – This user guide explains how a patient creates and activates a VOS user account.
 - **VOS Using Online Appointment (Practice)** – This user guide explains how to configure Vision Appointments for use online.
 - **VOS Using Online Appointment (Patient)** – This user guide shows how Online Appointments is used to book or cancel appointments.

Introduction

Vision Online Services (VOS) have been developed to expand the services practices offer to patients. This user guide details the use and setup of VOS – Online Appointments.

Currently patients have to attend or phone the practice to book an appointment during surgery opening times. Online Appointments gives Practices the ability to create a website accessed by patients to book appointments, check appointment times and cancel appointments at any time.

Your practice determines which your appointment slots are available on the Online Appointments Website and can customise how patients use the services.

Your practice is then responsible for registering patients to use Online Services; this is done within the Patient Registration module of Vision. You can also disable Online Services to patients it feels are abusing the facility.

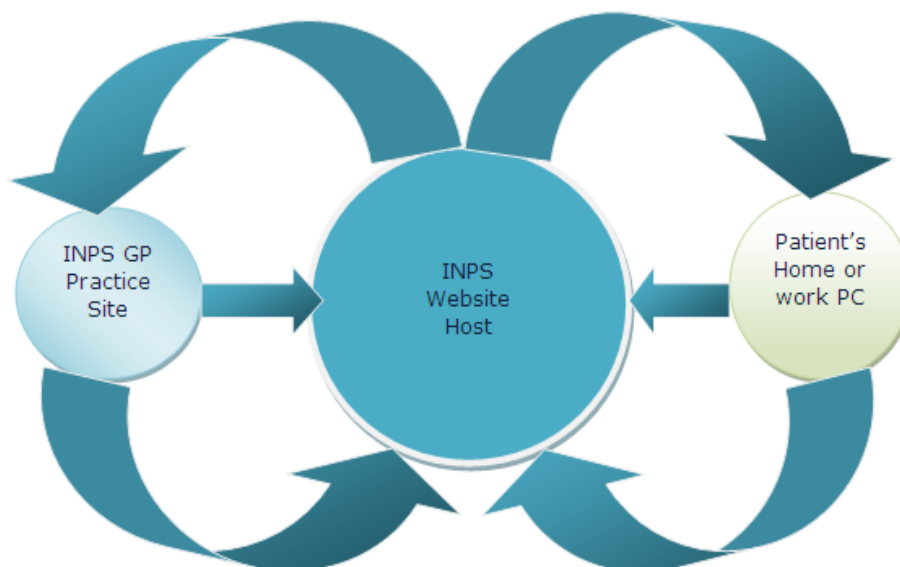
Benefits of Using Online Appointments

The benefits of Vision Online Appointments are:

- 1 • It will help ease demand on a busy practice reception.
- 2 • Patients will no longer have to queue at the practice or on the telephone to manage their appointments.
- 3 • It will allow patients to manage their appointments outside of surgery opening times, where surgery hours are not always convenient.
- 4 • Patients will be able to access their appointments wherever they have access to the internet i.e. work/home.
- 5 • It will reduce DNA's by making it easier for patients to cancel or change appointments

Flow of Information

The following diagram demonstrates how the information flows between the practice, patient and the INPS hosted server.



Workflow Overview

- 1 • Vision Online Appointments is available from DLM 310. This will then require additional setup by INPS following purchase of this product.
- 2 • In Vision Control Panel, you need to enable and configure Vision Online Services (VOS) for Online Appointments.
- 3 • Check Staff access and session setup.
- 4 • You may need to amend Vision Appointment Sessions, especially if Vision appointments is used by one or more branch surgeries
- 5 • In Vision Appointments you must then determine which appointments patients have access to Online, and reserve related appointment slots.
- 6 • Must add/review Appointment Cancellation messages for use online..
- 7 • Register patients for Vision Online Services, then print out the Registration Confirmation Letter.

Practice Setup

Online Appointments is available from DLM 310. To purchase Online Appointments please contact INPS Sales or your Account Manager. We will then arrange remote installation and configuration at your practice.

Following INPS setup you need to configure Vision Online Appointments using the tools available in Control Panel, see the [VOS Configuration User Guide](#) for further details.

NOTE – The VOS website is **not** available 24 hours per day. It may be unavailable, for example when backup is running at the Practice, or when the website is being updated.

Patient Registration

Once Vision Online Services have been activated, a new Online Services tab becomes available in **Vision - Registration** to enable you to create a Vision Online Appointments web account for the patient. This will keep a record of the status of their account. This account can be disabled if misused by the patient. See the "[VOS Registration User Guide](#)" for further details.

Configure Online Appointment for Website Use

For appointments to be available for patients to book online, you must mark the required appointments as Reserved for Web (see "[Reserving Slots](#)" on page 18). Before you do this, it is advised that you review the following options in Vision Appointments:

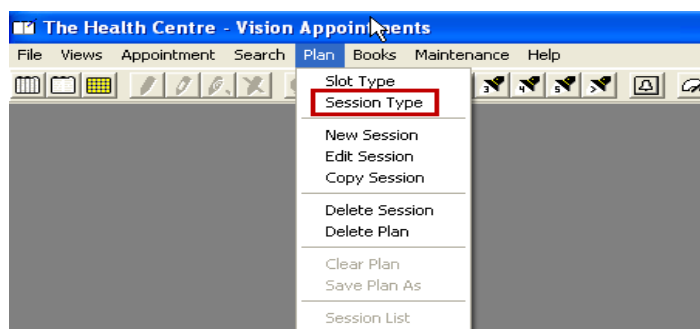
- **Session setup** – Review your session settings to ensure the correct details are available online, especially for branch surgery sessions. See "[Session Setup](#)" on page 7.
- **Travel Clinic** – Create a Travel Clinic session, patients can select the countries they are travelling to, when booking a Travel Clinic appointment. See "[Travel Clinic](#)" on page 11.
- **Cancellation Messages** – Are used in the practice and online to record a reason for cancelling an appointment. See "[Cancellation Reasons](#)" on page 13.
- **Patient Prompt** – In System Constants, turn on a prompt to enable you to register patients for Online Services. See "[Patient Prompt](#)" on page 14.
- **Appointments Refresh rate** – Determine how quickly Vision Appointments and Online Appointments details are updated. See "[Appointment Refresh Rate](#)" on page 15.

Session Setup

Session Type

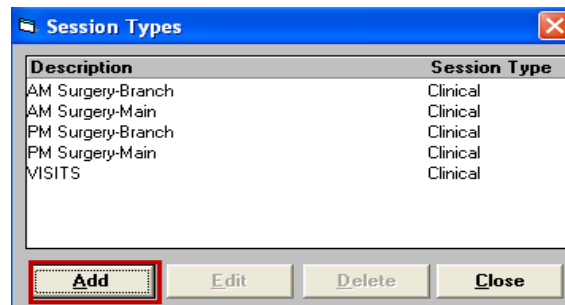
It is useful when using Online Appointments to keep the number of session headers to a minimum, for example AM Surgery, PM Surgery. These session headers can then be used to setup numerous individual sessions for the clinicians using appointments.

1. Go to **Vision Appointments – Plan – Session Type**.



Plan – Session Type

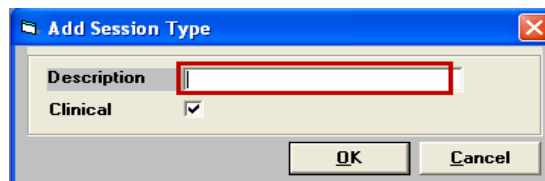
2. If you are a branch surgery and each site uses Appointments, it is recommended that you have a set of Session Headers for each site. For example, AM Surgery – Main Site, PM Surgery - Main Site, AM Surgery - Branch Site, PM Surgery – Branch Site etc. (Replace Main or Branch with actual name to identify site).



Session Types – Add

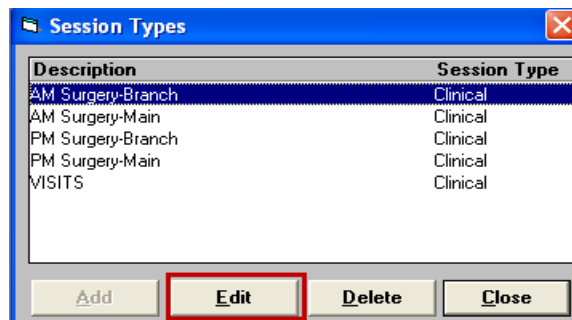
NOTE – Session Locations enables you to define which sessions are used at which locations. See "[VOS Configuration User Guide](#)" for further details.

- To add a new session, click **Add**, type your **description** in the description window; click **OK** to close. To add further sessions click on Add and repeat this process until you have added all the required sessions.



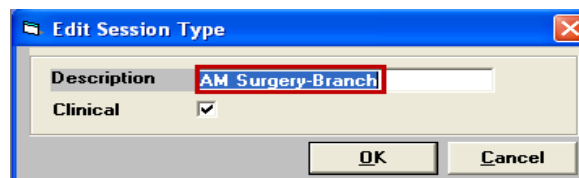
Session Type - Add

- To edit an existing session, highlight the session in the Session Types window, click **Edit**.



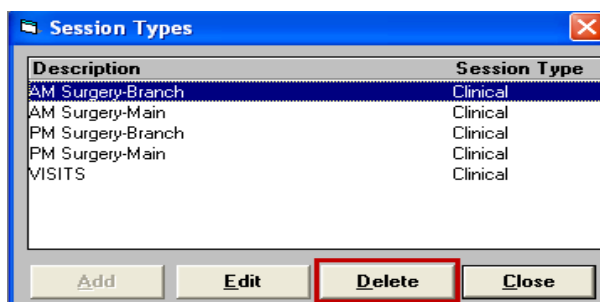
Session Types – Edit

- Change the text in the Description window as required, click **OK** to close.



Session Type – Edit

- To Delete an entry from Session Types, highlight the session in the Session Types window, click **Delete**.



Session Types – Delete

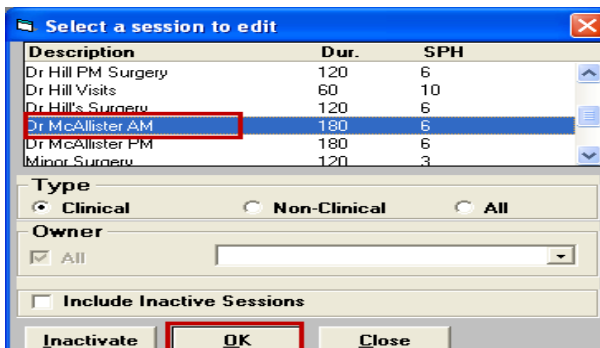
7. You are prompted: *Are you sure you want to delete the selected session types*, select **Yes** to confirm deletion, select **NO** to cancel the deletion.
8. If the Session is in use, you are prompted: *Session Type is being used in a Weekly Plan. You cannot delete this item.* You will need to edit the Weekly Plan to enable the deletion of the session type.

Editing a Session

Editing a Session may be required to change a Session Type or to change the Session Header Colour. It is recommended that you use Header colours to identify each site on the screen, for example, the Main Site has green headers; the branch site has blue headers.

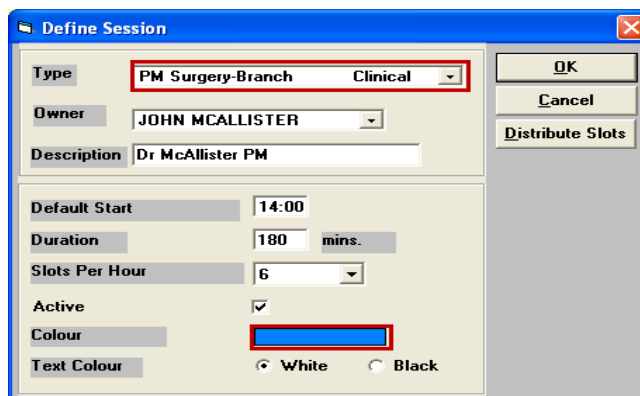
To Edit a session and/or change Session Header colour:

1. Go to **Vision Appointments – Plan – Edit Session**, highlight the session from the list. Click **OK** to select.



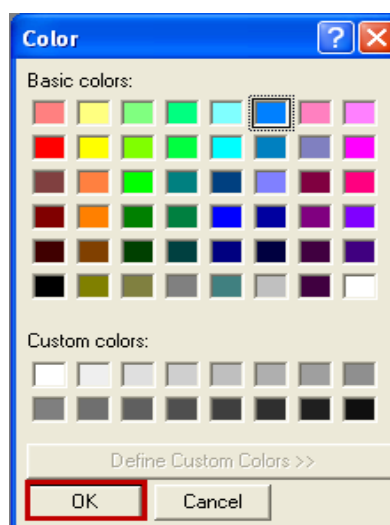
Edit Session

2. To change the Session Type, click on the arrow at the end of the Type box, select the correct **Session Type** from the list.



Edit Session

- To Change the Session Header Colour, click in the coloured box, you will be presented with a Colour Palette, select the required colour from the palette, click **OK** to return to the Edit Session Window.



Colour Palette

- Check the details, click **OK** to close. You may need to run modify books if already extended.

The Health Centre - Vision Appointments											
Reception View											
Doctors											
Mon	Tue	Wed	THUR	Fri	Doctors						
ALISON HILL				DAVID BURTON				JOHN MCALLISTER			
DR HILL'S SURGERY				DR BURTON AM				DR MCALLISTER AM			
09:00			09:30		09:30			09:30			
09:10			09:40		09:40			09:40			
09:20			09:50		09:50			09:50			
09:30			10:00		10:00			10:00			
09:40			10:10		10:10			10:10			
09:50			10:20		10:20			10:20			
10:00			10:30		10:30			10:30			
10:10			10:40		10:40			10:40			
10:20			10:50		10:50			10:50			
10:30			11:00		11:00			11:00			
10:40			11:10		11:10			11:10			
10:50			11:20		11:20			11:20			
DR HILL VISITS											
12:00			12:30		12:30			12:30			
12:05			12:40		12:40			12:40			
12:10			12:50		12:50			12:50			
12:15			13:00		13:00			13:00			
12:20			13:10		13:10			13:10			
12:25			13:20		13:20			13:20			
12:30			13:30		13:30			13:30			
12:35			13:40		13:40			13:40			
12:40			13:50		13:50			13:50			
12:45			14:00		14:00			14:00			
12:50			14:10		14:10			14:10			

Appointment List showing Coloured Headers

Travel Clinic

Sessions can now be defined as travel clinics. This enables the patient to select a country from a drop-down list, which is then added to the appointments comments and can be viewed in Consultation Manager and Appointments.

Home Appointments Prescriptions My Profile

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Confirm Appointment Request

Please ensure that the details below are correct before completing your booking request.

Date: Tuesday 29 Nov 2011
Time: 9:15 AM - 9:45 AM
Duration: 30 Minutes
Clinician/Clinic: Miss Nurse Prescriber
Main Speciality: Anaesthetics
Interest Speciality: Blood Transfusion
Role: Practice Nurse
Gender: Female
Location: The INPS Practice
Appointment Type: Travel Immunisation

Countries you are visiting
The appointment you have selected is for a Travel Clinic. Please select the countries you will be visiting below. If you selected this appointment by mistake, click [here](#) to return to the previous page.

Select Countries

- ☐ Afghanistan
- ☐ Albania
- ☐ Algeria
- ☐ American Samoa
- ☐ Andorra
- ☐ Angola
- ☐ Anguilla
- ☐ Antarctica
- ☐ Antigua And Barbuda
- ☐ Argentina

* Please note that your message may not be read until the time of your appointment and may be read by practice staff other than the clinician.

Confirm Appointment

Online Appointment – Travel Clinic

Create a Travel Clinic

NOTE – Create a Travel Clinic slot type so patients can identify Travel Clinic appointments.

1. From **Vision – Appointments – Plan** select **New Session** to create a new session, or **Edit Session** to change an existing session.
2. Check the existing details or add new details as required.
3. Tick the **Travel Clinic** box.

Define Session

Type: Morning Clinical

Owner: NURSE PRESCRIBER

Description: Travel Clinic

Default Start: 09:00

Duration: 120 mins.

Slots Per Hour: 4

Active: ☒

Colour:

Text Colour: ☒ White ☐ Black

Travel Clinic: ☒

VOS Message:

Buttons: OK, Cancel, Distribute Slots

Click to create a travel clinic

Add a message here which is displayed online

Session – Travel Clinic

4. Type a message in the **VOS Message** box; this is displayed to the patient when they select a travel clinic appointment.
5. Click Distribute Slots and change the slots to a travel clinic slot type. Click **OK**.
6. Click **OK** to save and close the session.
7. The session is now a travel clinic and can be added to the appointment books as required.

Home Appointments Prescriptions My Profile

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Confirm Appointment Request

Please ensure that the details below are correct before completing your booking request.

Date: Tuesday 29 Nov 2011
Time: 9:15 AM - 9:45 AM
Duration: 30 Minutes
Clinician/Clinic: Miss Nurse Prescriber
 Main Speciality: Anaesthetics
 Interest Speciality: Blood Transfusion
 Role: Practice Nurse
 Gender: Female

Location: The INPS Practice
Reason: Travelling to Antigua And Barbuda.
Appointment Type: Travel Immunisation

Please select a destination from the drop-down list

VOS message

Countries you are visiting
 The appointment you have selected is for a Travel Clinic. Please select the countries you will be visiting below. If you selected this appointment by mistake, click [here](#) to return to the previous page.

Select Countries

Further Information: *

(1000 characters left)

Patients select a country from the list, which is added to the comments box and can be viewed prior to and during their appointment

[Back](#) [Confirm Appointment](#)

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Online Appointments – Travel Clinic Booking

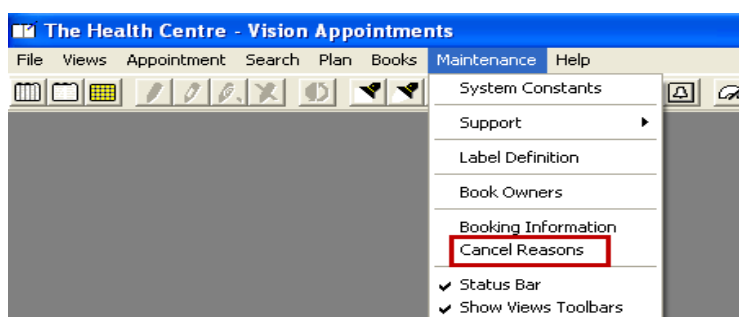
Cancellation Reasons

Cancellation reasons are also used by Online Appointments for patients to record a reason why they are cancelling their appointments.

NOTE – Cancellation Reason text can be edited in **Vision – Management Tools – Control Panel –Online Services Config** to make it more explicit to the patient. You can also define which reasons are available for patients. See “[VOS Configuration User Guide](#)” for further details.

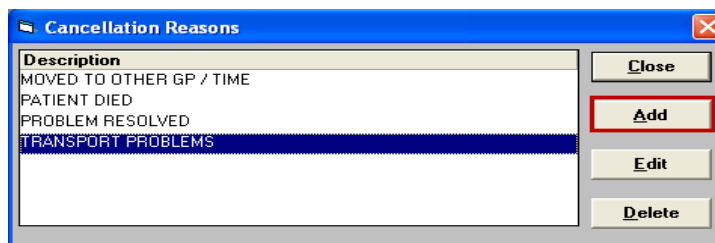
To review or add further Cancellation reasons:

1. Go to **Vision Appointments – Maintenance – Cancel Reasons**.



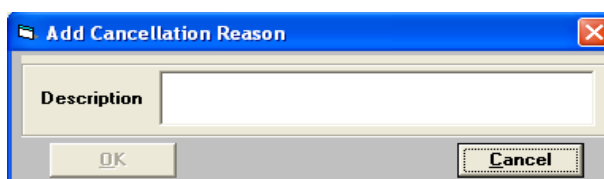
Maintenance – Cancel Reasons

2. To add a new Cancellation Reason, click on **Add**, this will open a new window.



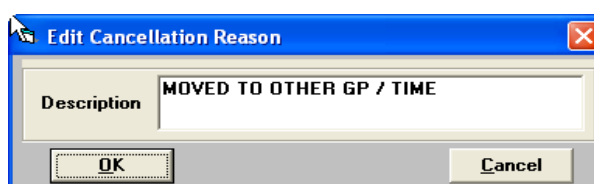
Cancellation Reasons - Add

3. Type the Cancel Reason in the description window and click **OK** to close.



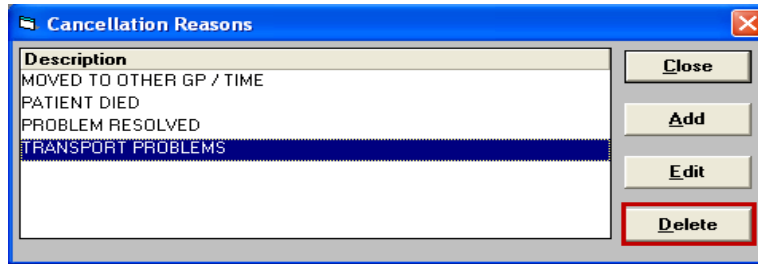
Add Cancellation Reason

4. To edit a Cancellation Reason, select the appropriate line in the description window and click the **Edit** button, make the required changes, then click **OK** to close.



Cancellation Reason - Edit

- To delete a Cancellation Reason, select the appropriate line in the description window and click the **Delete** button, the selected entry will now be deleted.



Cancellation Reason – Delete

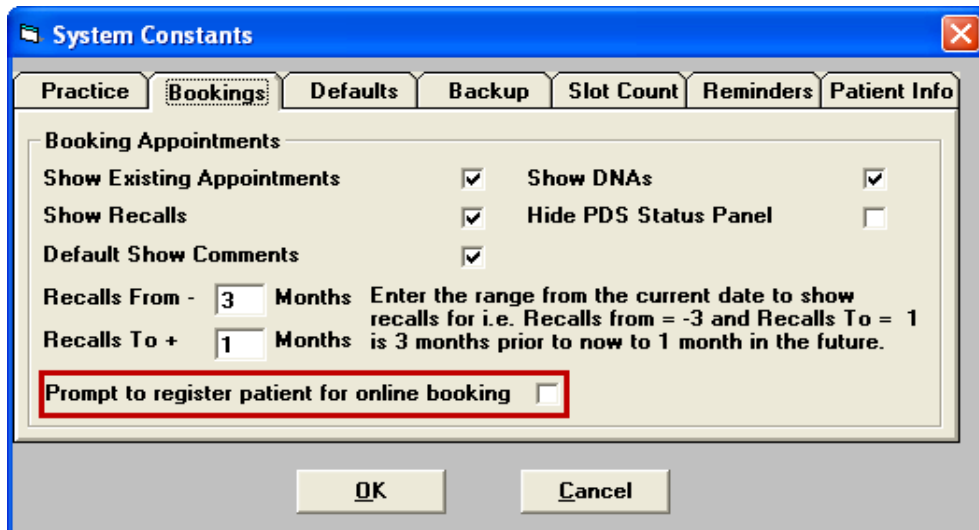
- Click **Close** to close the Cancellation Reasons window.

NOTE: Do not delete the reason **Moved to Other GP Practices/Time** as this is automatically used each time the appointment is re-arranged and forms part of the audit trail

Patient Prompt

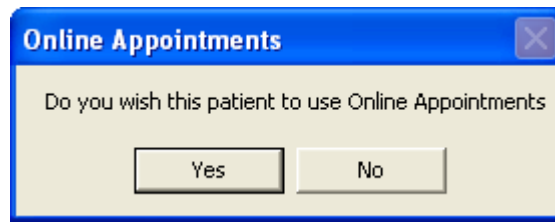
There is a setting in System Constants which you can turn on to prompt you that a patient is not registered for Vision Online Appointments. When used, the prompt opens the patient's Registration Screen to enable registration for Online Services.

- Go to **Vision – Appointments – Maintenance - System Constants – Bookings**; at the bottom of the page, select "Prompt to register patient for online booking" to turn on the prompt.



System Constants – Bookings

- Click **OK** to close.
- Once selected, each time you select a patient in Vision Appointments who is not registered for Online Appointments, you will be prompted "Do you wish this patient to use Online Appointments".



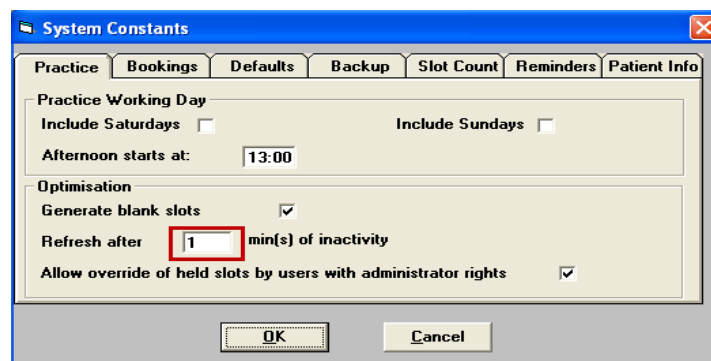
Online Appointment Prompt

4. Click on the appropriate button to proceed.
 - If you select **Yes**, the patient's Registration Screen opens in the background. Complete the appointment booking then click on the Registration Tab and register the patient for Online Appointments. See the "[VOS Registration User Guide](#)" for further details.
 - Selecting **No** from the prompt, results in no further action this time. You will be prompted the next time this patient is selected.
5. If the Patient is already registered for Online Appointments, you will not be prompted.

Appointment Refresh Rate

Vision Appointments will refresh to show appointments booked at other sites and via Vision Online Appointments. The rate the refresh takes is determined by the settings in System Constants.

1. Go to **Vision - Appointments - Maintenance- System Constants - Practice Tab**.



System Constants - Practice

2. Check the refresh settings at the prompt: *Refresh after XX min(s) of inactivity*. Amend this rate to 1, if required, for the quickest refresh rate.

NOTE: If your screen does not refresh quickly, you may find that when selecting a slot to book, the slot may appear on your screen to be free, however, if it has been selected and booked at a Branch or Online, you will not be able to proceed with the booking.

Configure Slot Type & Reserve Slots for Web Use

Slot Type

We have added some new options which are available when creating or editing Slot Types. New slot type options are:

- **Non-Bookable**
- **Non-Viewable**
- **Web Default**

NOTE – You can configure slot types to display a message to the patient when they book an appointment online. See "[VOS Configuration User Guide](#)" for further details.

Non-Bookable Slots

This enables you to create a slot type which can be added and viewed in the appointment book but cannot be booked. Non-bookable slots cannot be viewed or booked elsewhere in Vision or online.

Non-Viewable Slots

Non-viewable slots can be viewed from Vision Appointments, Consultation Manager, Mail Manager, and 3rd party applications. However, they are not displayed in VOS (Online). Non-viewable slots do not generate confirmation emails to VOS registered patients when booked.

Hint – Practices using appointments for internal messages should ensure that the slots used are Non-Viewable. These slots are then viewable throughout Vision and 3rd party applications, but cannot be seen by the patient in VOS.

Web Default

Defining a slot as Web Default automatically reserves the slot(s) for web use when added to a session. Each time the session is extended the slots are automatically created and marked **Reserve for Web**.

When used in a session the slot type warning message is displayed to the patient when booking the appointment. See "[Reserve for Web – Automatic](#)" on page 18.

Home Appointments Prescriptions My Profile

Please Contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Book an appointment

Available appointments are shown below. You can refine your search using the filters.

Search Filter

Date Period: This Week Day of Week: Wednesday Time of Day: Any Time Clinician/Clinic: Miss Nurse Prescribe Location: The INPS Practice Search Save Filter

Date	Time	Clinician/Clinic	Location
Wed 28 Sep 2011	9:00 AM - 9:15 AM		
Appointment type: Travel Immunisation			
Wed 28 Sep 2011	9:15 AM - 9:30 AM		
Appointment type: Travel Immunisation			

Gender: Female

Web default slot types are displayed to the patients when booking an appointment

Online Appointments – Appointment Booking

Make a Slot Non-Viewable, Non-Bookable or Web Default

- From **Vision – Appointments - Plan – Slot Type**, select an existing slot type and click **Edit**, or click **Add** to create a new slot type.
- Check the "Number of days that slot can be booked prior to appointment date" box. For Web Default slots adding a number limits the availability online of appointments with this slot type. For example if the number of days is set to 0, the slot is bookable online on the appointment day only. To ensure all web default slots are available online use the following settings:
 - When creating a new slot type leave the box blank, when saved this is displayed as -1.
 - If editing an existing slot, delete any existing number, when saved this is displayed as -1.
- Click the **Non – Bookable**, **Non-Viewable** or **Web Default** box as required.

Edit Slot Type

Description: Coffee Break

Warning Message: Protected time

Number of days that slot can be booked prior to appointment date:

Colour:

☒ Non-Bookable
☐ Non-Viewable
☐ Web Default

OK Cancel

Slot Type – Non-Viewable

- Click **OK** to save.

Reserving Slots

All appointment slots required for Online Appointments must be reserved in Vision Appointments. Only slots marked **Reserved for Web** will be available to patients to book online.

NOTE – Reserved for Web Slots also require Staff and Session setup in Vision Online Services before they are available to patients. See [“VOS Configuration User Guide”](#) for further details.

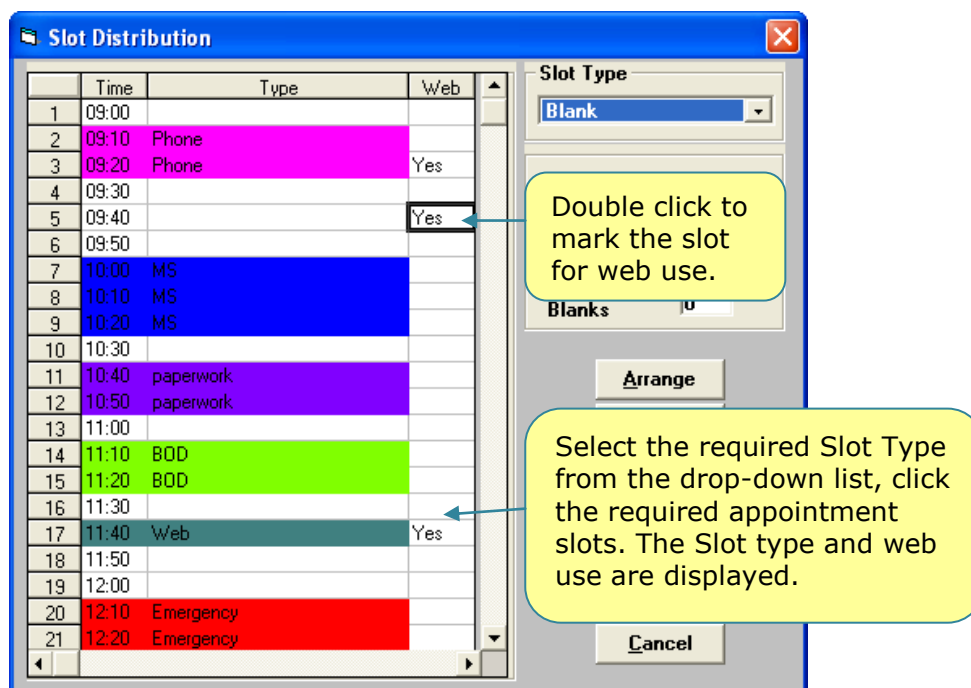
You can define slots for web booking when adding/editing sessions. If slots are defined as Web Default in a session, each time the session is extended the Reserved for Web slots are created automatically.

Reserved for Web slots can also be booked by the Practice manually, this process will need to be repeated each time the appointment books are extended or modified.

Reserve for Web – Automatic

Slots can be reserved for web use in the following ways:

- Define slots as Web Default, then add the slot type to a session using Distribute Slots, then extend or modify the session. Each time the session is extended the slots will be reserved for web use.
- Or, when creating or editing a session, click Distribute Slots then double click the **Web** column (double click again to remove), for the required appointment slots.

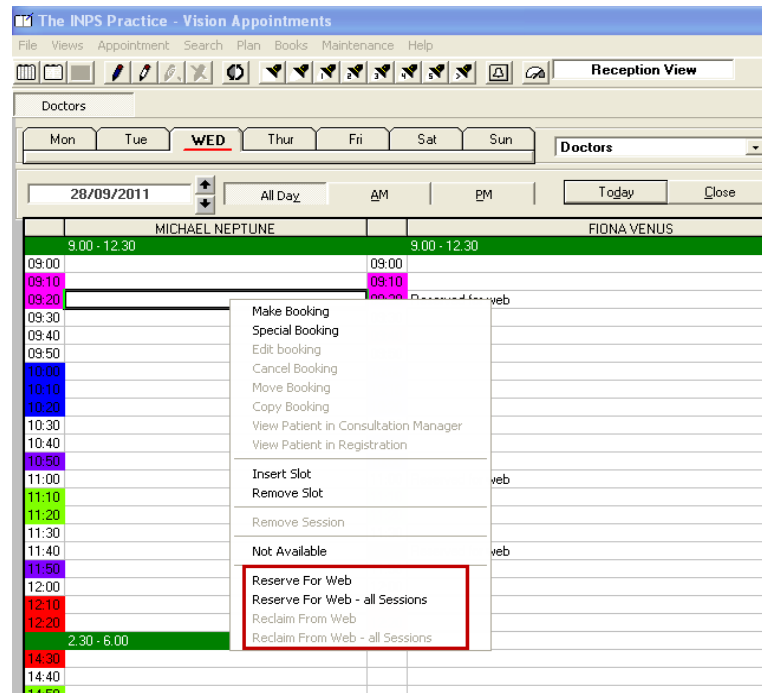


Slot Distribution

Reserve for Web - Manual

Reserving Slots manually can be done for:

- **Individual Appointments**
- **Multiple appointments**
- **Recurrent Appointments** - eg 11:00 appointment slot for all future matching 11:00 slots with matching session type and book owner.



Reserve Web Slots

Individual Appointments

Individual Appointments can be reserved for use by Online Appointments:

1. Go to Vision Appointments, open a view and highlight the required slot.
2. Right click; select **Reserve for Web** from the menu.
3. You will see the selected slot is now displayed as Reserved for web.
4. This slot can be released by highlighting the slot and right clicking, select **reclaim from Web**.

11:30	
11:40	Reserved for web
11:50	Reserved for web
12:00	
12:10	

Appointment Slot Reserved

Multiple Appointments

Multiple Appointments can be reserved for use by Online Appointments:

1. Go to Vision Appointments, open a view and find a slot to add, highlight the required slots by holding the **Control Key** on the keyboard, then clicking on each slot required.
2. Right click; select **Reserve for Web** from the menu.
3. You will see the selected slots are now shown as Reserved for web.
4. These slots can be released by highlighting the slots and right clicking, select **reclaim from Web**.

Recurring Appointments

Recurrent Appointments; for example, 11:00 appointment slot and all future matching 11:00 slots with matching session type and book owner, within a specified time frame, can be reserved for use by Online Appointments:

1. Go to Vision Appointments, open a view and find a slot(s) to reserve, highlight the required slot(s).
2. Right click; select **Reserve for Web – All Sessions** from the menu, this opens the Reserve For Web – all sessions window.
3. Enter a **Start** and **End** date (double click to access the calendar) to specify when the slots are to be reserved.
4. You are prompted to "Reserve the selected slots for all instances of their session in the selected time range". Select either:
 - **Option 1** – Irrespective of the owner of the session instance.
 - **Option 2** – Only if the owner of the session instance is the same as the owner of the selected slot.

Reserve For Web - all sessions

Start Date: 28/09/2011 End Date: 22/06/2012

Selected Slots

Session	Date\Time	Owner
9.00 - 12.30	11:30:00	CS
9.00 - 12.30	11:40:00	CS

Reserve the selected slots for all instances of their session in the selected time range...

☒ Irrespective of the owner of the session instance

☐ Only if the owner of the session instance is the same as the owner of the selected slot

Edit Session

OK Cancel

Reserve For Web – all sessions

5. Each current slot that matches the selection will now be reserved for use by Online Appointments. When extending appointment books, slots will be reserved for the time period specified.

IMPORTANT - You will need to repeat this process when the time period expires to reserve new extended slots.

6. You will see the selected slots are now shown as Reserved for web.
7. The reserved slot(s) can be released by highlighting a matching slot and right clicking, select **reclaim from web – all sessions**.

Reporting

To manage VOS Appointments, a new search is available in Vision Appointments to enable you to search for Reserved for Web slots. The Did Not Attend (DNA) search has also been updated:

Further reporting tools are available in Vision Appointments, they are:

- **Online Appointment Report** – this enables you to analyse online appointment usage by patients, looking at slots available, booked or cancelled. See "[Online Appointment Report](#)" on page 21 for further details.
- **Did Not Attend (DNA) Report** – this has been updated; the report now indicates whether the appointment was booked online.

A further search tool has been added to Search and Reports to enable you to list patients at each stage of VOS registration eg patients with an active VOS account. See "[VOS Registration User Guide](#)" for further details.

Online Appointment Report

A new search and report facility has been created to allow analysis of Vision Online Appointments. All of the reports can be printed, if required. You can select one of the following Report Types from the drop-down menu:

- **Slot Available Online**
- **Slots Booked Online**
- **Slots Cancelled Online**

To print the report:

1. From the Appointments module, go to **Search – Online Appointments Report**.

Online Appointments Report

2. Select the required report form the **Report Type** drop down list eg Slots available online.
3. Select the required owners; use the tick box for **All**.
4. Select the required date range. The start date is today's date by default. The end date can be left blank.
5. Select a **Date of** option from the drop-down list, the options are:
 - **Slots available online** – Date of Appointment only.
 - **Slots booked online** – Select date of Appointment, or date of Booking.
 - **Slots cancelled online** – Select date of Appointment, Booking or Cancelled.
6. Click **Print** to run and print the report.
7. To view the report on screen, click **Print Preview**, this report can then be printed. To print click the **Print** button. Click **Close** to finish.

<u>Online Appointments Report</u>		
<u>Scope of report - Slots available online</u>		
<u>Owners included - All Active</u>		
<u>Date Range (Appointment Date) : 09/02/2012 to end of file</u>		<u>Requested by : SYS</u>
<u>Date and Time</u>	<u>Book Owner</u>	<u>Slot Type</u>
Thu 09/02/2012 09:40	CAROL SATURN	Web
Thu 09/02/2012 11:40	MICHAEL NEPTUNE	Normal
Thu 09/02/2012 11:40	CAROL SATURN	Web
Thu 09/02/2012 11:50	MICHAEL NEPTUNE	paperwork
Thu 09/02/2012 11:50	CAROL SATURN	paperwork
Fri 10/02/2012 09:40	CAROL SATURN	Web
Fri 10/02/2012 11:40	MICHAEL NEPTUNE	Normal
Fri 10/02/2012 11:40	CAROL SATURN	Web
Fri 10/02/2012 11:50	MICHAEL NEPTUNE	paperwork
Fri 10/02/2012 11:50	CAROL SATURN	paperwork
Mon 13/02/2012 09:40	CAROL SATURN	Web
Mon 13/02/2012 11:40	MICHAEL NEPTUNE	Normal
Mon 13/02/2012 11:40	CAROL SATURN	Web
Mon 13/02/2012 11:50	MICHAEL NEPTUNE	paperwork

Example of Online Appointments Report – Slots Available Online

NOTE – The reason for the appointment (if added) is now included in this report.

Did Not Attend (DNA) Report

The DNA report has been updated to display DNA's which have been booked online. To run the report go to **Vision – Appointments – Search – Did Not Attend Report**, select a date range, clinician(s) and exclude booking reasons if applicable.

Did Not Attend Report

Owners

☒ All

CAROL SATURN
FIONA VENUS
FLU
MICHAEL NEPTUNE
NURSE PRESCRIBER

Date Range

Start: 30/06/2011
End: 29/09/2011

Minimum Number of DNAs
Include patients with ☐

Options:

Print
Print Preview
Print Options
Create Group
Close

Exclude Booking Information

Description

AT RECEPTION
PHONE CALL
WEBSITE BOOKING

DNA Report

Click **Print Preview** to view the report prior to printing, then **Print** to print the report. DNAs that have been booked online are shown with (Online Booking) printed below the appointment details.

Print Preview
Print
Next Page
Prev Page
Zoom In
Zoom Out
Close

Dil Not Attend Report

Range : 08/08/2011 to 12/10/2011
Requested by : SYS

Owners: MICHAEL NEPTUNE

OWEN BENJAMIN 1109746415 11/09/1974	2 DNAs from 2 booked appointments
On 11/08/2011 at 09:50 with MICHAEL NEPTUNE (Online Booking) On 24/08/2011 at 09:10 with MICHAEL NEPTUNE (Online Booking)	
RAJESH JORDAN 3004889137 30/04/1988	2 DNAs from 2 booked appointments
On 11/08/2011 at 17:40 with MICHAEL NEPTUNE On 30/08/2011 at 16:30 with MICHAEL NEPTUNE	
JACK DANIEL 0108459314 01/08/1945	1 DNAs from 1 booked appointments
On 15/09/2011 at 15:50 with MICHAEL NEPTUNE	
HAINES SHEILA 2909612503 29/09/1961	1 DNAs from 1 booked appointments
On 21/09/2011 at 15:00 with MICHAEL NEPTUNE	
Total: 6 DNAs from 6 booked appointments	


DNA Report – showing Online Bookings

Online Appointments (Patients)

Overview

Once the patient has registered and activated their account they can use the modules available at the practice. This section of the user guide details how the patient uses the Online Appointments module to book, cancel and view appointment details.

Booking an Appointment

1. Once logged in, from the VOS Home page, select the **Appointments**  tab.
2. To book an appointment, click on the link on the Appointments Screen to search for available appointments.

Click [here](#) to book a new appointment.

[Link to book appointment](#)

3. Use the drop down arrows to make selections ie, date period, day of the week, time, clinician/clinic, location then click **Search**.

NOTE – Hold the CTRL or Shift key when selecting from the lists eg. Clinicians, this will keep the list open so that you can select multiple items.

Book an appointment

Available appointments are shown below. You can refine your search using the filters.

Date Period	Day of Week	Time of Day	Clinician/Clinic	Location		
Next 48 Hours	Any Day	Any Time	Any Clinician/Clinic	Any Location	Search	Save Filter
Next 48 Hours	Any Day	Any Time	<input type="checkbox"/> Any Clinician/Clinic	Any Location		
This Week	Monday	Morning	<input type="checkbox"/> Dr Carol Saturn	The INPS Practice		
Next Week	Tuesday	Afternoon	<input type="checkbox"/> Dr Fiona Venus			
This Month	Wednesday		<input type="checkbox"/> Dr John Locum			
Next Month	Thursday		<input type="checkbox"/> Dr Michael Neptune			
All Dates	Friday		<input type="checkbox"/> Flu			
Specific Date...	Saturday		<input type="checkbox"/> Miss Nurse Prescribe			
Between Dates...	Sunday		<input type="checkbox"/> Travel Clinic			

[Search Filter](#)

4. To search for a Specific Date: Select **Specific Date** from the Date Period drop-down list, a calendar is displayed defaulting to today's date. Change the month and/or year using the drop-down menus or arrows at the top of the

calendar, then click on the specific date required. The selected date is displayed in the search filter.

Use the arrows or drop-down lists to change month and year

Today is 03-10-2011

M	T	W	T	F	S	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Selected date is 03-10-2011

Cancel Select

Click on the required date, then click Select

Select Date - Calendar

- To search between dates: Select **Between Dates** from the Date Period drop-down list, a Select Range window opens displaying two calendars. Change the month and/or year using the drop-down menus or arrows at the top of each calendar, then select the start date on the first calendar and an end date on the second calendar.. The selected date range is displayed in the search filter.

Use the arrows or drop-down lists to change month and year

Today is 03-10-2011

M	T	W	T	F	S	S	M	T	W	T	F	S	S
26	27	28	29	30	1	2	26	27	28	29	30	1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28	29	30	24	25	26	27	28	29	30
31	1	2	3	4	5	6	31	1	2	3	4	5	6

Cancel Select

Click on the required dates, then click Select

Select Range - Calendar

- You can save the Clinician/Clinic and Location selections you have made to use again next time you make an appointment. Click **Save Filter** you are prompted: "You have selected to save the current filter. This will make your selections for **Clinician/Clinic** and **Location** the defaults next time you wish to book an appointment".

Save Filter

You have selected to save the current filter. This will make your selections for **Clinician/Clinic** and **Location** the defaults next time you wish to book and appointment

Clinician/Clinic:

Dr Carol Saturn

Location:

The INPS Practice

Close

Save Filter

Save Filter

- Click **Save Filter**, you are prompted: "Your filter has been saved successfully". Click **Close** to finish.

Filter Saved


Your filter has been saved successfully

Close

NOTE – The saved filter is used next time you login.

- Use the presented list of available appointments to choose the appropriate appointment for you.

NOTE – The Clinicians gender, role and special clinical interest(s) (if recorded) are displayed.

- Select an appointment by clicking the **Book**  link at the end of the line or double clicking the appointment details.

Book an appointment

Available appointments are shown below. You can refine your search using the filters.

Search Filter

Date Period

Day of Week

Time of Day

Clinician/Clinic

Location

Search

Save Filter

Date	Time	Clinician/Clinic	Location
Wed 23 Nov 2011	9:50 AM - 10:00 AM	Dr Michael Neptune Main Speciality: <i>Audiological Medicine</i> Interest Speciality: <i>Cardiology</i> Role: <i>Partner</i> Gender: <i>Male</i>	The INPS Practice
Wed 23 Nov 2011	9:50 AM - 10:00 AM	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i>	The INPS Practice
Wed 23 Nov 2011	10:00 AM		The INPS Practice

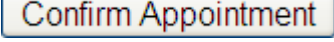
The Clinicians special clinical interests, role and gender are displayed here (if recorded)

The appointment list can display the appointment type

[Details](#) | [Book](#)

Available Appointments

- The Confirm Appointment Request screen is displayed, please check the details. You can enter a Reason for the appointment, for example medication review (max 1000 characters).

- Click **Confirm Appointment**  to book the appointment.

Confirm Appointment Request

Please ensure that the details below are correct before completing your booking request.

Date: Wednesday 23 Nov 2011
Time: 11:40 AM - 11:50 AM
Duration: 10 Minutes
Clinician/Clinic: Dr Carol Saturn
 Main Speciality: Speech Therapy
 Interest Speciality: Ante-natal clinic
 Role: Partner
 Gender: Female
Location: The INPS Practice

Depending on the preferences of your practice the duration may be displayed.

Reason for the appointment? *

(1000 characters left)

* Please note that your message may not be read until the time of your appointment and may be read by practice staff other than the clinician.

[Back](#) Confirm Appointment

Confirm Appointment Request

12. An Appointment Booking: Succeeded confirmation message is displayed along with your appointment details. Please make a note of these. You will also receive a confirmation email with these details. You may also receive a SMS (Text) message if used at your Practice.

Appointment Booking: Succeeded

Your appointment booking was successful.

Please make a note of the details below. You will receive a confirmation email shortly.

Date: Wednesday 23 Nov 2011
Time: 11:40 AM - 11:50 AM
Duration: 10 Minutes
Clinician/Clinic: Dr Carol Saturn
 Main Speciality: Speech Therapy
 Interest Speciality: Ante-natal clinic
 Role: Partner
 Gender: Female
Location: The INPS Practice
Reason:


Print
Save to Calendar
[Results](#) | [Appointments Home](#)

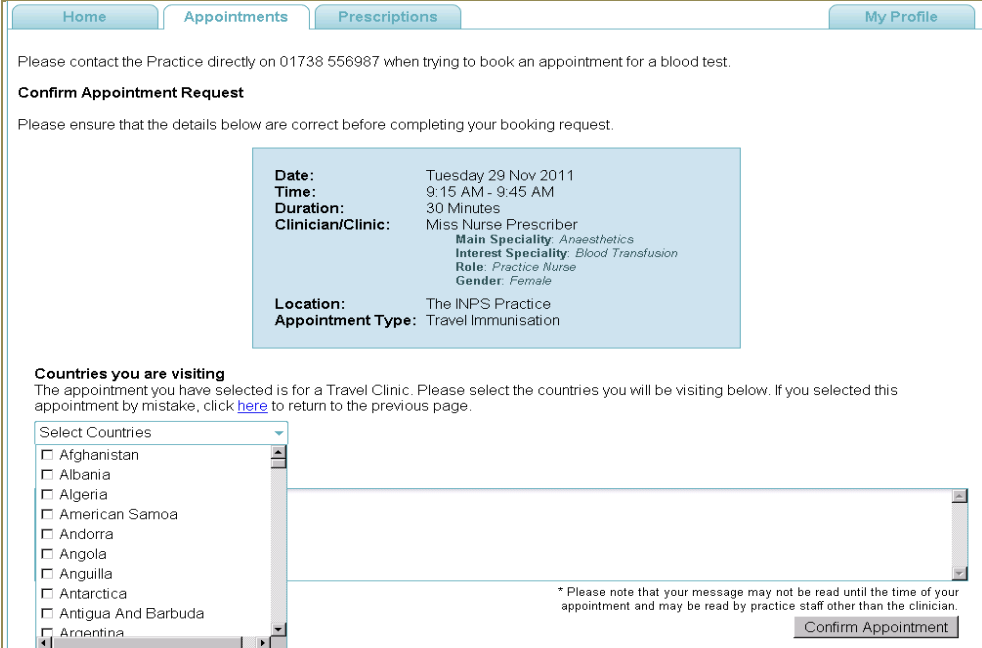
Appointment Booking Confirmed

13. To print the details, click the **Print** Print button, this will open the printer window (if available) click Print to continue.
14. To save the details to your calendar, click the **Save to Calendar** Save to Calendar Button, you are prompted to Open or Save.
15. Click **Appointments Home** [Appointments Home](#) to return to the Appointments tab or **Results** [Results](#) to return to the **Book an appointment** page to select another appointment.

Booking a Travel Clinic Appointment

You practice may have created some appointments as Travel Clinic appointments, when selected to book, you are prompted to select the country you are travelling to.

1. Select a Travel Clinic appointment, click **Book** .
2. Click to expand the **Countries you are visiting** drop-down list, tick the boxes of the countries you are visiting.



Home Appointments Prescriptions My Profile

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Confirm Appointment Request

Please ensure that the details below are correct before completing your booking request.

Date: Tuesday 29 Nov 2011
Time: 9:15 AM - 9:45 AM
Duration: 30 Minutes
Clinician/Clinic: Miss Nurse Prescriber
Main Speciality: Anaesthetics
Interest Speciality: Blood Transfusion
Role: Practice Nurse
Gender: Female
Location: The INPS Practice
Appointment Type: Travel Immunisation

Countries you are visiting
The appointment you have selected is for a Travel Clinic. Please select the countries you will be visiting below. If you selected this appointment by mistake, click [here](#) to return to the previous page.

Select Countries

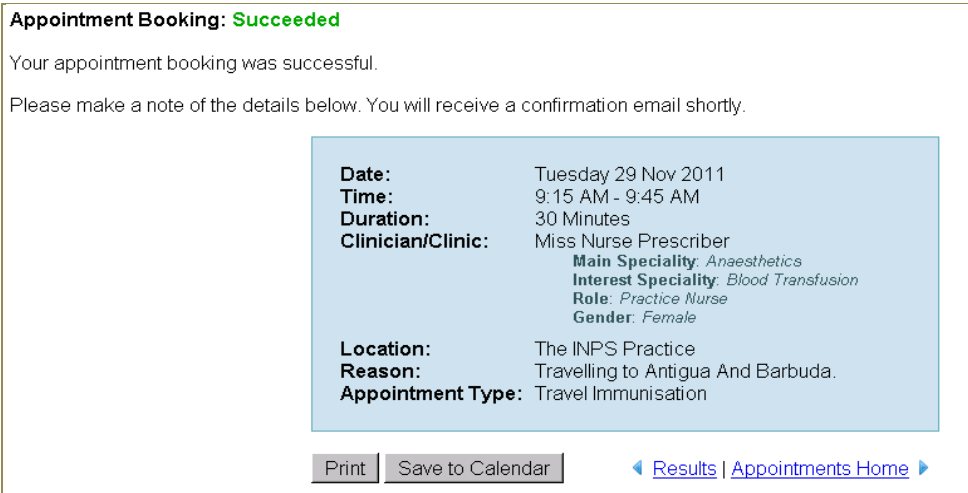
- ☐ Afghanistan
- ☐ Albania
- ☐ Algeria
- ☐ American Samoa
- ☐ Andorra
- ☐ Angola
- ☐ Anguilla
- ☐ Antarctica
- ☐ Antigua And Barbuda
- ☐ Argentina

* Please note that your message may not be read until the time of your appointment and may be read by practice staff other than the clinician.

[Confirm Appointment](#)

Travel Clinic

3. Add any additional details to the **Reason for Appointment** box if required.
4. Click **Confirm Appointment** to book the appointment.
5. An Appointment Booking: Succeeded confirmation message is displayed along with your appointment details. Please make a note of these. You will also receive a confirmation email with these details. You may also receive a SMS (Text) message if used at your Practice.



Appointment Booking: Succeeded


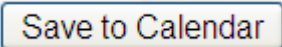
Your appointment booking was successful.

Please make a note of the details below. You will receive a confirmation email shortly.

Date: Tuesday 29 Nov 2011
Time: 9:15 AM - 9:45 AM
Duration: 30 Minutes
Clinician/Clinic: Miss Nurse Prescriber
Main Speciality: Anaesthetics
Interest Speciality: Blood Transfusion
Role: Practice Nurse
Gender: Female
Location: The INPS Practice
Reason: Travelling to Antigua And Barbuda.
Appointment Type: Travel Immunisation

[Print](#) [Save to Calendar](#) [Results](#) | [Appointments Home](#)

Appointment Booking Confirmed

6. To print the details, click the **Print**  button, this will open the printer window (if available) click Print to continue.
7. To save the details to your calendar, click the **Save to Calendar**  Button, you are prompted to Open or Save.
8. Click **Appointments Home** [Appointments Home](#) ► to return to the Appointments tab or **Results** [Results](#) ◀ to return to the **Book an appointment** page to select another appointment.



Maximum number of bookings

Depending on the preferences of your practice, there may be a maximum number of appointments you can make. Once the maximum limit is reached, no further bookings can be made online and “*you have reached the maximum number of booking allowed. No further bookings can be made at this time*” is displayed. The website will list all appointments you currently have booked, regardless of whether you booked at your GP Practice or using Online Appointments.

To book further appointments, you can review the list of booked appointments and if necessary cancel one of the bookings, which will then permit you to make a new appointment. Alternatively, contact your GP Practice to make a further appointment.

Future Appointments

The list below displays all the appointments you have booked.

Date	Time	Clinician/Clinic	Location	
Fri 1 Jun 2012	9:50 AM - 10:00 AM	Miss Nurse Prescriber	The INPS Practice	 Details  Cancel
Fri 1 Jun 2012	1:50 PM - 2:00 PM	Miss Nurse Prescriber	The INPS Practice	 Details  Cancel
Mon 4 Jun 2012	10:20 AM - 10:30 AM	Dr Michael Neptune	The INPS Practice	 Details  Cancel
Mon 4 Jun 2012	12:10 PM - 12:20 PM	Dr Michael Neptune	The INPS Practice	 Details  Cancel
Fri 8 Jun 2012	11:30 AM - 11:40 AM	Miss Nurse Prescriber	The INPS Practice	 Details  Cancel

You have reached the maximum number of bookings allowed. No further bookings can be made at this time.

Click [here](#) for more information.

Maximum Bookings Reached

Viewing existing Appointments

To access Online Appointments:

1. From the Vision Online Services front page, select the **Appointments**

Appointments

tab.

Future Appointments				
The list below displays all the appointments you have booked.				
Date	Time	Clinician/Clinic	Location	
Fri 14 Oct 2011	2:40 PM - 2:50 PM	Dr Carol Saturn	The INPS Practice	Details Cancel
Tue 18 Oct 2011	9:15 AM - 9:30 AM	Miss Nurse Prescriber	The INPS Practice	Details Cancel




Appointments Screen – with appointments booked

2. Any future appointments you have booked, whether they were booked at the Practice or Online, are displayed. The following details are displayed:

- **Date**
- **Time**
- **Clinician/Clinic**
- **Location**

Click on Details  [Details](#) to view further information.

If you do not have any booked appointments, “*You have no appointments booked*” is displayed.


 VISIONonline Home > Appointments		Help Logout	
Home	Appointments	Prescriptions	My Profile
Please contact one of the team directly when trying to book an appointment for a blood test. Practice number is  01738 445896 			
<div>You have no appointments booked.</div>			
Click here to book a new appointment.			

Appointments Screen – no appointments booked

Editing an Appointment Booking Reason

Depending on the preferences of your practice you may be able to add or edit the booking reason.

To Add A Booking Reason:

1. From the Vision Online Services front page, select the **Appointments**  tab.
2. Any future appointments you have booked, whether they were booked at the Practice or Online, are displayed. The following details are displayed:
 - **Date**
 - **Time**
 - **Clinician/Clinic**
 - **Location**

Click on Details  [Details](#) to view further information.

3. If you have not previously added a booking reason, there is a link to enable you to add one. Click **Add** [\(add\)](#).
4. The Edit Appointment Request window opens, type your reason in the **Reason for appointment** window (max 1000 characters).



VISIONONLINE
Home > Appointments > Edit Reason

Home Appointments Prescriptions My Profile

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Edit Appointment Request

Please edit the reason for your appointment below. If you would like to change any of the other details, please cancel the appointment and rebook or contact your GP Practice.

Date:	Wednesday 23 Nov 2011
Time:	11:00 AM - 11:10 AM
Duration:	10 Minutes
Clinician/Clinic:	Dr Carol Saturn Main Speciality: Speech Therapy Interest Speciality: Ante-natal clinic Role: Partner Gender: Female
Location:	The INPS Practice

Reason for the appointment? *

(1000 characters left)


* Please note that practice staff other than the clinician may read this.

[Back](#) [Edit Appointment](#)

Edit Appointment Request

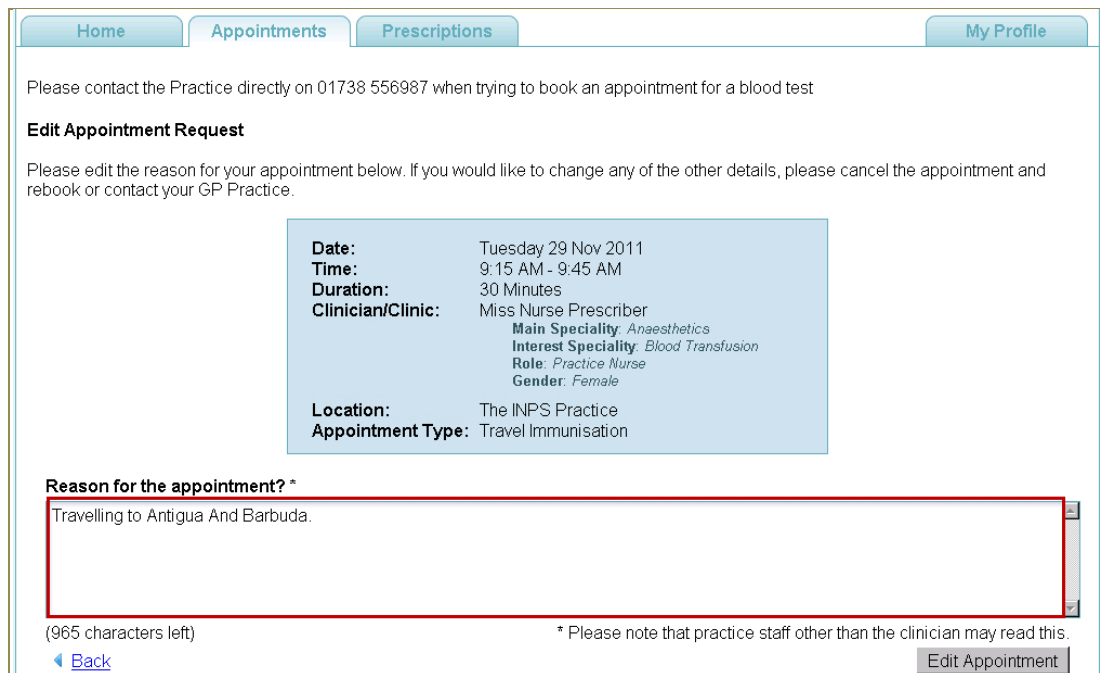
5. Click **Edit Appointment** to continue.
6. You are prompted: **Appointment Editing: Succeeded.**

To Edit a Booking Reason

1. From the Vision Online Services front page, select the **Appointments**  tab.
2. Any future appointments you have booked, whether they were booked at the Practice or Online, are displayed. The following details are displayed:
 - **Date**
 - **Time**
 - **Clinician/Clinic**
 - **Location**

Click on Details  [Details](#) to view the booking reason.

3. To edit the booking reason, click **edit** [\(edit\)](#).
4. The Edit Appointment Request window opens, your existing reason shown in the **Reason for appointment** window, you can edit or add further details to this message. (max 1000 characters).



Home Appointments Prescriptions My Profile

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Edit Appointment Request

Please edit the reason for your appointment below. If you would like to change any of the other details, please cancel the appointment and rebook or contact your GP Practice.

Date:	Tuesday 29 Nov 2011
Time:	9:15 AM - 9:45 AM
Duration:	30 Minutes
Clinician/Clinic:	Miss Nurse Prescriber Main Speciality: Anaesthetics Interest Speciality: Blood Transfusion Role: Practice Nurse Gender: Female
Location:	The INPS Practice
Appointment Type:	Travel Immunisation

Reason for the appointment? *

Travelling to Antigua And Barbuda.

(965 characters left) * Please note that practice staff other than the clinician may read this.

[Back](#) [Edit Appointment](#)

Edit Appointment Request

5. Click **Edit Appointment** to continue.
6. You are prompted: Appointment Editing: Succeeded

Missed Appointments

Appointments that you have booked, whether booked at the practice or online that you failed to keep or cancel may be displayed on the Appointments tab; depending on your practices preference.

The screenshot shows the 'Appointments' tab selected in the top navigation bar. Below the navigation bar, there is a message: 'Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test'. Under the 'Future Appointments' section, a table lists one appointment for Tuesday 18 Oct 2011 at 9:15 AM - 9:30 AM with Miss Nurse Prescriber at The INPS Practice. Below this, the 'Missed Appointments' section shows a table with two entries: Monday 26 Sep 2011 at 11:00 AM with Dr Michael Neptune, and Tuesday 4 Oct 2011 at 9:00 AM with Miss Nurse Prescriber. A link to book a new appointment is at the bottom.

VISIONonline
Home > Appointments

Home Appointments Prescriptions My Profile

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Future Appointments

The list below displays all the appointments you have booked.

Date	Time	Clinician/Clinic	Location
Tue 18 Oct 2011	9:15 AM - 9:30 AM	Miss Nurse Prescriber	The INPS Practice

[Details](#) [Cancel](#)

Missed Appointments

The list below displays all the appointments that you had booked, but did not attend. Please note that if you miss too many appointments, your online account will be disabled. Click [here](#) to find out how to cancel an appointment online.

Date	Time	Clinician/Clinic
Mon 26 Sep 2011	11:00 AM	Dr Michael Neptune
Tue 4 Oct 2011	9:00 AM	Miss Nurse Prescriber

Click [here](#) to book a new appointment.

Online Appointments – Missed Appointments

Depending on preferences of your practice, there may also be a limit to how many appointments you can miss before your account is disabled. Once the limit is reached you are prevented from signing in to Vision Online website. Contact your practice for further details.

The screenshot shows the 'Sign In' tab selected. A message states: 'Welcome to Vision Online, our new service that allows you to manage your healthcare online. Click [here](#) to find out more.' Below this is a 'Sign In' box. Inside the box, it says 'Already registered? Sign in below.' followed by a red error message: 'User account has been disabled. Please contact your Practice.' There are input fields for Practice ID, Username, and Password, each with a 'Search' or 'Forgotten' link. A 'Sign In' button is at the bottom of the box. Below the box, there is a 'Need to Register?' section with a link to register.

Sign In Register

Welcome to Vision Online, our new service that allows you to manage your healthcare online. Click [here](#) to find out more.

Sign In

Already registered? Sign in below.

User account has been disabled. Please contact your Practice.

Practice ID:

Username: [Forgotten username?](#)

Password: [Forgotten password?](#)

For help signing in click [here](#)

Need to Register?

Click [here](#) to register for Vision Online Services.

Account Disabled

Cancelling an Appointment Booking

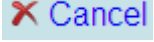
If you no longer require an appointment, please remember to cancel it as soon as possible so it can be used by someone else. Failure to cancel the appointment before the appointment time will result in a missed appointment.

To cancel an appointment:

1. From the Vision Online Services front page, select the **Appointments**



 tab.

2. Any future appointments you have booked, whether they were booked at the Practice or Online, are displayed. You can view the date, start and finish time, clinician and location of the appointment(s).

3. Find the appointment you wish to cancel and click **Cancel** .

Future Appointments

The list below displays all the appointments you have booked.

Date	Time	Clinician/Clinic	Location	
Wed 21 Sep 2011	11:50 AM - 12:00 PM	Dr Carol Saturn	The INPS Practice	Details 
Thu 22 Sep 2011	11:30 AM - 11:40 AM	Dr Carol Saturn	The INPS Practice	Details 

Click [here](#) to book a new appointment.

Future Appointment Details

4. The Cancel Appointment window is displayed. Please check the appointment details and select a **Reason for the cancellation** from the drop-down menu.

NOTE – Depending on the preferences of your practice, you may not be permitted to cancel appointments online. An error message is displayed advising you that you cannot cancel the appointment online and must contact your practice prior to the appointment time to cancel.

Cancel Appointment

Please ensure that the details below are correct before cancelling this appointment.

Date: Wednesday 23 Nov 2011
Time: 11:00 AM - 11:10 AM
Duration: 10 Minutes
Clinician/Clinic: Dr Carol Saturn
Main Speciality: Speech Therapy
Interest Speciality: Ante-natal clinic
Role: Partner
Gender: Female
Location: The INPS Practice

Reason for the cancellation? *

HAS RECOVERED

* Please note that practice staff other than the clinician may read this.

[Back](#)



Cancel Appointment

5. Next, click the **Cancel Appointment**  button.

6. An Appointment Cancellation: Succeeded confirmation message is displayed. You may receive a cancellation confirmation email and/or SMS message (depending on the services available at your Practice).

Appointment Cancellation: Succeeded
Your appointment was cancelled successfully.
A confirmation email has been sent to your registered email address.

Date:	Wednesday 23 Nov 2011
Time:	11:00 AM - 11:10 AM
Duration:	10 Minutes
Clinician/Clinic:	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i> Gender: <i>Female</i>
Location:	The INPS Practice

[Appointments Home](#) ▶

Appointment Cancellation Confirmation

Cancellation Cut Off Period

Your practice may have set a cancellation cut off period; this prevents booked appointments from being cancelled at a set time period before the appointment time. For example, your Practice set a cut off period of 30 minutes. If you try to cancel an appointment 30 minutes before you are due to attend, you are prevented from cancelling the appointment online. You will have to contact your GP Practice directly to cancel the appointment.

Appointment Details ✕
Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test
This appointment cannot be cancelled online. Please contact your GP Practice.

Date:	Wednesday 23 Nov 2011
Time:	11:00 AM - 11:10 AM
Duration:	10 Minutes
Clinician/Clinic:	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i> Gender: <i>Female</i>
Location:	The INPS Practice

Close

Appointment Details – Cannot Cancel Appointment Online