

# Scheduling bulk appointments using Appointment Booking URL's – SystmOne

## SETTING UP APPOINTMENT INVITATION TYPES

To publish appointments to the appointment booking website and send invitations to patients, you will need to configure the list of available Appointment Invitation Types.

The Appointment Invitation Types allows you to determine which patients can book into which appointment slots. For example, you may wish to run two different rotas, one for your Flu campaign and another later for your COVID-19 Booster vaccinations. This can be done by setting up two different invites, or one session for the Joint clinic for Flu and COVID Booster vaccinations.

Appointment Invitation Types is a configured list which needs to be selected using the following steps:

- 1. Setup > Users & Policy > Configured Lists
- 2. From the tree select Appointments > Appointment Invitation Type.



3. Press the Configure List icon and select the appropriate invitation type e.g. Flu Campaign or COVID-19 Vaccination Booster Dose as displayed below. (The appropriate Invitation Types must be visible in the right-hand column where it states Permitted Options).

Permitted Options				
Allow users to select options outside this defined list				
Restore List to Default Configuration				
Name	— <b>▼</b>			
Flu Campaign	A			
COVID-19 Vaccination Booster Dose				

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### PUBLISHING APPOINTMENTS TO THE APPOINTMENT BOOKING WEBSITE

Ensure before starting this section you have created and applied the necessary Rotas (write down the Slot & Rota Type used).

Using the organisation preferences (Setup> Users & Policy) you will need to specify the Slot and Rota Types which will be published to the appointment booking website:

- 1. Organisation Preferences > Appointment > Patient Appointment Invitation
- 2. Enable sending appointment invitations with a unique URL for each patient

Enable sending appointment invitations with a unique URL for each patient

3. Add the number of days you are permitting your patients to book their Flu/Booster appointment in advance



4. Specify the bookable slot types and rota type.

O Allow booking in to all slot types	COVID Booster
<ul> <li>Specify bookable slot types</li> </ul>	X
Allow booking in to all rota types	COVID Booster
Specify bookable rota types	X

 Tick the Rota Types you are going to use for each of the Appointment Invitation Types. These will work in conjunction with each other when sending the Appointment Invitation to the patient.

 Rota Type
 00

 111 / Covid / CCAS
 111 / Covid / CCAS

 Ante Natal Clinic
 111 / Covid / CCAS

 Baby Clinic
 111 / Covid / CCAS

 COVID Booster
 111 / Covid / CCAS

 Diabetes Clinic
 111 / Covid / CCAS

 Diabetes Clinic

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Flu Campaign



## **BULK APPOINTMENT INVITATIONS**

Bulk appointment invitations can be sent to patients via a clinical report, this will enable patients to book their appointment online.

Please use your current Reports for sending out Flu Appointment Invitations for your patients; For Covid Boosters use the Clinical Reports available in the F12 Group for the appropriate cohorts of patients. For example, within the clinical reporting area of SystmOne under the F12 group > F12 COVID. There are COVID Booster Target reports to show the eligibility of patients.

- Run the required report > Show Patients > Highlight patients in the list and right-click > Action > Send Patient Appointment Invitation
- Select the Appointment Invitation Type and Press Ok.

Y Appointment Invitation Type						
Type 🔍 🌠 COVID-19 Vaccination Boost 💌						
	<u>O</u> k	<u>C</u> ancel				

×

• Use the Communications Annexe to define the delivery method and to compose the message:

Message

Communications Annexe

- Select whether the link is sent by SMS or E-Mail. Alternatively, you can select to send using the Patients preferred contact method.
- 2. Pre-set messages can be created to save time when sending messages.
- Compile the message you wish to send. NB: The link that is sent to the patient will be valid for 7 days.
- 4. The preview will be shown.
- 5. Press Send.

Use preferred contact method if set, otherwise use the b	elov	w method		
Send SMS		-		
Select Preset	-	<b>Å</b>		
🖓 🗌 Allow patient to reply				
Please use the link below to book your vaccination at xxxxxx				
Provinu				
Fleview				
Please use the link below to book your vaccination at	^	Preview		
1000000				
https://systmonline.tpp-uk.com/2/BookAppointmentL	¥			
Send Cancel				

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## TRACKING APPOINTMENT INVITATIONS

The status of your appointment invitations can be tracked using the Patient Appointment Invitations Screen. The audit can be accessed through **Audit > Appointments > Patient Appointment Invitations**.

The audit will allow the invitations to be filtered based on a date range, invitation type and appointment status (NB: Press the Refresh button to show results of the filter):

Refresh						
Invitation sent	-	and	•	Invitation type	Q	Include deleted invitations
Appointment date		and	<b>•</b>	Appointment status	<b>•</b>	

Invites that have been listed will provide information relating to the appointment status. If further invites require to be sent to patients, select the specific cohort of patients, **right-click > Actions > Send Patient Appointment Invitation**.

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