SUMMARY GUIDE OF APPOINTMENT MANAGEMENT PROCESSES - VERSION 4.0 (JUNE 2010)

POSSIBLE ROLES: RECEPTIONIST / CLINIC SECRETARY

PROCESS 3.1.0 to 3.3.0

#	Step	Observations	Menu options or screen information
1	3.1.0 Defining Provider Appointment Schedules	First, a Clinic Manager or System Administrator must create: . a service provider profile . uservice provider profile . uservice provider of the service se	- Administration
		 and a service provider schedule J Fisher 9:00 N- Counselor - Gender-based Violence 9:15 9:30 9:45 10:00 10:15 10:30 10:45 11:30 11:45 12:20 LUNCH 1:30 1:45 2:00 2:15 2:30 GUT 	⊡. Visits Calendar
2	3.2.0 Creating a new appointment	Then, select Add button or the appropriate time (hour and minutes) in provider schedule to create an appointment, and fill out the form: Category: 3 Counseling Only Ald day event Date: 2008-05-19 Time 10,00, AM duration Clinic ID: First Clinic IPPF Client: Click to select Service Provider: Fisher, Jane Repeats every day to Status: until Comments: Save Find Available Delete Cancel	Ge Today Add Search D08 >> J Fisher 8:00 9:00 IN - Counsellor - Gender-based Violence 9:15 9:15 9:30 9:45 10:00
3	3.3.0 Completing a client appointment	Finally, complete and verify the new appointment data: J Fisher 8:00 9:00 IN - Counsellor - Gender-based Violence 9:15 9:30 9:45 10:00 RESERVED - Client should bring Lab results 10:15	Client: Casto, Edit Service Provider: Fisher, Jane Repeats every day Status: Comments: Ellent should bring Lab results Save Find Available Dolette Cancel