

What system requirements do I need?

We can integrate into PracSoft practice management and Best Practice software with our system immediately.

Will I need two appointment management systems?

No, the appointments can be made available for online bookings, as usual, from your practice management software (e.g. PracSoft).

Will my receptionist require any training?

The only training required is provided in our online tutorials. One of our representatives will spend time with your Practice Manager/Receptionist to show you how to make the most of your newly installed system. Your receptionist will already have the skills necessary.

Can I restrict appointments to my 'existing patients' only?

Yes you can. Individual Doctors can choose to offer appointments to ALL patients, or ONLY to their own patients.

Can I see who is logging in and making appointments?

Yes you can. We have an admin tool for your Practice Manager to use. You can log in and see which patients have made or cancelled appointments, as well as if they've used their computer, iPhone or Android smartphone. Statistics can be exported into a report for a date range of your choosing.

**How do I make appointments available online?
Do I need to "log on" to make appointments available?**

No, you do not need to log on to any other program. Making an appointment available is very easy. You just designate a free appointment "Internet" in your PracSoft or Best Practice software. No interaction with any other program is necessary.

Can I override an internet appointment and book a patient that is present in the surgery?

Yes you can. It is as simple as deleting the "Internet" appointment and booking any patient in that time slot.

Will the patient receive a confirmation message, after making an appointment?

Yes they will. Every appointment is confirmed via email, specifying the appointment time, location and Doctor chosen.

Will the patient receive reminders?

Reminders will be sent 'one day' and 'one hour' before the appointment, to all patients making appointments via iPhone or Android Apps. The App saves an appointment into their calendar and the reminders are NOT an SMS. Reminders are sent from the phone's calendar at no cost to the Practice.

Is there a fixed term contract?

No, we are confident that our system is the best and you will want to continue to use it. You can opt out at any time. Ask us about our 30 day free trial offer...

Is there any delay for the online appointment to appear in PracSoft/Best Practice?

No, the appointment is made in real time and depending upon your internet speed, the maximum delay anticipated is several seconds.

What happens if two patients choose the same appointment at the same time?

The first patient to select the appointment will be allocated the space. The second patient to select the appointment will be advised that the appointment is no longer available, and to choose another appointment time.

Will I be able to designate any appointments?

Yes, you can choose to make as many or as few appointments available. Also, you can specify the type of appointment available – either for ‘general patients’ or ‘workers compensation’ only. Appointments can be made available as a recurring appointment, or in blocks as you choose. It’s entirely up to you.

Do I need any I.T. skills to implement the system?

No, DocAppointments.com.au will link your practice management software to our application for you. Our technician will work with your IT company to have the system installed. We can also link our application from your website.

What are the minimum server requirements?

- Windows Server 2003+ with IIS
- Best Practice or Pracsoft software
- Internet connection
- Your server must be running (i.e. not switched off overnight)

The software will use up to approximately 300 MB disk space (depending if SQL management studio is needed)

In summary, if your server can run Best Practice or PracSoft, it can run DocAppointments.

Do I need a website in order to use online appointments?

No, we can provide you with an online appointment facility, without the need for your own website address. However, if you desire your own clinic’s website, we can facilitate one of our partner-designer’s with experience in medical website design, to offer you a package at very competitive rates.