

Calendar Quick Start Guide (VI) Current as of 14/09/2021

Calendar Quick Start Guide

Contents

- 1. Overview of Calendar
- **2.** Planning Workflow
- 3. Set up the Calendar
- **4.** Invite customers
- 5. Frequently Asked Questions



1. Overview of the Calendar

The **Calendar** component of PlusOne allows you to enable customer bookings for a range of popular professional services including:

- 1. Covid 19 Vaccination
- 2. Flu Vaccination
- 3. MedCheck / Diabetes Medscheck
- 4. Health check
- 5. Weight loss management program
- 6. Sleep apnoea Services
- 7. Asthma management services etc



2. Planning Workflow

Consider your pharmacy workflow prior to setting up your calendar/s.

Option 1: You have 1 consult room and patients can book for any service during the SAME booking slots – 1 calendar will be required.

Eg Patients can book for AstraZeneca or Moderna on Monday at 9am

Option 2: You have 1 consult room and patients can book 1 service on certain days/ times and a different service on DIFFERENT days/times – 2 or more calendars will be required.

Eg Patients can book for AstraZeneca on Monday, Wednesday, and Fridays only, and Moderna on Tuesdays and Thursdays only

Option 3: You have 2 consults room and patients can book for 1 service in Consult room 1 and another in Consult room 2_- 2 or more calendars will be required.

Eg. AstraZeneca in Consult room 1 and Moderna in Consult room 2

For detailed information on how to set up your booking calendar for AstraZeneca and Moderna, please view the **Covid-19 Moderna Update** guide.



3. Set up Calendars

- 1. Go to Calendar in the left-hand menu of PlusOne
- 2. Choose Show and select Consultation room from the dropdown menu
- 3. Click Setup to set up your calendar

| Calendar | |
|-----------------------|---|
| Setup Calendar A | .vailability for Professional Services Step 3 Step 3 Step 3 |
| | ✓ Setup ♣ Add Calendar |
| Bookings | |
| 🛱 Add Booking 📮 Print | Settings 🕻 Refresh |

4. Select the **services** you want customers to be able to book in for at the specified available times. You can also Add a service.

| Anaemia Screening | | |
|---------------------------|--|--|
| Asthma Management Service | | |
| Boewl Screening | | |
| Rono Doncity Scrooning | | |
| COVID-19 AstraZeneca | | |
| COVID-19 Moderna | | |
| Health Check | | |
| Hearing Screening | | |
| Home Medicine Review | | |
| Leave Certificate | | |
| medscheck | | |
| Sleep Apnoea Services | | |
| Weight Management Program | | |

5. To alter the duration of appointments for existing services, select **Edit Services** and search for service E.g., Covid 19 Vaccination





Current as of 14/09/2021

| Edit Service | | | |
|----------------|------------------------------|-------|--------|
| Displaying: CC | DVID-19 Moderna 5 Minutes | • (?) | |
| | | ок | Cancel |

- 6. Choose to make these services available during your existing **Opening Hours** and then **add the times when the service(s) are NOT AVAILABLE**
- 7. For a public holiday or for days you are open and do not offer services click Single. Choose the date and start and end time that you're not available.
- 8. For a recurring non-availability such as a lunch break Click Recurring and select the times and click OK. Then click Save to complete your set

| vailable all opening hours <u>liew opening hours</u> | |
|---|----|
| dd when service(s) are NOT AVAILABLE | |
| Single Recurring | |
| | - |
| | |
| | Ψ. |
| dit Remove | |

Note: You can also select Add days and times when service(s) ARE AVAILABLE, however we recommend selecting Use Opening Hours and adding the times when you're **not** available.

Note: Standard SMS charges apply for booking confirmation and booking reminders. To disable SMS confirmation and reminders, go to calendar > settings > Booking confirmation and reminder defaults.



Calendar Quick Start Guide (V1)

Current as of 14/09/2021

| Cal | endar Layout | |
|--------------------|---|---|
| • | Month * | Calendar view of a month. |
| | Week * | Calendar view of a week with bookings. |
| | Day * | Calendar view of a day with bookings. |
| | Week Schedule | Week with bookings, including time slots and availability. |
| • | Day Schedule | Day with bookings, including time slots and availability. |
| • | Week List * | Week with bookings, as a simple list. |
| | Day List * | Day with bookings, as a simple list. |
| | Week Timeline | Timeline of week with bookings, including time slots and availability. |
| _ | Den Street in a | Timeline of day with bookings, including time slots and availability |
| | * flagged views may | innenne of day with bookings, including line slots and availability. be printed. |
| Boo Cus befo | * flagged views may oking Confirmat tomers will receive a ore their booking. | inneme of day with bookings, including lime solds and availability. ibe printed. ion and Reminder Defaults an email with confirmation details when they book, and a reminder 24 hours n on new booking |
| Boo Cus befo | * flagged views may oking Confirmat tomers will receive a ore their booking. SMS Confirmatio SMS Reminder se | be printed. ion and Reminder Defaults an email with confirmation details when they book, and a reminder 24 hours n on new booking ent 24 hours before booking (Recommended) |

4. Invite Customers to your health service

- 1. Select **Health Service Hub** in the left hand menu of PlusOne and select the Program, for example COVID-19 Program.
- 2. Select the **service** you wish to promote (e.g. Moderna)
- 3. Ensure the service status is **Enabled**

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Calendar Quick Start Guide (V1)

Current as of 14/09/2021

| FlusOne | All Services | | | | | | © Settings |
|--|--|--|--|--|------------|--|--------------------------------|
| Inbox Sign-Up Customers Sign-Up Customers Health Services Hub Recent Services Communications | 7th CPA 7CPA® Provide 2 of 4 Enabled | Pharmacist Flu Program Vectoristion Services: 1 of 1 Enabled 3 Eligible Customers 560.00 Potential Revenue | COVID-19 Program EXAMPLE 2 of 2 Enabled 4 Eligible Customers | Pharmacy Services | Monitoring | MedAdvisor RAdvisor Services: O of 1 Enabled | MedAdvisor Quick Print Invites |
| Request Scripts Ref Hensage Presenters Hensage Presers | COVID-19 Program | AstraZeneca COVID-1 Service Status Eligible Customers 3 AstraZeneca AstraZeneca Status on shots for the AstraZen COVID-19 vectors Status More | ece Moderna COV | ID-19 Vacci. > Chabled C 1 e Moderna COVID- | | | |

4. Select Set Up Booking Website

| Selus One | K Moderna COVID-19 Vaccine | | | | | | | |
|---|--|--|--|--|--|--|--|--|
| 20 Indext 20 Stage (-1)p Calaboration 20 Stage (-1)p Calaboration 20 Staffer (-1)p Calaboration | moderna | Service Status Enabled Enabled Service Information Enabled Ena | | | | | | |
| Secondaria | Patients dotermine their own eligibility for COVID-19 shots using an eleternis checker | | | | | | | |
| | PluyCne will bit your pallents by age cohort. Review your pallent's ages before sending them your booking SMS. The message will denot them to complete the checker froit | | | | | | | |
| | To begin taking COVID-19 Vaccination bookings | | | | | | | |
| | Second Set up Booking Weisste Ohysis a method of baing bookings Noncel you of VVD-11 Viscondows by selecting the relevant age others Second out messages using our predefined sengulates Record the service sing group COVID-11 Viscondow Ferm | | | | | | | |
| | Back to Health Services Hub | | | | | | | |

5. If you are using the PlusOne calendar, select **Use MedAdvisor to accept bookings and list on the MedAdvisor website (Recommended)**. The booking URL will be listed below.

If you are using a 3rd party booking provider (eg HealthEngine), select **Use your own booking link**. Click Save once completed.



Calendar Quick Start Guide (V1)

Current as of 14/09/2021

| Setup Booking Website |
|--|
| Set how customers book their Moderna COVID-19 Vaccine at your pharmacy. |
| Use MedAdvisor to accept bookings and list on the MedAdvisor website (Recommended) |
| Use your own online booking link |
| Don't allow online bookings |
| Choose where customers book online. |
| Customers book their Moderna COVID-19 Vaccine on the MedAdvisor website |
| Customers book their Moderna COVID-19 Vaccine on your website using the embedded MedAdvisor Calendar |
| Your website link is https://webtest.medadvisor.com.au/Network/B83EP47W. This can be added to the message you send to customers. |
| Save Cancel |

6. Click **Create Message** and select the customers you would like to invite

PlusOne will allow you to filter and invite App customers, SMS reminder customers, or all customers with a mobile number recorded in your dispense system.

| earch: | Customers | | | | | | |
|----------------------|---------------|---------------------|-------------|------------------|------------------|----------|---|
| All customer types 🔻 | (?) | | | | All time 🔹 | All time | • |
| All customer types | Name | Address | 🔶 Email | 👌 Mobile Phone 🖕 | Last Completed § | | |
| SMS reminder | JESS RANDWICK | 13 ROCKLEA ST, BUL | GA. 2330 | 0430512555 | I | | |
| SMS non-reminder | JOE RANDWICK | 86 TEST ST, JOHANN | IA. 3238 | 0430512555 | ত্রি | | |
| Non contactable | JOHN SMITH | 3 BALWYN ST, CAME | BERWELL, 3. | | (| | |
| MR MR | MARCUS SMITH | 30 ANGLE ST, RACEO | COURSE BA. | 0430512752 | 3 | | |
| MR | MARK HAY | 13 BELL ST, CAMBER | WELL, 2330 | | 3 | | |
| MS | SARAH SMITH | 13 FESTIVAL ST. BAL | WYN. 3103 | | তি | | |

- 7. Select a message template for SMS and App or create your own by clicking customize
- 8. Your customers will now receive a message via SMS or the MedAdvisor App and be able to make a booking. You will receive a notification in your PlusOne inbox when a booking is made (if using the PlusOne calendar).

Note: Standard SMS charges apply for messages sent to SMS reminder customers and SMS non-reminder customers



5. Frequently asked questions

Why can't I see my Service in the list?

If your service is not displaying, check your settings in the Calendar area to see if the box is checked. If you still can't see the service, enter the Health Services Hub set up wizard and ensure you have selected "Use Existing Calendar Availability". This will allow you to set up new availability for this service.

Can I change the view of the calendar to see daily bookings?

Yes. Click Settings. Here you can select the type of filters you would like to use for your bookings by checking the box. These can then be applied by selecting the grey buttons on the top right of the calendar.

Can I send a message to non-MedAdvisor customers?

Yes, any customer in your dispense system with a mobile number or email address can be reached.

How much will it cost to send a message?

Messages App users are free. For all SMS contacts standard chargers apply including reminder SMS.

How does the MedAdvisor calendar differ from the HealthEngine booking system?

The HealthEngine booking system (PAMS) is a premium booking platform for pharmacies. This system provides additional capabilities including payment gateway, voucher management, reporting etc. PAMS is integrated seamlessly with PlusOne to enable workflow efficiency for pharmacists. To learn more go to <u>https://practices.healthengine.com.au/patient-appointment-management-system-forpharmacies/</u>