

Calendar

Quick Start Guide

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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

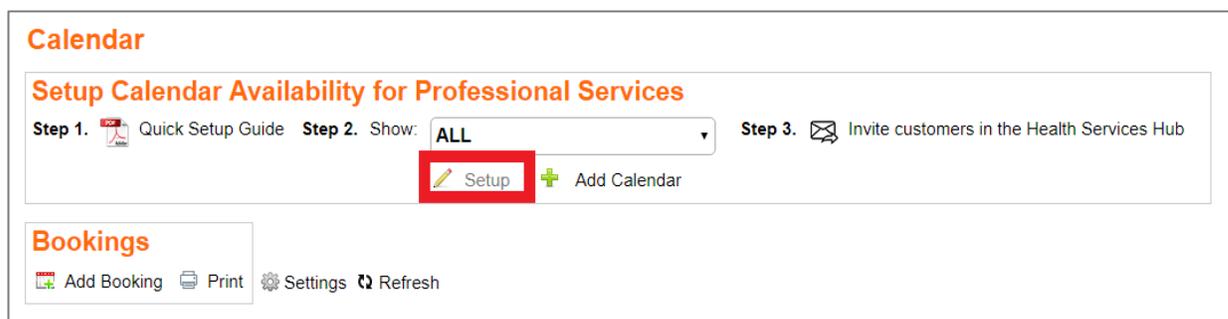
Option 3: You have 2 consults room and patients can book for 1 service in Consult room 1 and another in Consult room 2_– 2 or more calendars will be required.

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

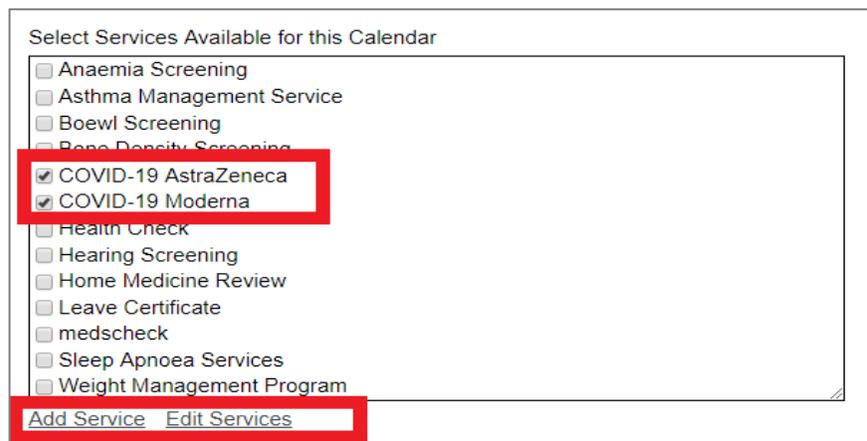
For detailed information on how to set up your booking calendar for AstraZeneca and Moderna, please view the **Covid-19 Moderna Update** guide.

3. Set up Calendars

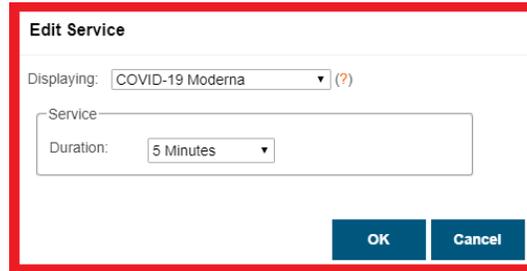
1. Go to **Calendar** in the left-hand menu of PlusOne
2. Choose **Show** and select **Consultation room** from the dropdown menu
3. Click **Setup** to set up your calendar



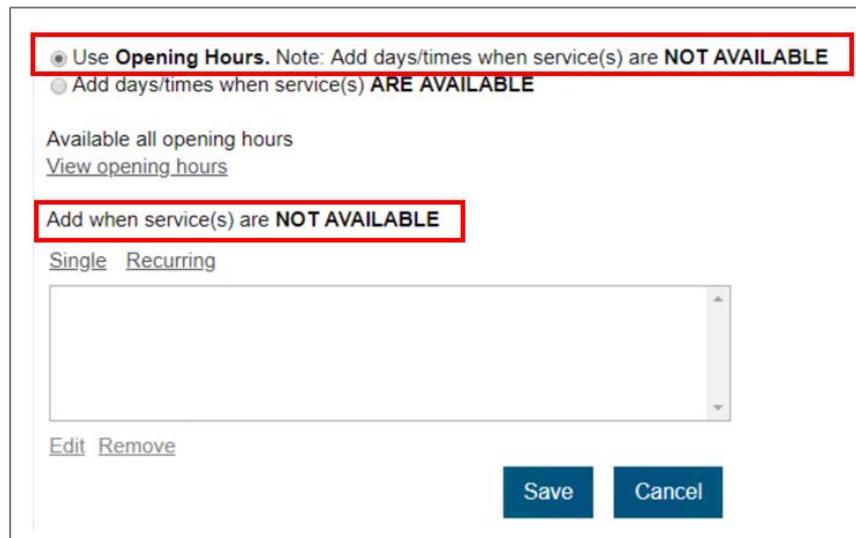
4. Select the **services** you want customers to be able to book in for at the specified available times. You can also Add a service.



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

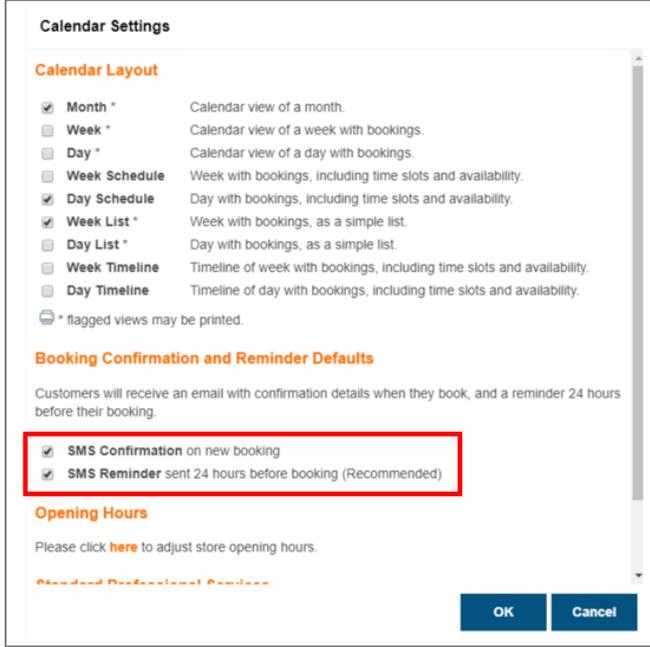


6. Choose to make these services available during your existing **Opening Hours** and then **add the times when the service(s) are NOT AVAILABLE**
7. For a public holiday or for days you are open and do not offer services – click Single. Choose the date and start and end time that you're not available.
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



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 Settings

Calendar Layout

<input checked="" type="checkbox"/> Month *	Calendar view of a month.
<input type="checkbox"/> Week *	Calendar view of a week with bookings.
<input type="checkbox"/> Day *	Calendar view of a day with bookings.
<input type="checkbox"/> Week Schedule	Week with bookings, including time slots and availability.
<input checked="" type="checkbox"/> Day Schedule	Day with bookings, including time slots and availability.
<input checked="" type="checkbox"/> Week List *	Week with bookings, as a simple list.
<input type="checkbox"/> Day List *	Day with bookings, as a simple list.
<input type="checkbox"/> Week Timeline	Timeline of week with bookings, including time slots and availability.
<input type="checkbox"/> Day Timeline	Timeline of day with bookings, including time slots and availability.

 * flagged views may be printed.

Booking Confirmation and Reminder Defaults

Customers will receive an email with confirmation details when they book, and a reminder 24 hours before their booking.

<input checked="" type="checkbox"/> SMS Confirmation on new booking
<input checked="" type="checkbox"/> SMS Reminder sent 24 hours before booking (Recommended)

Opening Hours

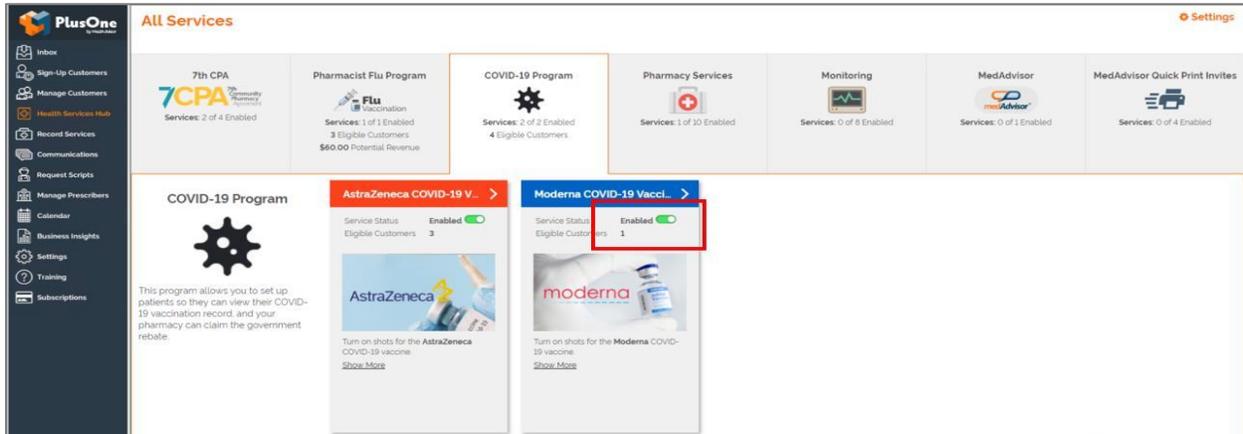
Please click [here](#) to adjust store opening hours.

Standard Professional Services

OK Cancel

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**



4. Select **Set Up** Booking Website



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.

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.

- 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.

Step 1: Select Customers

Search

(?)

All customer types	Name	Address	Email	Mobile Phone	Last Completed Service
App reminder	JESS RANDWICK	13 ROCKLEA ST. BULGA, 2330		0430512555	
SMS reminder	JOE RANDWICK	86 TEST ST. JOHANNA, 3238		0430512555	
SMS non-reminder	JOHN SMITH	3 BALWYN ST. CAMBERWELL, 3.			
Non-contactable	MR MARCUS SMITH	30 ANGLE ST. RACECOURSE BA.		0430512752	
	MR MARK HAY	13 BELL ST. CAMBERWELL, 2330			
	MS SARAH SMITH	13 FESTIVAL ST. BALWYN, 3103			

- Select a message template for SMS and App or create your own by clicking customize
- 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 <https://practices.healthengine.com.au/patient-appointment-management-system-for-pharmacies/>