

## NEW FEATURES AVAILABLE IN Vi4

==== BUILD 4110== Vi4/PB12 =====

### **NEW FEATURE: Instant email notifications for eAppointments and eForms**

A new feature is available in eServices that you can set to receive instant email notifications when:

- An eAppointment is requested (booked online but not yet in D4W/PSS Appointment Book)
- An eAppointment is declined
- An eForm is submitted
- A new user is registered

This feature is available to:

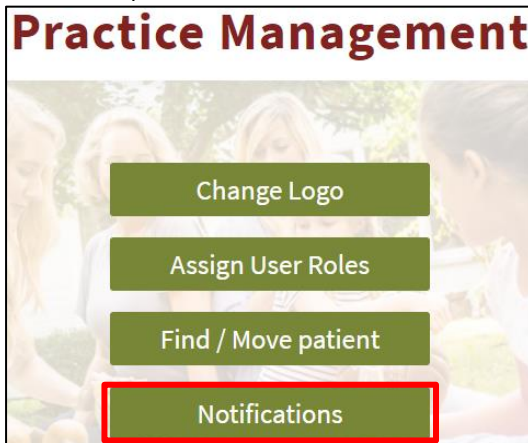
- Enterprise Administrator
- Practice Administrator

### Setting eServices email notifications

1. Sign in to eServices as an Enterprise or Practice Administrator.
2. Go to 'Practice Management' using the navigation menu.



3. Select the option 'Administration' and then 'Notifications'.



4. You will get 2 options:



#### 4.1 Notifications options

### Setup Notifications

Surgery Name \*  
 Training Test Site for eAppc

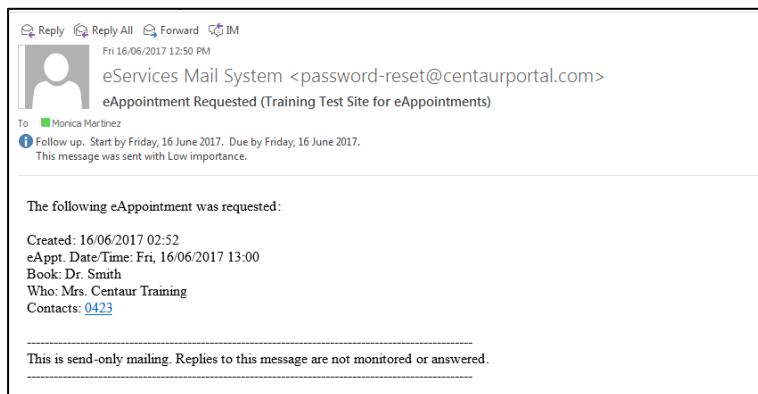
Notifications	Recipient(s)	Importance
<input type="checkbox"/> APPOINTMENT_DECLINED	<input type="text"/>	NORMAL
<input type="checkbox"/> APPOINTMENT_REQUESTED	<input type="text"/>	NORMAL
<input type="checkbox"/> EFORM_SUBMITTED	<input type="text"/>	NORMAL
<input type="checkbox"/> NEW_USER_REGISTERED	<input type="text"/>	NORMAL

#### Tick boxes

Tick the boxes on the left for each notification you wish to receive, you can receive notifications for:

- i. **APPOINTMENT\_DECLINED:** Get a notification when an eAppointment has been rejected, so you know that you need to contact the patient if they don't try to re-book.
- ii. **APPOINTMENT\_REQUESTED:** Get a notification when an eAppointment has been requested in eAppointments. If the eAppointment is rejected you will also get an APPOINTMENT\_DECLINED notification.
- iii. **EFORM\_SUBMITTED:** Get a notification when a patient has submitted an eForm.
- iv. **NEW\_USER\_REGISTERED:** Get a notification when a new user has registered in eAppointments.

Sample of notification message received:



#### Recipients

Then add one or more email addresses under 'Recipient(s)' to receive the notifications.

#### Importance

Select the level of importance of the notification:

- High: **!**
- Normal: no icon
- Low: **↓**

▶ Follow Up ▾

! High Importance

↓ Low Importance

Tags


Notifications	Recipient(s)	Importance
<input checked="" type="checkbox"/> APPOINTMENT_DECLINED	mydentalclinic@email.com	NORMAL ▾
<input checked="" type="checkbox"/> APPOINTMENT_REQUESTED	mydentalclinic@email.com	NORMAL ▾
<input checked="" type="checkbox"/> EFORM_SUBMITTED	mydentalclinic@email.com	NORMAL ▾
<input checked="" type="checkbox"/> NEW_USER_REGISTERED	mydentalclinic@email.com	NORMAL ▾

#### 4.2 Email notification report

Access a report of the notifications you receive.

Click on 'Retrieve' to get the latest information.

Use the 'Print' button to print the report.



### Email notification report

Patient: Mrs Centaur Tra

Created: Week to date | From: 12/06/2017 | To: 16/06/2017 | Surgery Name: Training Test Site for eAppointments

Retrieve Print

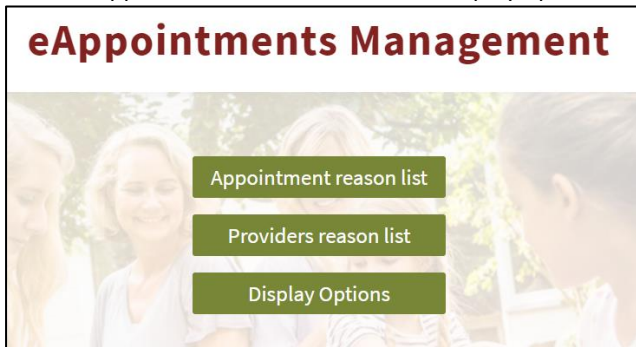
Created	Surgery	Subject	eAppt. date/time	Book	eForm	Who	Contacts
16/06/2017 02:49 AM	Training Test Site for eAppointments	EFORM_SUBMITTED			New Patient Registration Form -1	Mrs. Training Centaur	0423
16/06/2017 02:52 AM	Training Test Site for eAppointments	APPOINTMENT_REQUESTED	16/06/2017 01:00 PM	Dr. Smith		Mrs. Trainine Centaur	0423
16/06/2017 02:54 AM	Training Test Site for eAppointments	APPOINTMENT_REQUESTED	16/06/2017 03:00 PM	Dr. Smith		Mrs. Training Centaur	0423
16/06/2017 02:55 AM	Training Test Site for eAppointments	APPOINTMENT_DECLINED	16/06/2017 03:00 PM	Dr. Smith		Mrs. Training Centaur	0423

**ENHANCEMENT: Ability to nominate a default appointment reason in eAppointments**

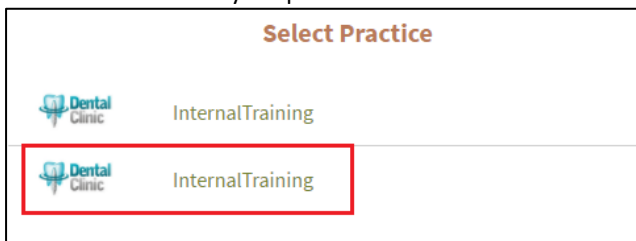
An enhancement has been made to eAppointments whereby a default eAppointment reason can be nominated by the 'Practice Owner', and 'Enterprise and Practice Administrators'.

Nominating a default reason

1. Make sure that the default reason that you want to nominate has been allocated to a provider in eAppointments.
2. Go to 'Practice Administrator' from the main menu in the eServices portal.
3. Select 'eAppointments' and then select 'Display options'.

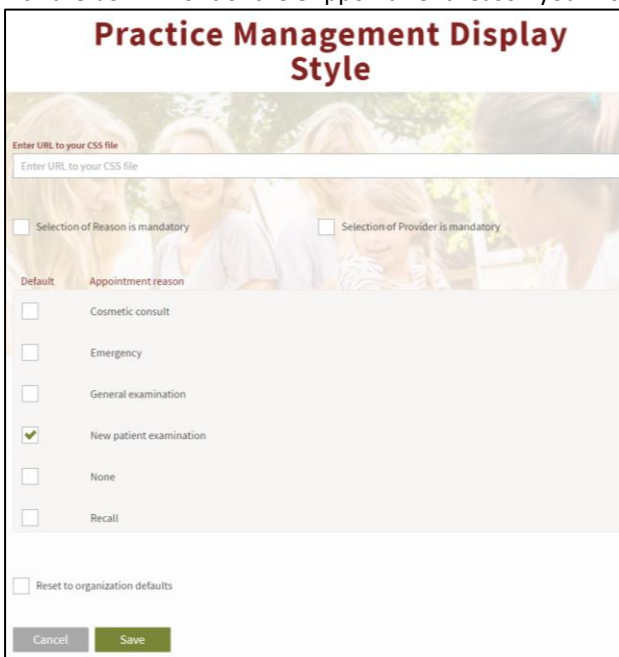


4. Click on the name of your practice.



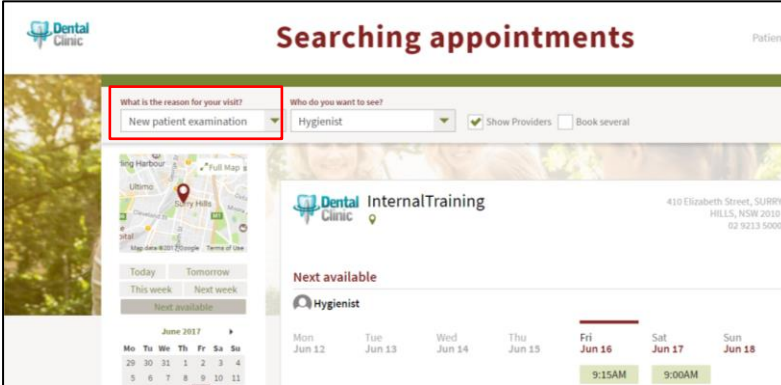
*Note: The top option manages changes across Multiple Locations under your control, the bottom option manages changes at Practice level. Practice level settings will take priority over Multi Location settings unless empty. Multi Location settings will be applied across practices under your control as long as the default reason selected has been allocated to at least 1 provider at each practice, otherwise 'None' will show as default.*

5. Tick the box in front of the eAppointment reason you wish to nominate as default:



Default	Appointment reason
<input type="checkbox"/>	Cosmetic consult
<input type="checkbox"/>	Emergency
<input type="checkbox"/>	General examination
<input checked="" type="checkbox"/>	New patient examination
<input type="checkbox"/>	None
<input type="checkbox"/>	Recall

6. The nominated default reason will automatically populate the field 'What is the reason for your visit?' in eAppointments:



The screenshot displays the 'Searching appointments' page. At the top, the 'Dental Clinic' logo is on the left, and the title 'Searching appointments' is in the center. Below the title, there is a search form. The first dropdown menu, 'What is the reason for your visit?', is highlighted with a red box and contains the text 'New patient examination'. To its right is another dropdown menu, 'Who do you want to see?', set to 'Hygienist'. Further right are two checkboxes: 'Show Providers' (checked) and 'Book several' (unchecked). Below the search form is a map showing the location of 'Dental Clinic InternalTraining' at 410 Elizabeth Street, SURREY HILLS, NSW 2010. Below the map is a calendar view for June 2017, showing the next available appointment slots for a Hygienist on Friday, June 16, at 9:15AM and 9:00AM.

#### Further details

- Only 1 reason can be nominated as default.
- If the default reason is different at Multi Location and Practice levels, the settings at the Practice level will have priority. Except when:
  - No setting has been chosen at Practice level, then the settings from the Multi Location level will be applied.
  - The nominated default reason at Practice Level has not been allocated to a provider in eAppointments, then the default reason displayed will be 'None'.
- The checkbox 'Reset organization defaults' will apply changes at Organisational or Multi location level.

Previously released build features can be found on our website within the 'Learning Centre'. Contact our Customer Service department for your login details. [www.centaursoftware.com.au](http://www.centaursoftware.com.au)