



RELEASE NOTES

Displaying Scheduling Increments

What is it?

Scheduling Block Increments will allow customers to set static scheduling increments which will display in the Scheduling Tools for available visit times, such as on the hour or on the quarter-hour.

Why is it useful?

To mimic available times on a clinic's available appointment calendar, our scheduling tool will now allow a customer to set the increments in which they would like their available appointments to be available when, previously, the eVisit scheduler would display appointment start times that reference scheduling buffers and visit durations resulting in misalignment between the eVisit scheduler and the customer's appointment scheduler. Now, if a customer's standard appointment schedule allows appointment blocks on the quarter-hour, evisit's scheduler can match it by displaying available appointments on the quarter-hour instead of various times associated with visit scheduling buffers (i.e. displaying 8:00am instead of 8:05am or 8:15am instead of 8:10am when using 15-minute scheduling increments.)

When should I use it?

Scheduling appointment times is important for clinical productivity and a positive patient experience with on-time providers.

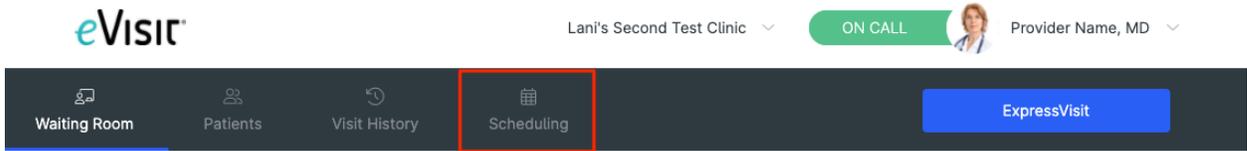
Consider using scheduling increments when:

- Your organization uses eVisit in conjunction with another scheduling system in which you wish to have the available appointment times match
- Desired appointment availability is on a set increment (every 15 minutes of an hour, etc.)

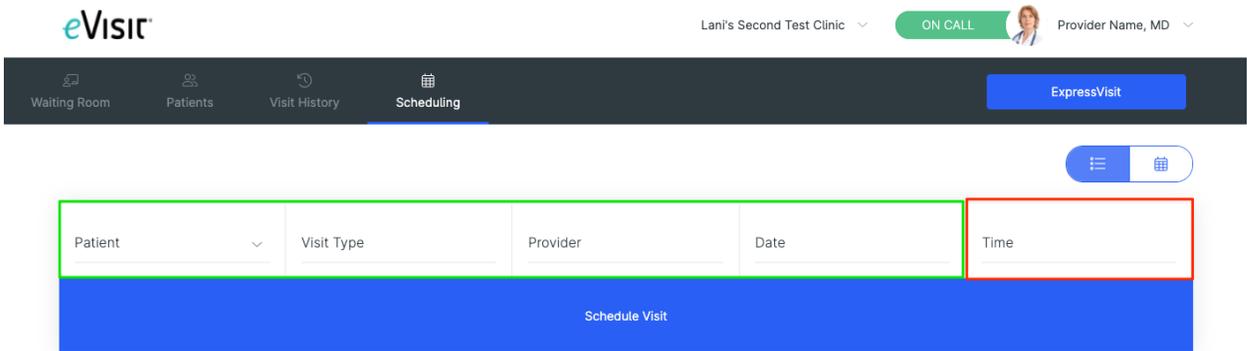
How does it work?

Once your scheduling increments are configured for each Visit Type, those increments can be viewed in areas of the app where scheduling is available:

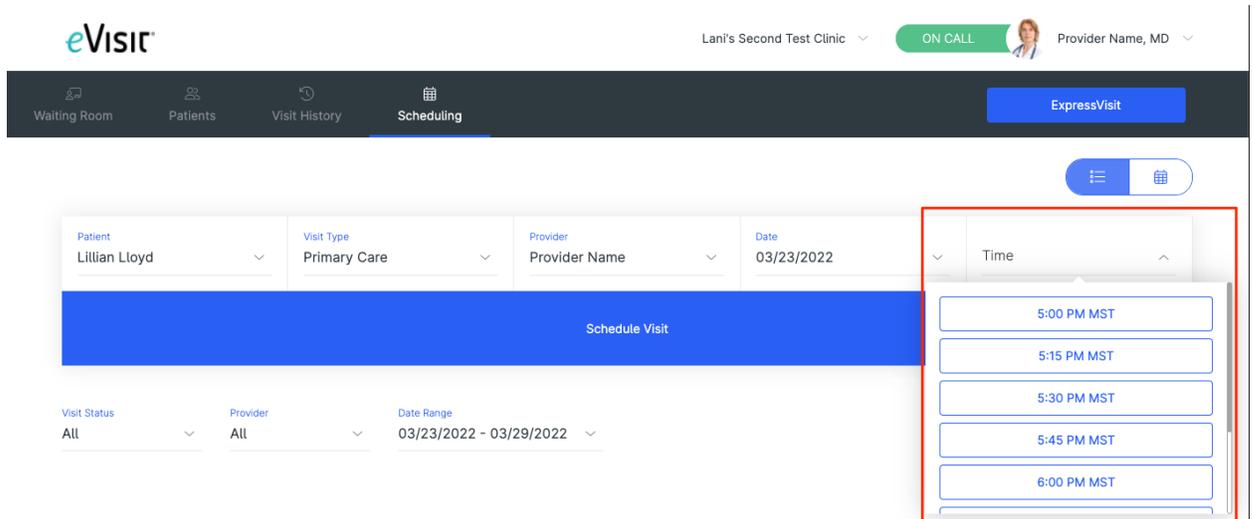
1. In the main navigation menu, click the Scheduling tab



2. Select your patient, desired Visit Type, desired Provider, desired appointment date, and expand the time menu



3. Available appointments will display based on the increment set (in this example, the increment is set to 15 minutes, resulting in available appointments displaying every 15 minutes except in cases where the selected provider is already scheduled for a time block; the next available 15 minute slot will display in that case.)



How do I get started?

This feature will be available to all customers automatically, though it will need to be configured. Contact your Customer Success Manager or eVisit Technical Support for assistance with that configuration.

Additional Information

Please note the following additional details about the normalized scheduling increments feature:

- Instead of using the visit's *Estimated Duration Minutes* to calculate available appointment times, *Scheduling Increment* logic will display the next schedule increment based on the increments established
- If a *Scheduling Increment* is set, and *Scheduled Visit Buffer for Patients* is set, the scheduling increments will calculate the buffer minutes, then round the next available appointment time to the next time slot that coincides with the normalized increment

For example: If 10:47 AM is the current current time, the *scheduling increment* is set to 15, and a 15 minute *scheduled visit buffer for patients* exists, the earliest available appointment time would generally be 11:02AM; the system will round to the "next 15th minute increment" - meaning the first schedulable time shown would be 11:15AM.