

Scheduled vs On Demand Appointment

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The differences between scheduled & on-demand appointments

Scheduled Appointment

- All users have the ability to schedule an appointment
- Scheduled appointments can be any day or time. The appointment does not need to be within your practice's telemedicine hours
- A patient must be registered to your practice code for you to schedule their appointment
- If you are in practice admin mode, admins and super users can triage the patient and route them to an available physician
- If the scheduled appointment button has been set by Anytime Pediatrics for your practice, this will be the only way patients can have a telemedicine visit with your practice

On-Demand Appointment

- Your practice's telemedicine hours need to reflect the hours and days you want to allow patients to be able to request a telemedicine visit
- There can be one or two windows of availability each day
- Your office hours are set to active (green box is checked next to your hours)
- Anyone that is registered with the practice code can request a visit
- If practice admin mode is disabled, a clinician must be toggled on in order for the practice to be open for on-demand appointments
- When in practice admin mode, a patient enters the waiting room and all available admins and super clinicians will get a notification
- If admin mode is disabled, all available doctors will be notified