Redmoor Health
Your digital health partner

Appointment System Guide

Appointment Policy Information Video

Example Appointment Policy

1	Practice Booking Process: Explain how to book routine and urgent appointments when requested by a patient.
2	Patient Booking Process: Explain what should be offered to a patient online and through apps to self book.
3	Cancellations and Changes: Explain how the team should cancel or change an appointment once booked.
4	Did Not Attend Policy: Agree how the practice will deal with patients who do not attend, what follow action is needed.
5	Embargoing: Explain how embargoed slots work for both routine and urgent appointments and the flexibility of them.
6	Appointment Reminders: Explain the process for sending reminders to patients.
7	Patient identification: Establish a process for identifying a patient using 2 factors.
8	Conflict Resolution: Include a section on how conflicts related to appointments will be addressed and resolved within the practice.