

# GuildCare NG

## Community Bookings User Guide

# Community Bookings

## What's new?

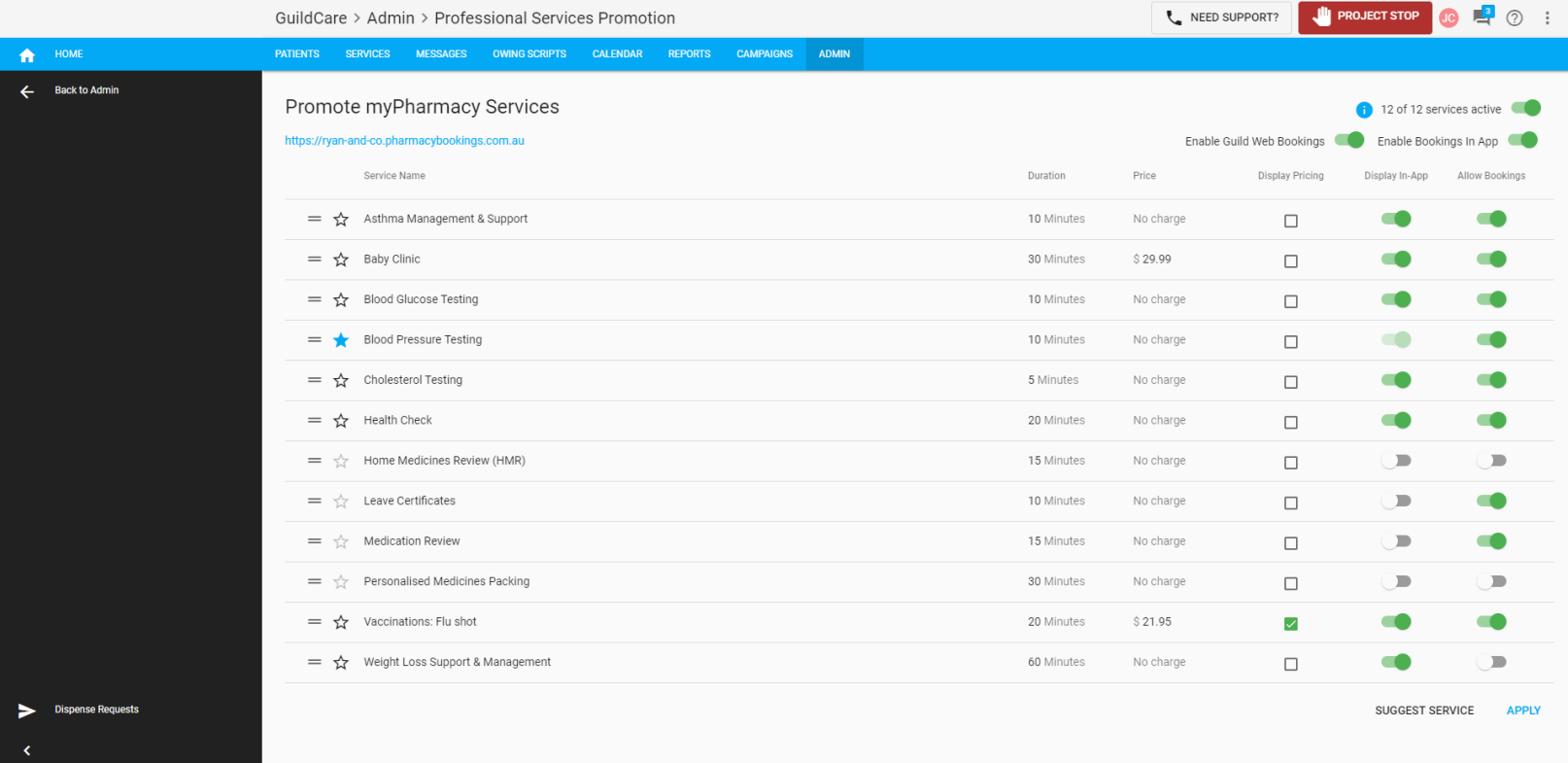
1. **Allow bookings** to be enabled at your pharmacy via:

- **Guild Web Bookings** (online booking portal)
- **Bookings In App** (myPharmacyLink app)

2. **Define Duration** for Services

- **Duration** for each service needs to be filled out before being able to click **APPLY**

3. **Allow Bookings** for services



GuildCare > Admin > Professional Services Promotion

NEED SUPPORT? PROJECT STOP JC

HOME PATIENTS SERVICES MESSAGES OWING SCRIPTS CALENDAR REPORTS CAMPAIGNS ADMIN

Back to Admin

### Promote myPharmacy Services

<https://ryan-and-co.pharmacybookings.com.au>

12 of 12 services active

Enable Guild Web Bookings Enable Bookings In App

Service Name	Duration	Price	Display Pricing	Display In-App	Allow Bookings
≡ ☆ Asthma Management & Support	10 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Baby Clinic	30 Minutes	\$ 29.99	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Blood Glucose Testing	10 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ★ Blood Pressure Testing	10 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Cholesterol Testing	5 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Health Check	20 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Home Medicines Review (HMR)	15 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
≡ ☆ Leave Certificates	10 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Medication Review	15 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Personalised Medicines Packing	30 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
≡ ☆ Vaccinations: Flu shot	20 Minutes	\$ 21.95	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
≡ ☆ Weight Loss Support & Management	60 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

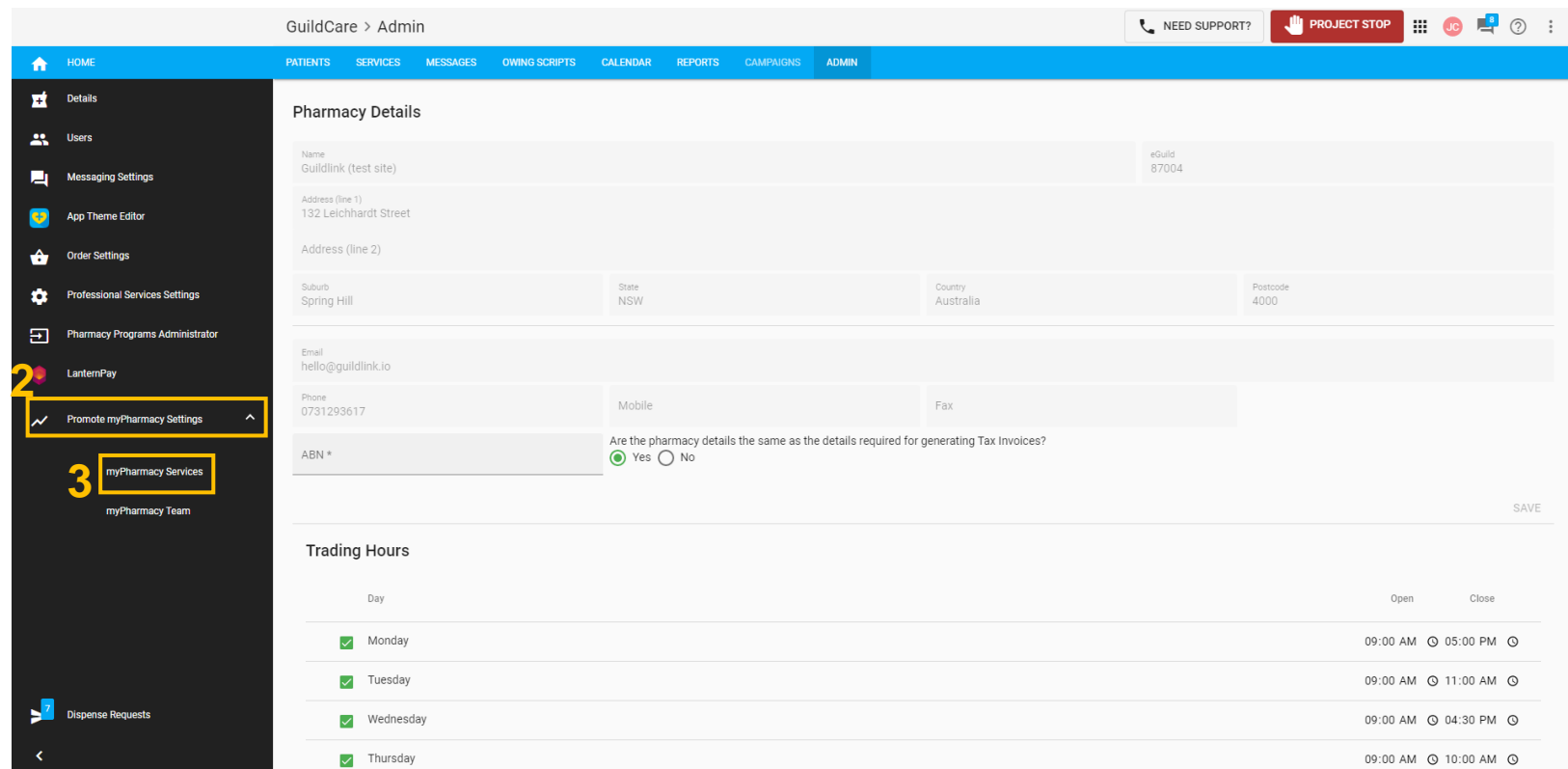
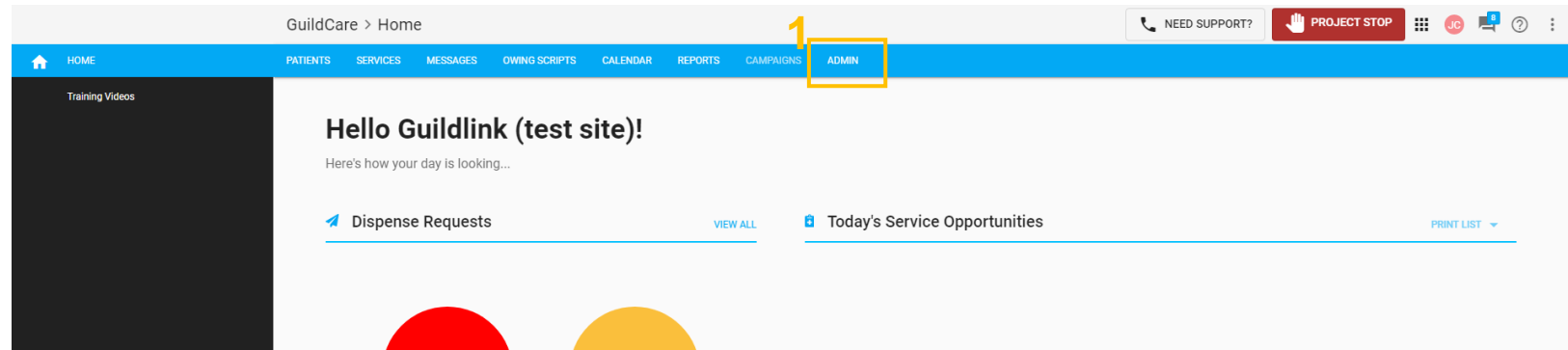
SUGGEST SERVICE APPLY

Dispense Requests

# Setup Bookings

## Step by Step Guide

1. Navigate to **ADMIN**
2. **Promote myPharmacy Services**
3. **myPharmacy Services**



# Setup Bookings

## Step by Step Guide

1. Enable Bookings via **Guild Web Bookings** and/or **Bookings In App** options
2. **Set** the duration for **ALL** Services – these durations will be reflected on the Booking Portal and the NG Calendar when bookings are made (*APPLY button will not be enabled until all service duration is filled out*)
3. **Allow Bookings** toggle for Services you wish to make available for booking
4. Click **APPLY** to save changes. **Note:** Any changes will not be saved until **APPLY** button is clicked and confirmed in the following dialogue box (as *changes will be made immediately.*)
5. When **APPLY** is clicked, the booking portal URL link will be generated under the page heading (refer to slides 8-9 for more information on the booking portal)

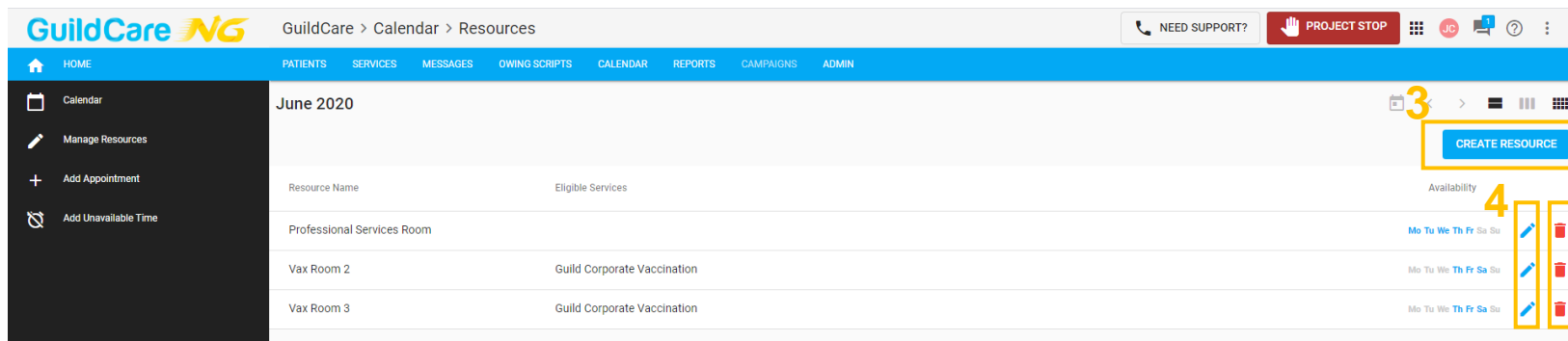
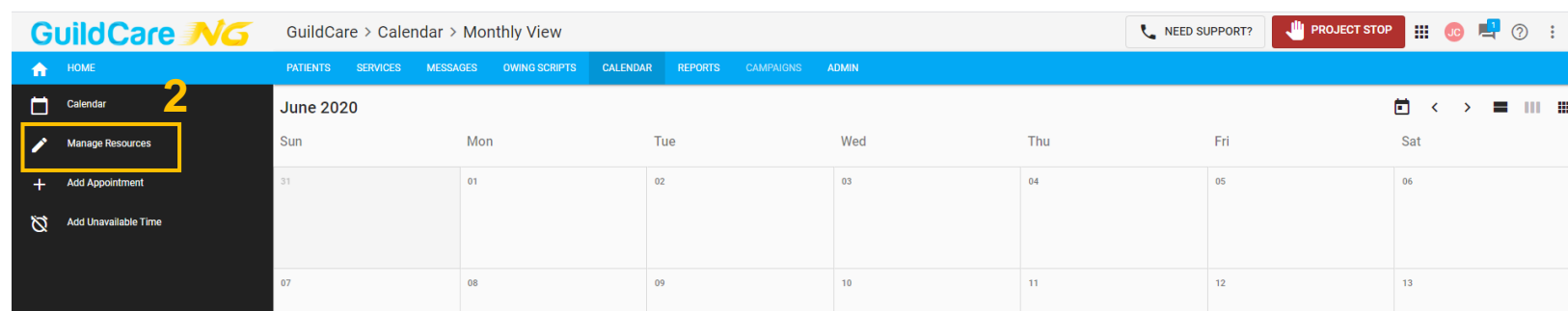
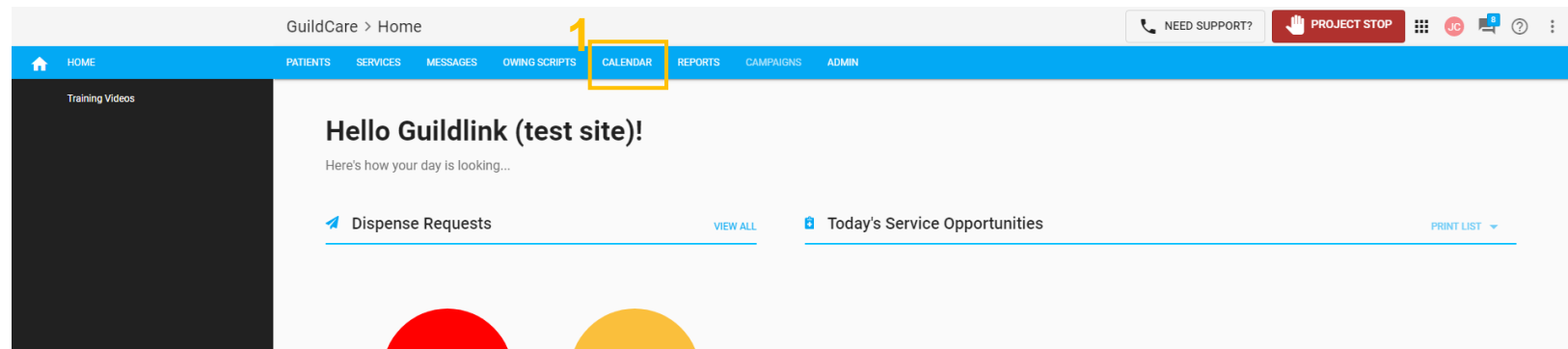
The screenshot shows the 'Promote myPharmacy Services' page in the GuildCare Admin interface. The page has a blue header with navigation tabs: HOME, PATIENTS, SERVICES, MESSAGES, OWING SCRIPTS, CALENDAR, REPORTS, CAMPAIGNS, and ADMIN. A sidebar on the left contains 'Back to Admin' and 'Dispense Requests'. The main content area displays a table of services with columns for Service Name, Duration, Price, Display Pricing, Display In-App, and Allow Bookings. The 'Allow Bookings' column contains toggle switches. A yellow box highlights the 'APPLY' button at the bottom right. Numbered callouts 1-5 point to specific elements: 1. 'Enable Guild Web Bookings' and 'Enable Bookings In App' toggles; 2. 'Duration' column; 3. 'Allow Bookings' toggle; 4. 'APPLY' button; 5. Booking portal URL.

Service Name	Duration	Price	Display Pricing	Display In-App	Allow Bookings
Asthma Management & Support	10 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Baby Clinic	30 Minutes	\$ 29.99	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Blood Glucose Testing	10 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Blood Pressure Testing	10 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cholesterol Testing	5 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health Check	20 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Home Medicines Review (HMR)	15 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leave Certificates	10 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medication Review	15 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Personalised Medicines Packing	30 Minutes	No charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vaccinations: Flu shot	20 Minutes	\$ 21.95	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Weight Loss Support & Management	60 Minutes	No charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

# Manage Resources

Resources need to be setup to allow Bookings to be made from the Booking Portal / myPharmacyLink App. Resources in GuildCare are typically setup as rooms used for delivering services and/or staff working in your pharmacy.

1. Navigate to **Calendar**
2. **Manage Resources**
3. **Create Resource**
4. **Edit** existing resources
5. **Delete** Resource



# Setup Resources

## Step by Step Guide

1. Navigate to **Calendar > Manage Resources**
2. **Create Resource** or **Edit** existing resources
3. **Name** – name of the resource
4. **Eligible Services** – the services that can be booked by patients. For services to be available for bookings through the Booking Portal / app, they need to be selected from this drop-down menu.
5. **Resource Availability** – the available times that the service/s can be booked for

The screenshot shows the 'Create Resource' form. The 'Name' field is highlighted with a yellow box and a yellow '3'. Below it is a 'Services' dropdown menu. The 'Resource Availability' section is highlighted with a yellow box and a yellow '5'. It contains a table with columns for days of the week (Monday through Saturday), 'Start Time \*', and 'End Time \*'. Each day has a green checkmark in the first column, and the start and end times are set to '09:00 AM' and '05:00 PM' respectively. At the bottom right of the form are 'CANCEL' and 'SAVE' buttons.

Day	Start Time *	End Time *
Monday	09:00 AM	05:00 PM
Tuesday	09:00 AM	05:00 PM
Wednesday	09:00 AM	05:00 PM
Thursday	09:00 AM	05:00 PM
Friday	09:00 AM	05:00 PM
Saturday	09:00 AM	05:00 PM

The screenshot shows the 'Create Resource' form. The 'Name' field is filled with 'Service Room' and is highlighted with a yellow box and a yellow '4'. Below it is a list of services with checkboxes: 'Inhaler Technique Check', 'Baby Progress', 'Blood Glucose', 'Blood Pressure', 'Cholesterol', and 'Health Check'. The 'Wednesday' row in the 'Resource Availability' table is highlighted with a yellow box. At the bottom right of the form are 'CANCEL' and 'SAVE' buttons.

Day	Start Time *	End Time *
Wednesday	09:00 AM	05:00 PM
Thursday	09:00 AM	05:00 PM
Friday	09:00 AM	05:00 PM
Saturday	09:00 AM	05:00 PM

# Online Booking Portal

## Enable Guild Web Bookings

This is the online booking portal that will be available to patients once configured.

1. **Service** – the services listed here are the **Eligible Services** that have been attached to a resource  
*(refer to slide 6, point 4)*
2. **Search** – navigates to the search home page  
*(current image)*
3. **Reschedule** – navigates to reschedule page where patients can use their booking reference to reschedule or cancel their bookings.

The screenshot displays the GuildLink Community Bookings portal. At the top, a dark blue navigation bar contains the text 'GUILDLINK COMMUNITY BOOKINGS' and three buttons: 'SEARCH' (labeled with a yellow '2'), 'RESCHEDULE' (labeled with a yellow '3'), 'FAQ', and 'ABOUT THE FLU'. Below this, the main content area features the heading 'Ryan & Co Pharmacy (test site)' and contact information: '133 Leichhardt St Brisbane QLD' and '07 1234 5678'. A search form is present with a dropdown menu labeled 'Service' (labeled with a yellow '1'), a date field set to '21/07/2020', a time field set to '03:55 PM', and a 'SEARCH' button. Below the form, a text prompt reads: 'Select a service and enter a suburb or postcode to find an appointment'. The footer includes links for 'PRIVACY POLICY', 'TERMS OF USE', and 'CONTACT US', along with the 'GUILDLINK' logo.

# Online Booking Portal

The link below contains a short video demonstrating the process involved for patients to book an appointment with your pharmacy.

Booking Portal

[GUILDLINK COMMUNITY BOOKINGS](#) [SEARCH](#) [RESCHEDULE](#) [FAQ](#) [ABOUT THE FLU](#)

Ryan & Co Pharmacy (test site)

133 Leichhardt St Brisbane QLD

07 1234 5678

Service

Date

From

SEARCH

21/07/2020

03:55 PM

Select a service and enter a suburb or postcode to find an appointment

[PRIVACY POLICY](#) [TERMS OF USE](#) [CONTACT US](#) [GUILDLINK](#)



# Reschedule Booking

## Step by Step Guide

When a patient has made a booking, they will receive a booking reference. This can be used to reschedule or cancel the booking.

1. Navigate to **Reschedule**
2. Input **Booking Reference** and click **Find** button
3. Once appointment has been found, patients are able to **Cancel Appointment**
4. To reschedule the appointment, patients can select a different **date**
5. Once date has been selected, the available times will be displayed and can be selected

GUILDLINK COMMUNITY BOOKINGS

SEARCH

RESCHEDULE

FAQ

ABOUT THE FLU

## Reschedule your appointment

Enter your booking reference to reschedule your appointment

Booking Reference

FIND

OR

BOOK A NEW APPOINTMENT

GUILDLINK COMMUNITY BOOKINGS

SEARCH




RESCHEDULE

FAQ

ABOUT THE FLU

Hi John Doe,

### Your Appointment

 Ryan & Co Pharmacy (test site)  
 133 Leichhardt St Brisbane QLD  
 Tomorrow at 4:00 PM  
 07 1234 5678

CANCEL APPOINTMENT

### Reschedule Appointment

Appointments are available to reschedule at the same pharmacy only. If you would like to attend your appointment at a different pharmacy, please cancel your current appointment and book another.

Date  
21/07/2020

Tomorrow

9:00 AM	9:10 AM	9:20 AM	9:30 AM	9:40 AM
9:50 AM	10:00 AM	10:10 AM	10:20 AM	10:30 AM
10:40 AM	10:50 AM	11:00 AM	11:10 AM	11:20 AM
11:30 AM	11:40 AM	11:50 AM	12:00 PM	12:10 PM
12:20 PM	12:30 PM	12:40 PM	12:50 PM	1:00 PM
1:10 PM	1:20 PM	1:30 PM	1:40 PM	1:50 PM
2:00 PM	2:10 PM	2:20 PM	2:30 PM	2:40 PM
2:50 PM	3:00 PM	3:10 PM	3:20 PM	3:30 PM
3:40 PM	3:50 PM	4:00 PM	4:10 PM	4:20 PM
4:30 PM	4:40 PM	4:50 PM		

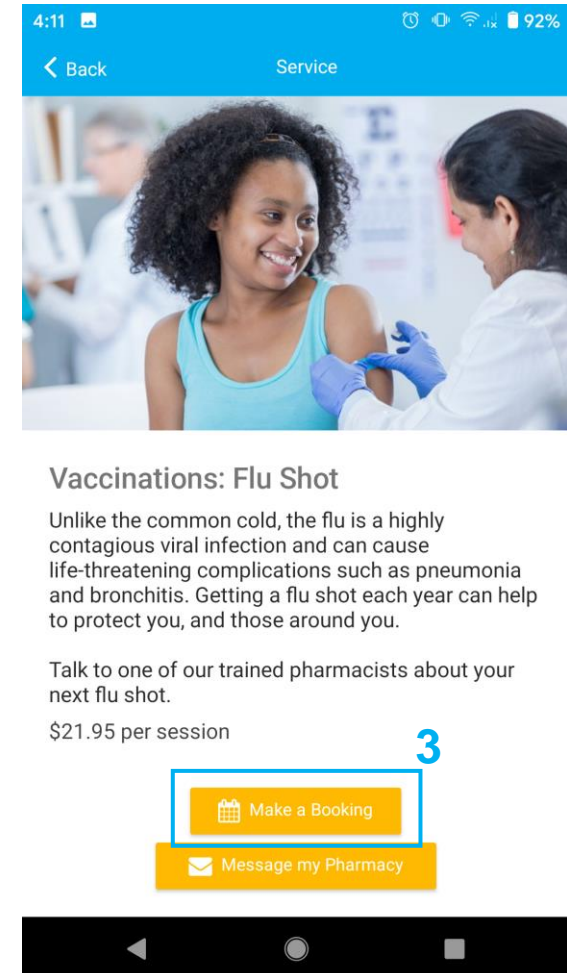
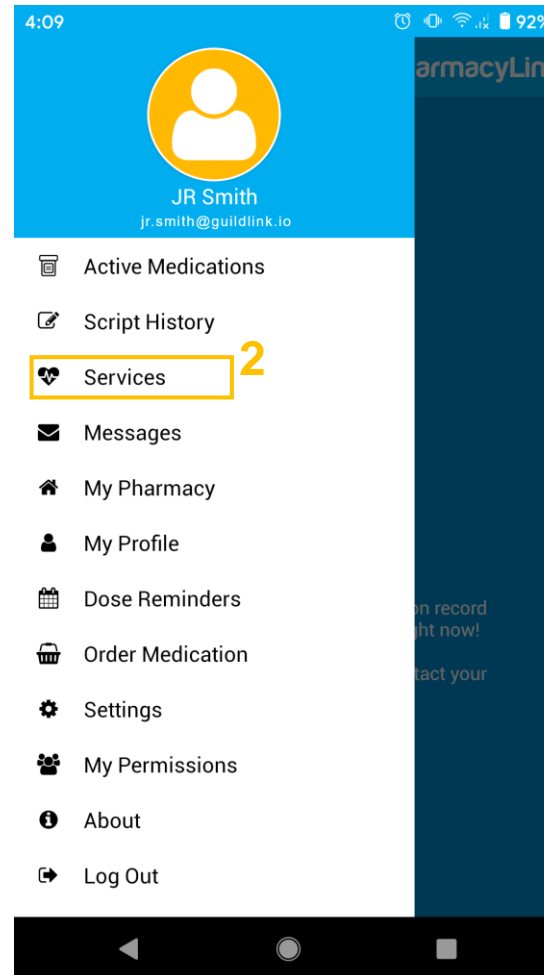
Thursday, July 23, 2020

# myPharmacyLink App

## Enable Bookings In App

This is the journey myPharmacyLink users will experience when making a booking through the app.

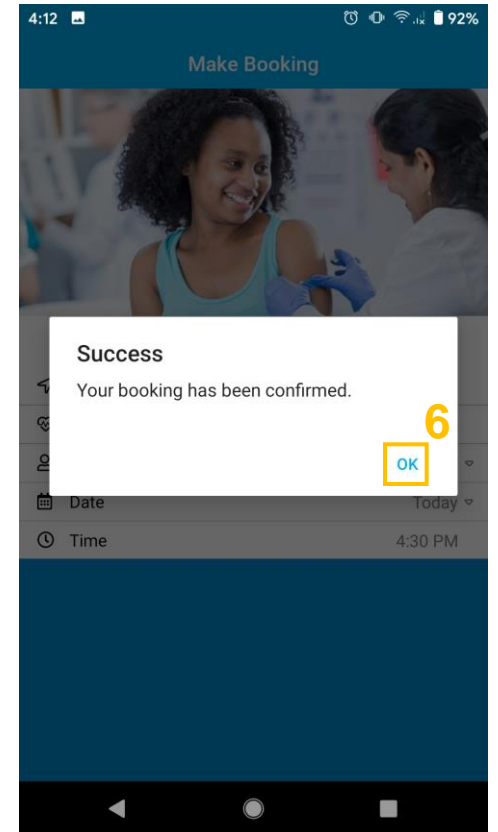
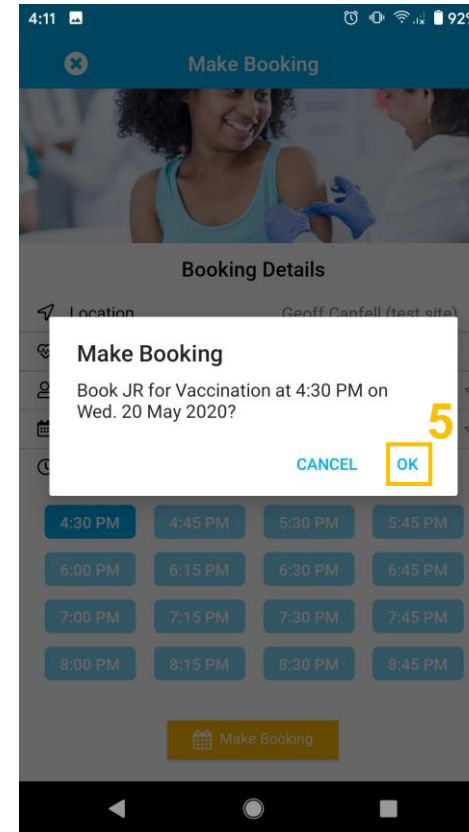
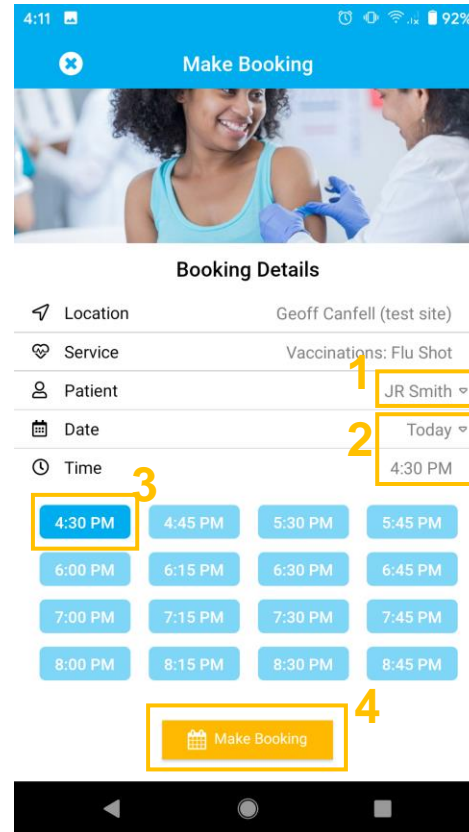
1. Tap the hamburger icon to open the left-hand menu
2. Tap **Services** menu item to navigate to the Service page which contains the list of services that have been configured to display in the app.
3. Tap the **Make a Booking** button to begin the booking process



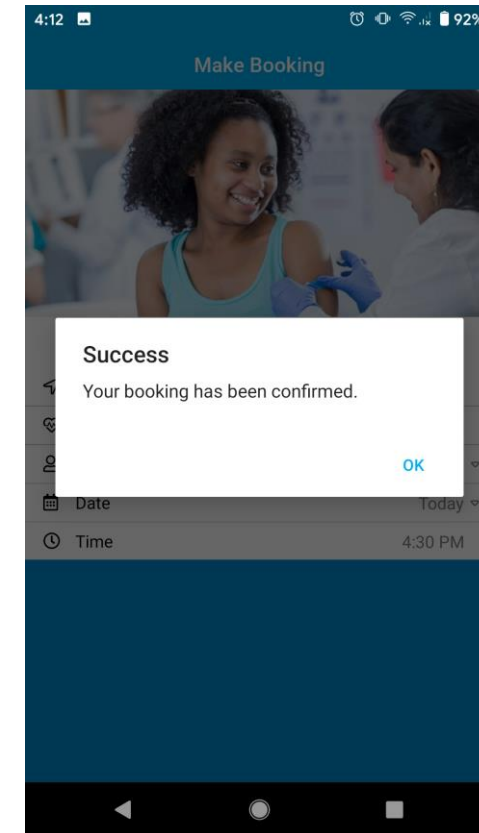
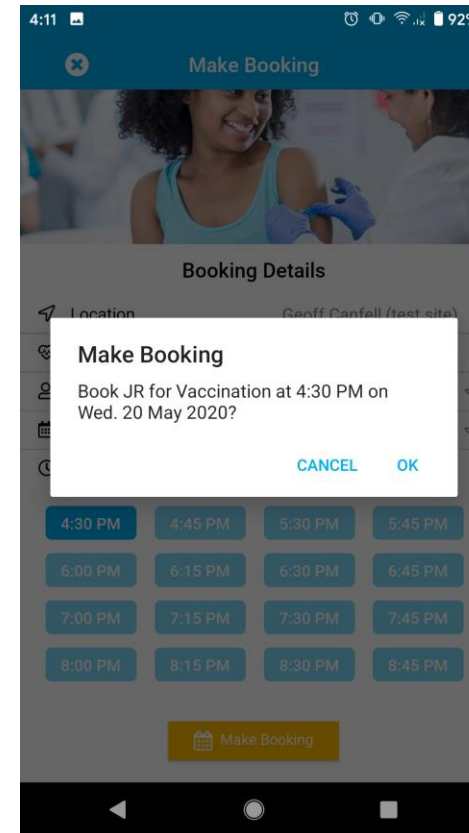
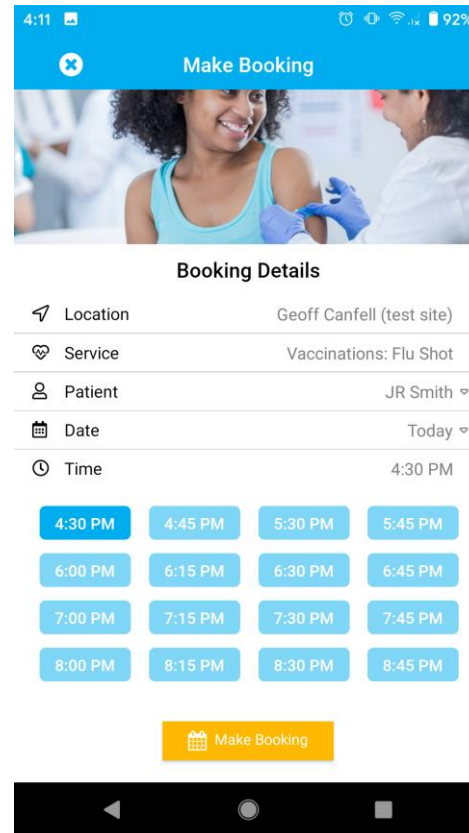
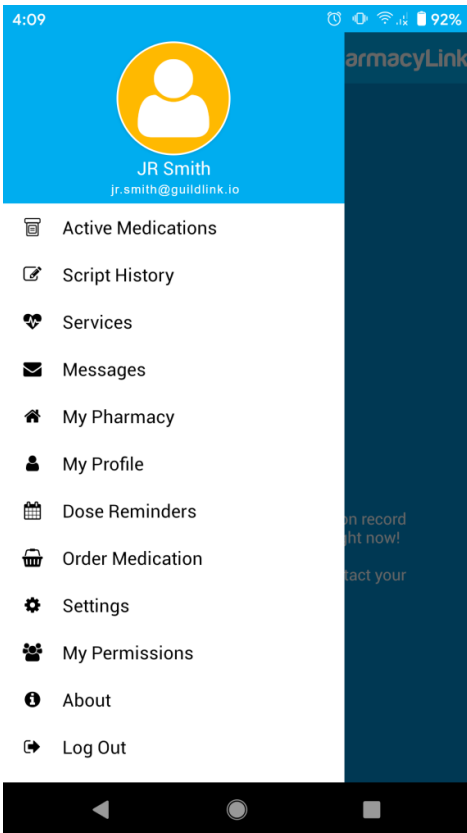
# myPharmacyLink App

## Enable Bookings In App

1. **Patients** are able to select who to make the booking for – either for themselves or registered **dependants**
2. Select the **Date** and **Time** for the booking
3. Tap the selected timeslot for the booking
4. Tap the **Make Booking** button
5. Tap **OK** to confirm booking
6. Tap **OK** after successful booking to return to the Service page



# myPharmacyLink App



# Need Assistance?

If you experience any issues  
with GuildCare NG or require assistance  
regarding Community Bookings:

Please contact GuildCare Support on

1300 647 492

[support@guildcare.com.au](mailto:support@guildcare.com.au)