GuildCare NG

Community Bookings
User Guide

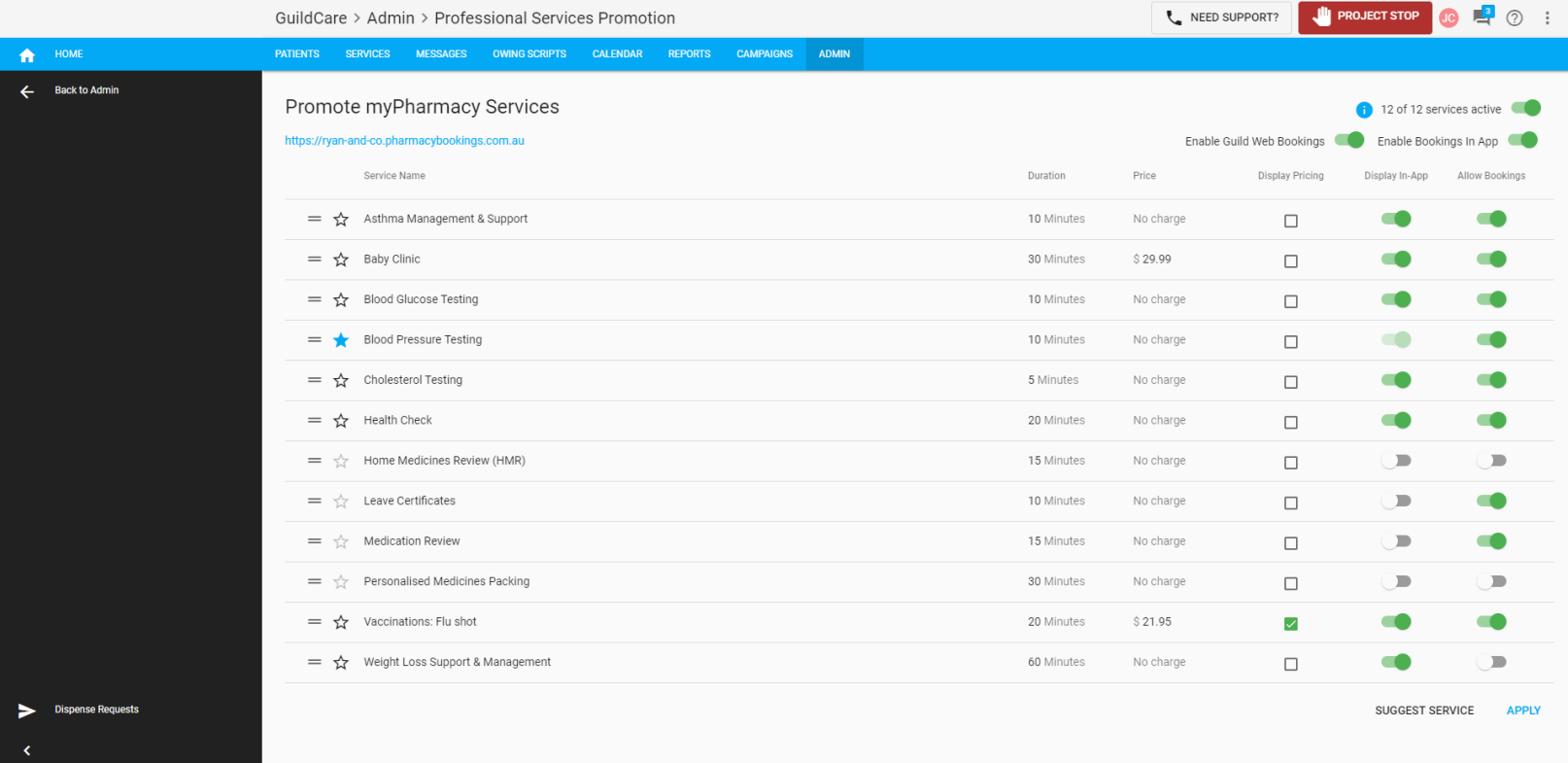# Community Bookings

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

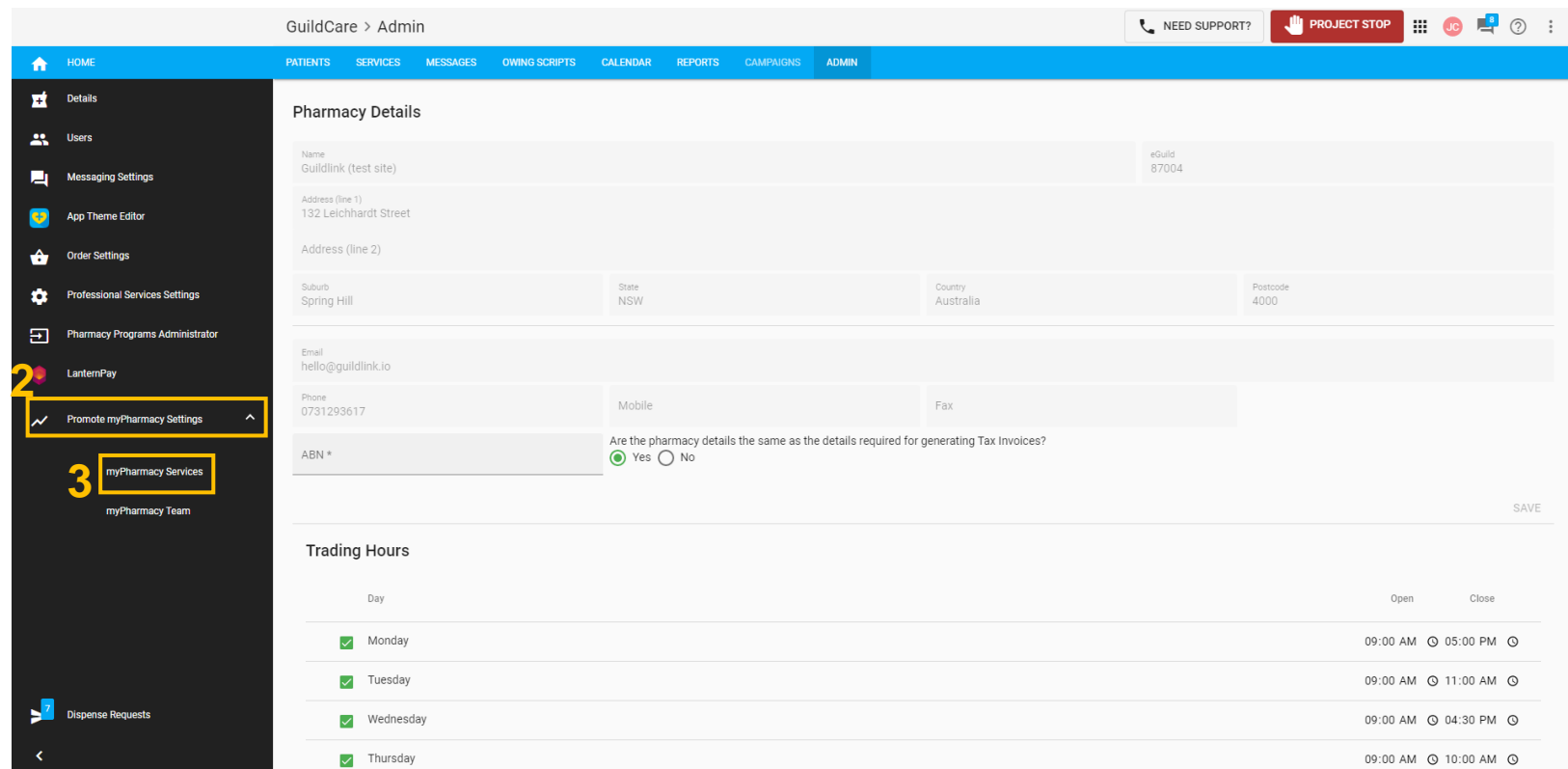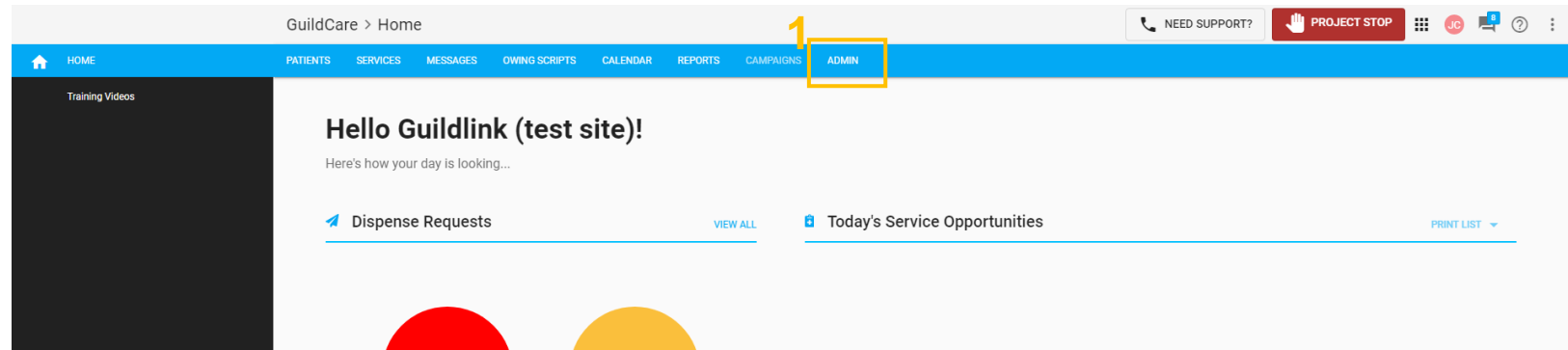- **Duration** for __each__ service __needs__ to be filled out before being able to click **APPLY**

3. **Allow Bookings** for services

Setup Bookings

Step by Step Guide

1. Navigate to **ADMIN**

2. **Promote myPharmacy Services**

3. **myPharmacy Services**

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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 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)*
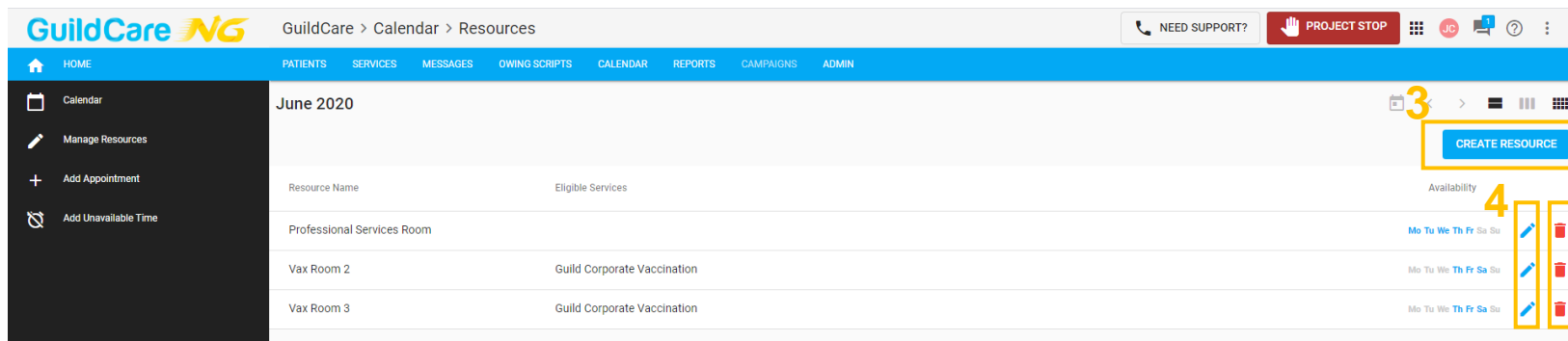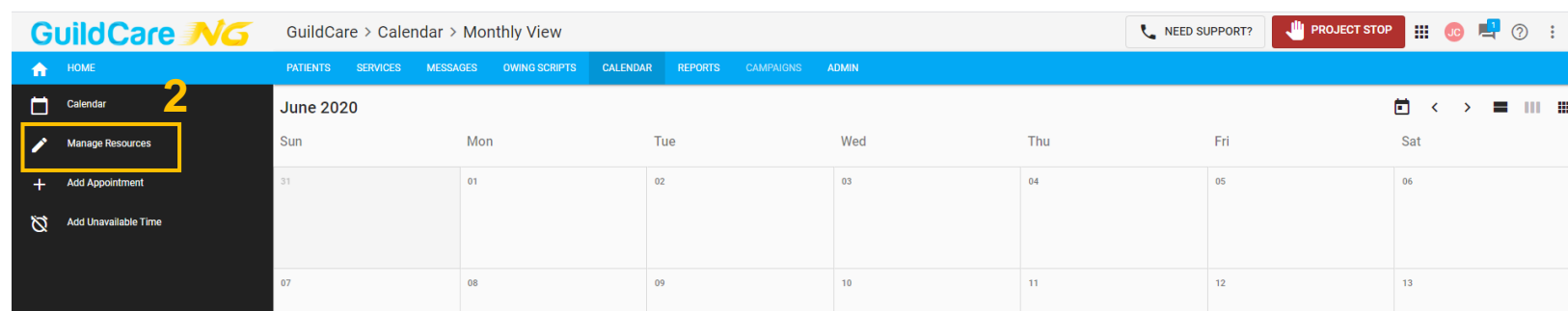
Manage Resources

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
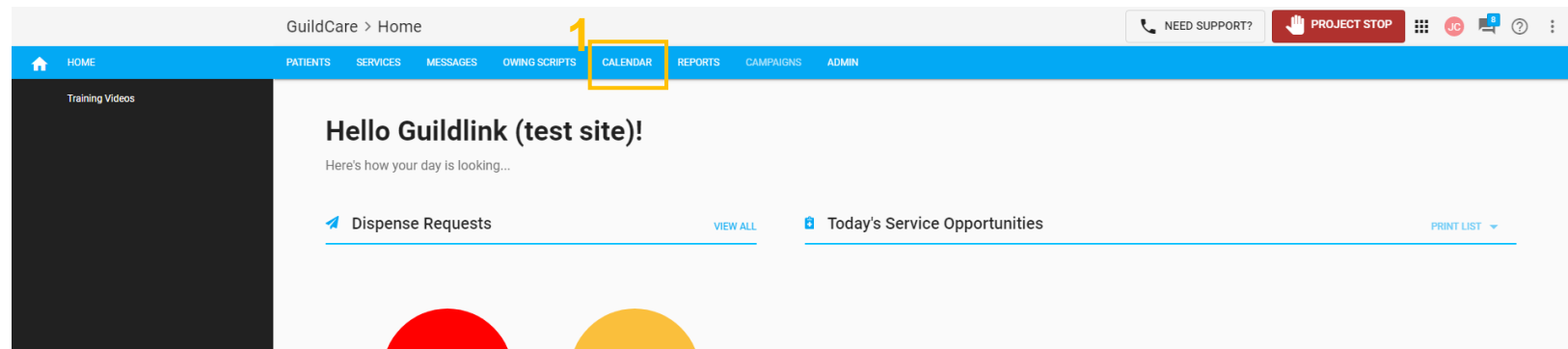
Setup Resources

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

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.

GUILDLINK COMMUNITY BOOKINGS   SEARCH   RESCHEDULE   FAQ   ABOUT THE FLU

Ryan & Co Pharmacy (test site)
📍 133 Leichhardt St Brisbane QLD   📞 07 1234 5678

Service ▼   Date 21/07/2020   From 03:55 PM   SEARCH

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

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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

Ryan & Co Pharmacy (test site)

📍 133 Leichhardt St Brisbane QLD   📞 07 1234 5678

Service		Date 21/07/2020	From 03:55 PM	SEARCH

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

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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	4:10 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


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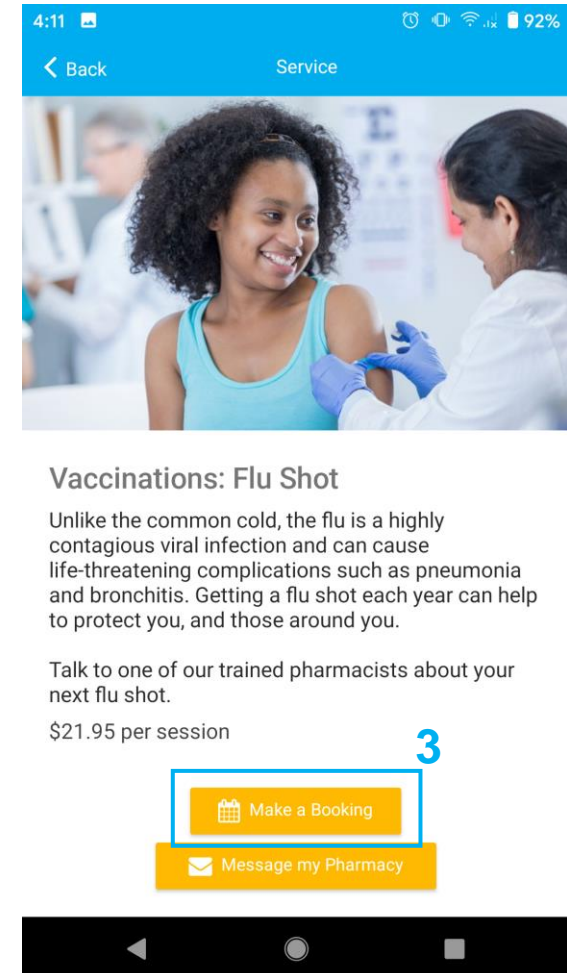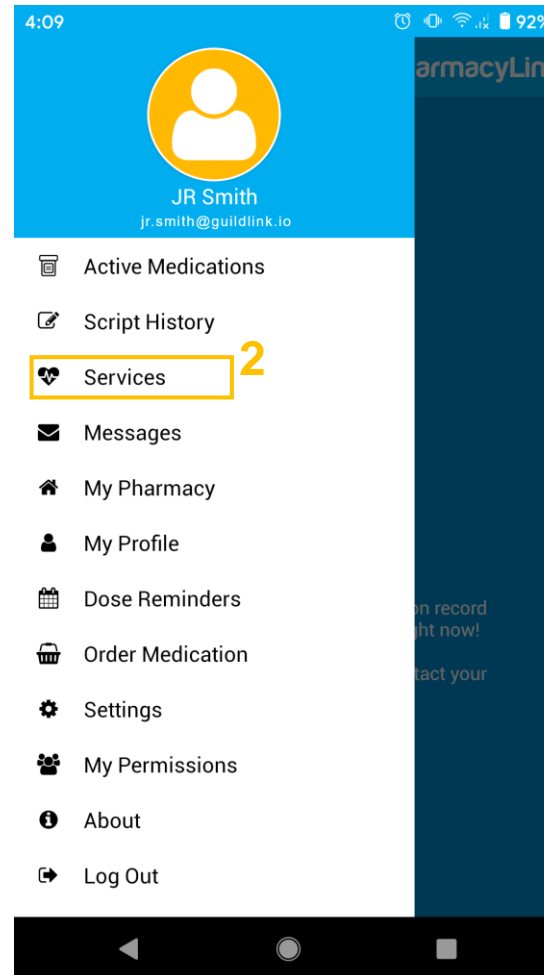
myPharmacyLink App

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
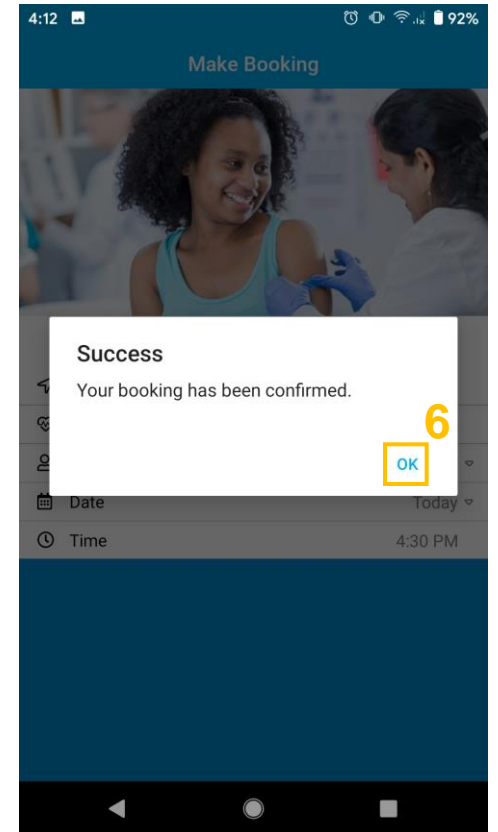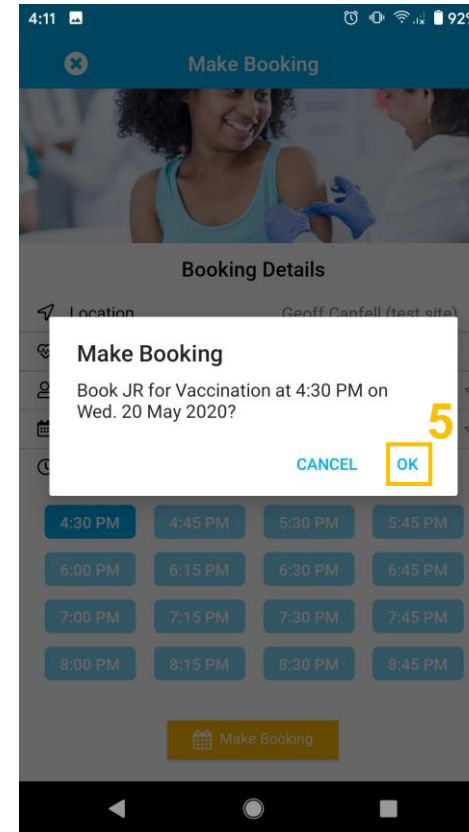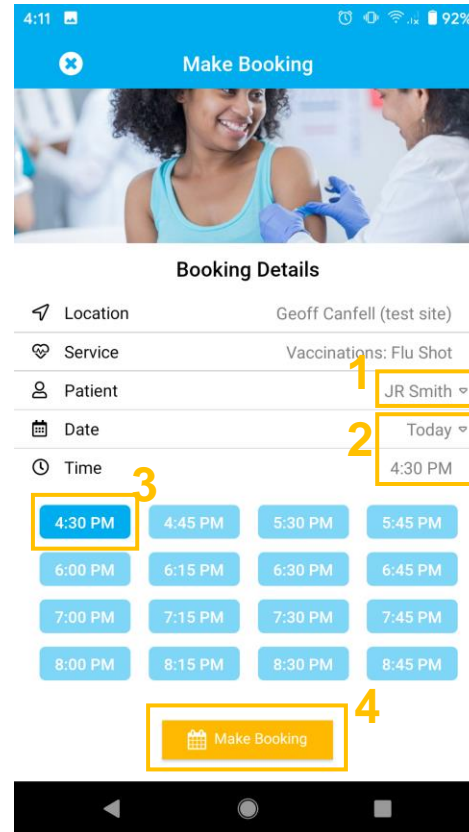
myPharmacyLink App
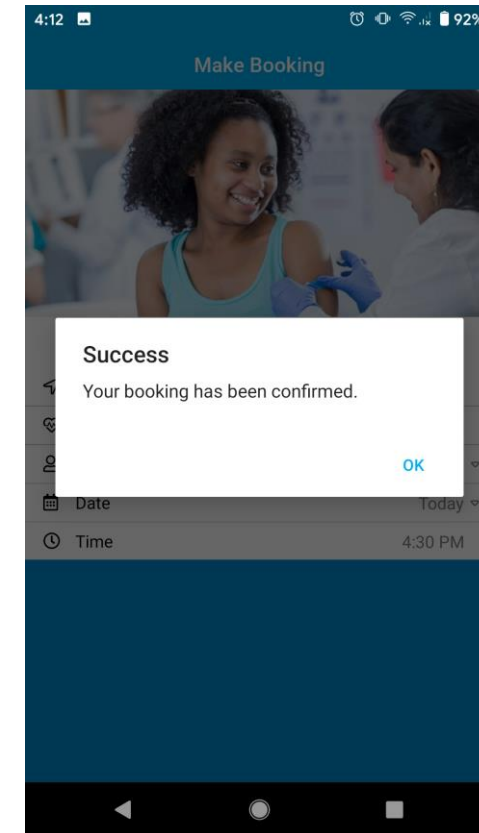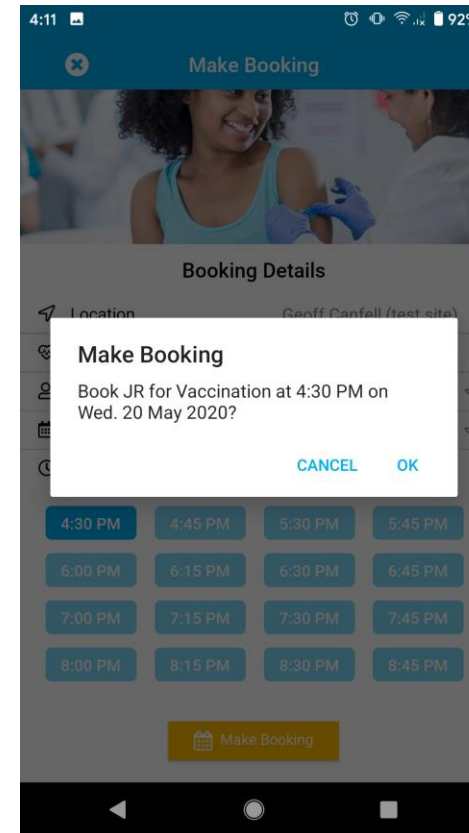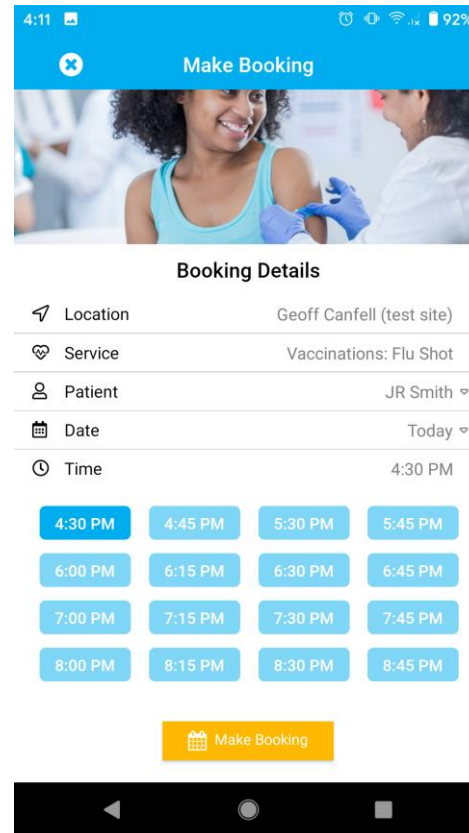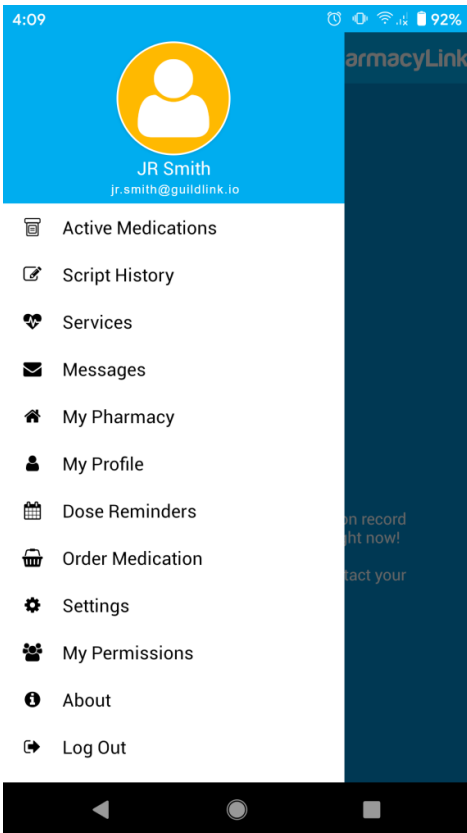
Need Assistance?

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

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