Time Slots
A provider's schedule is divided into time slots. Each time slot is given a purpose: it can either be a clinic or a non-clinic time slot.

Clinic time slots can be restricted to specific appointment types or can be unrestricted. Each department has its own appointments types and each provider will have all or a subset of his/her department's appointment types. Example: A time slot could be restricted to just new patient appointments (NPV), just follow-up

Non-clinic time slots are included in a provider's schedule to designate time in the schedule that is not usually available for seeing patients. Non-clinic slots appear

Sessions
Time slots are grouped into sessions. Most providers use a morning session (AM) and afternoon session (PM). They can also use an evening session (EVE). The hours for each session can vary by provider and by day.

Appointment Types and Durations
Appointment types correspond to the same appointment types that are used when booking a patient appointment. Each appointment type has an assigned duration. Although it is not normally the case, the duration can be overridden.

Types of Clinic Slots
The following are the types of clinic slots. In all the examples, the NPV appointment has a duration of 30 minutes and the FUV appointment has a duration of 15

Regular slots: Slots that have one or more specific appointment types and a specified number of appointments per appointment type. Example: 9:00 NPV (1 appointment) which means the provider will see 1 new patient only at 9 am. Another example is: 9:00 FUV (2 appointments) which means that the provider will see

Super slots: Slots that are for a range of times (ex: 9-12) for one or more appointment types and each appointment type can specify the number of appointments within the time frame. Example: 9:00 - 12:00 for NPV (6 appointments) and FUV (12 appointments) which means that within the 3 hours from 9-12, the provider will see some combination of up to 6 NPVs and 12 FUVs. For example, the appointments for the super-slot might be an NPV (30 minutes) followed by 3 FUVs (for a

Held slots: No appointments can be booked into this slot until it is taken off of hold. Example: A provider may hold the first two slots in a day for emergency

Overbooked slots: Schedulers have the ability to overbook a slot which means that they can book more patients into a slot than the provider requested. Example: If a regular slot is for one appointment only and the scheduler books another appointment into the slot. Frequently that is only allowed with provider approval. If an

Frozen/Thawed slots: Frozen slots are slots that are prevented from being scheduled until they are ‘thawed’. Example: if a slot is being held for appointment type

Appointment Status
There are 7 appointment statuses:
ARR - Arrived appointment means that the patient completed the arrival process for the appointment. In a Provider's Schedule, a check mark is an indication of
BMP - Bumped appointment means that the provider 'cancelled' the appointment. This is used to differentiate from appointments that the patient cancelled.
CAN - Cancelled appointment means that the patient cancelled the appointment
NOS - No Show appointment means that the patient scheduled the appointment but did not show up for the appointment and therefore did not go through the
PEN - Pending appointment means that the patient is due to come in for the appointment. At the end of each day, there should be no appointments left in this
RSC - Rescheduled appointment means that the original appointment was cancelled by the patient (CAN) and the appointment with status is the rescheduled
REM - Reminder appointment means that there is no specific slot assigned to this appointment. Typically reminder appointments are made more than a year in