

Enabling or Disabling Overlapping Appointments

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Overlapping appointments allows you to schedule appointments at the same time in the same exam room in DrChrono. You can enable or disable this setting depending on your in-office or online scheduling needs.

Allowing Overlapping Appointments

There are two ways to allow overlapping appointments, in the appointment window or in account settings.

When scheduling an appointment, you may see the following error message stating that there is a conflict with another appointment.

You can resolve this by clicking **OK**, checking the **Allow Overlapping** box, and clicking **Save**. Or you can select another exam room.

The screenshot shows the 'Schedule Appointment' form in DrChrono. An error message is displayed at the top: 'Error saving appointment. Please review the following errors and then try again: Item 'recurring_appointment' -> Appointment conflicts with [208164736] 04/11/22 07:20 Laurie Sample: Group Session'. The 'Allow overlapping' checkbox is checked and highlighted with a black box. The 'OK' button is also highlighted with a black box. The form includes fields for Provider (Dr. James Smith), Patient (Laurie Sample), Reason, Scheduled (04/11/2022, 07:20AM), Duration (30 minutes), Notes, Consent Forms (HIPAA Data Use Agreement, No Show Policy), Supervising (Office 1), Profile, Eligibility Profile, Exam (Exam 1), Color, and Status. There are also buttons for 'View Clinical Note' and 'View All Appointments'. At the bottom, there are checkboxes for 'Recurring Appointment', 'Arrange a Follow-up Reminder', and 'View Active Reminders', and buttons for 'Delete', 'Save & Close', 'Saving...', and 'Cancel'.

The second way to allow overlapping appointments is with a setting.

Go to **Account > Provider Settings > General tab > Calendar Settings**.

ACCOUNT SETTINGS

User Settings

Provider Settings

onpatient Settings

Account Setup

Custom Fields

Check the **Allow Exam Room Overlaps** box. Scroll down to the bottom of the page and click **Update Entire Profile**.

Calendar Settings

Use new dashboard homescreen	<input type="checkbox"/>	Uncheck to go straight to the calendar after logging in
Show user satisfaction survey	<input checked="" type="checkbox"/>	Uncheck to opt out of user satisfaction surveys.
Default Office	<input type="text" value="Telehealth"/>	Default Office on Calendar
Duration of Exam	<input type="text" value="30"/>	Default duration of an exam in minutes
Duration of Follow-up	<input type="text" value="15"/>	Default duration of a follow-up exam in minutes
Examroom Calendar Increments	<input type="text" value="10"/>	Adjust minute increments on calendar
Date range on Appointment Template	<input checked="" type="checkbox"/>	If true date range can be set for Appointment Template (starting from - ending by).
Appointment Templates in more views	<input checked="" type="checkbox"/>	Show appointment templates in Daily View, Doctor View and Weekly View
Allow Exam Room Overlaps	<input checked="" type="checkbox"/>	Allow appointments to overlap within an exam room
Global Overlap Checking	<input type="checkbox"/>	Disallow overlapping appointments in any office or exam room

This setting will allow appointments to be scheduled in the same exam room.

Online Scheduling: Keep in mind this will also allow patients to schedule via the scheduling widget or OnPatient in the exam room you have designated for online scheduling even if there is already an appointment scheduled. Patients can also schedule an appointment online if a different or additional exam room is enabled for online scheduling.

For more information on setting up your online schedule, click [here](#).

Disallowing Overlapping Appointments

Go to **Account > Provider Settings > General > Calendar Settings**.

ACCOUNT SETTINGS

User Settings

Provider Settings

onpatient Settings

Account Setup

Custom Fields

Check the **Global Overlap Checking** box. Scroll down to the bottom of the page and click **Update Entire Profile**.

Calendar Settings

Use new dashboard homescreen	<input type="checkbox"/>	Uncheck to go straight to the calendar after logging in
Show user satisfaction survey	<input checked="" type="checkbox"/>	Uncheck to opt out of user satisfaction surveys.
Default Office	<input type="text" value="Telehealth"/>	Default Office on Calendar
Duration of Exam	<input type="text" value="30"/>	Default duration of an exam in minutes
Duration of Follow-up	<input type="text" value="15"/>	Default duration of a follow-up exam in minutes
Examroom Calendar Increments	<input type="text" value="10"/>	Adjust minute increments on calendar
Date range on Appointment Template	<input checked="" type="checkbox"/>	If true date range can be set for Appointment Template (starting from - ending by).
Appointment Templates in more views	<input checked="" type="checkbox"/>	Show appointment templates in Daily View, Doctor View and Weekly View
Allow Exam Room Overlaps	<input type="checkbox"/>	Allow appointments to overlap within an exam room
Global Overlap Checking	<input checked="" type="checkbox"/>	Disallow overlapping appointments in any office or exam room

This setting will not allow appointments to be double-booked in any exam room or office. If you do not want any double bookings at all, enable this setting.

Note: With this setting enabled, you will not be able to change exam rooms for the same time slot unless you check the **Allow Overlapping** box in the appointment window as described earlier.

Online Scheduling: Patients will not be able to schedule an appointment online if there is already one scheduled at the desired time. They will only be shown available times.

Other Options

If neither box is checked, as in the image below, double booking will not be allowed within the same exam room unless the **Allow Overlapping** box is manually checked in the appointment window. However, an appointment can be scheduled for the same time in a different exam room.

Calendar Settings

Use new dashboard homescreen	<input type="checkbox"/>	Uncheck to go straight to the calendar after logging in
Show user satisfaction survey	<input checked="" type="checkbox"/>	Uncheck to opt out of user satisfaction surveys.
Default Office	<input type="text" value="Telehealth"/>	Default Office on Calendar
Duration of Exam	<input type="text" value="30"/>	Default duration of an exam in minutes
Duration of Follow-up	<input type="text" value="15"/>	Default duration of a follow-up exam in minutes
Examroom Calendar Increments	<input type="text" value="10"/>	Adjust minute increments on calendar
Date range on Appointment Template	<input checked="" type="checkbox"/>	If true date range can be set for Appointment Template (starting from - ending by).
Appointment Templates in more views	<input checked="" type="checkbox"/>	Show appointment templates in Daily View, Doctor View and Weekly View
Allow Exam Room Overlaps	<input type="checkbox"/>	Allow appointments to overlap within an exam room
Global Overlap Checking	<input type="checkbox"/>	Disallow overlapping appointments in any office or exam room

Online Scheduling: Patients will not be able to schedule an appointment online if there is already one scheduled at the desired time in the exam room designated for online scheduling. They can schedule an appointment online if a different or additional exam room is enabled for online scheduling.