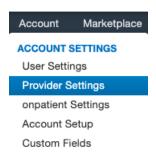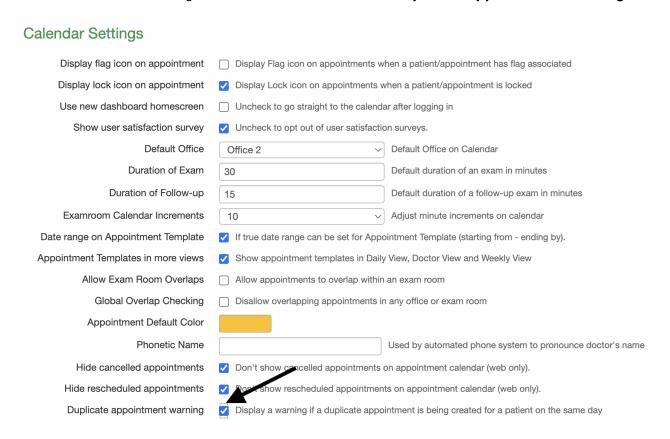# Duplicate Appointment Warning

09/10/2024 4:39 pm EDT

In the event that an appointment is scheduled for the same patient on the same day, you can enable a setting so that a warning message will appear.

To enable the setting, go to **Account** > **Provider Settings** and click on the **General** tab.

Account	Marketplace
ACCOUNT SETTINGS	
User Settings	
Provider Settings	
onpatient Settings	
Account Setup	
Custom Fields	

Under the Calendar Setting section, check the box for the **Duplicate Appointment Warning**.

Calendar Settings

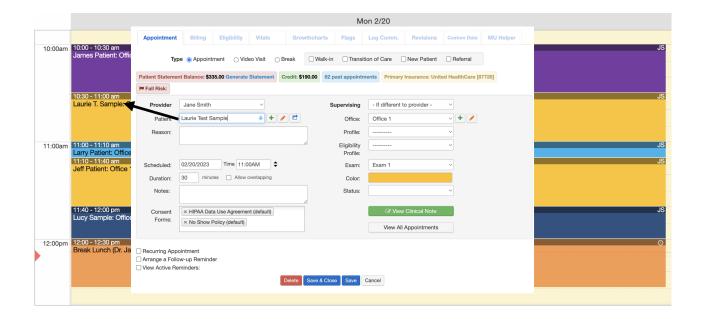|		
Display flag icon on appointment	☐	Display Flag icon on appointments when a patient/appointment has flag associated
Display lock icon on appointment	☑	Display Lock icon on appointments when a patient/appointment is locked
Use new dashboard homescreen	☐	Uncheck to go straight to the calendar after logging in
Show user satisfaction survey	☑	Uncheck to opt out of user satisfaction surveys.
Default Office	Office 2	Default Office on Calendar
Duration of Exam	30	Default duration of an exam in minutes
Duration of Follow-up	15	Default duration of a follow-up exam in minutes
Examroom Calendar Increments	10	Adjust minute increments on calendar
Date range on Appointment Template	☑	If true date range can be set for Appointment Template (starting from - ending by).
Appointment Templates in more views	☑	Show appointment templates in Daily View, Doctor View and Weekly View
Allow Exam Room Overlaps	☐	Allow appointments to overlap within an exam room
Global Overlap Checking	☐	Disallow overlapping appointments in any office or exam room
Appointment Default Color		
Phonetic Name		Used by automated phone system to pronounce doctor's name
Hide cancelled appointments	☑	Don't show cancelled appointments on appointment calendar (web only).
Hide rescheduled appointments	☑	Don't show rescheduled appointments on appointment calendar (web only).
Duplicate appointment warning	☑	Display a warning if a duplicate appointment is being created for a patient on the same day

Scroll down and click **Update Entire Profile** to save your settings.
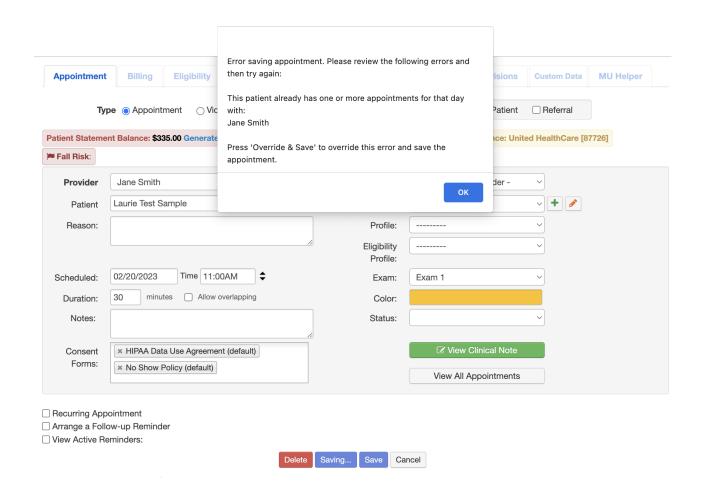
Let's take a look at an example to see how this works.

Below, the patient Laurie Sample already has an appointment. So let's try and schedule another appointment for her on the same day.

Once you click **Save** or **Save & Close**, a warning will appear that says that the patient already has an appointment scheduled for that date. The warning will also show the provider the appointment is scheduled with. Click **OK** to continue.

Type ○ Appointment ○ Vic Patient ☐ Referral

Patient Statement Balance: **$335.00** Generate ance: **United HealthCare [87726]**

⚑ **Fall Risk:**

Error saving appointment. Please review the following errors and then try again:

This patient already has one or more appointments for that day with:
Jane Smith

Press 'Override & Save' to override this error and save the appointment.

OK

Provider	Jane Smith		-der -
Patient	Laurie Test Sample		✚ ✏

Reason: [   ]

Profile: [---------]

Eligibility Profile: [---------]

Scheduled: 02/20/2023 Time 11:00AM ⇅

Exam: [Exam 1]

Duration: 30 minutes ☐ Allow overlapping

Color: [🟨]

Notes: [   ]

Status: [   ]

Consent Forms:
- ✕ HIPAA Data Use Agreement (default)
- ✕ No Show Policy (default)

☑ View Clinical Note

View All Appointments

☐ Recurring Appointment
☐ Arrange a Follow-up Reminder
☐ View Active Reminders:

Delete Saving... **Save** Cancel

Next, click **Cancel** to not schedule the appointment. However, if you do need to schedule a second appointment for the patient, click **Override & Save, Close,** or **Override & Save** to continue with scheduling the appointment.

Type ● Appointment ○ Video Visit ○ Break ☐ Walk-in ☐ Transition of Care ☐ New Patient ☐ Referral

Patient Statement Balance: **$335.00** Generate Statement | Credit: **$190.00** | 62 past appointments | Primary Insurance: United HealthCare [87726]

⚑ **Fall Risk:**

Provider	Jane Smith
Patient	Laurie Test Sample ➕ ✏️ ↗️
Reason:	
Scheduled:	02/20/2023 Time 11:00AM ⬍
Duration:	30 minutes ☐ Allow overlapping
Notes:	
Consent Forms:	✕ HIPAA Data Use Agreement (default) ✕ No Show Policy (default)

Supervising	- If different to provider -
Office:	Office 1 ➕ ✏️
Profile:	---------
Eligibility Profile:	---------
Exam:	Exam 1
Color:	
Status:	

✏️ View Clinical Note

View All Appointments

☐ Recurring Appointment
☐ Arrange a Follow-up Reminder
☐ View Active Reminders:

Delete | Override & Save, Close | Override & Save | Cancel