

Configure the FrontOffice+ Autofill Feature

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Autofill lets FrontOffice+ automatically offer open and canceled appointment slots to eligible patients, helping fill schedule gaps without staff manually searching for replacements.

Key configuration options

Turn on Autofill

- **Turn on Autofill:** Turn on **Enable Autofill**. This is the main switch; nothing else works until it's on.

Slot criteria

- **Keep Same Appointment Profile:** If turned on, open slots are only offered to patients with the same appointment profile.
- **Keep Same Exam Room:** If turned on, open slots are only offered to patients with appointments in the same exam room.
- **Keep Same Provider:** If turned on, open slots are only offered to patients with appointments with the same provider.

Search window

- **Cancellation Search Window:** Number of days ahead to search for canceled appointment slots to fill.
- **Minimum Search Window:** Minimum number of days away an appointment must be to be eligible for Autofill.
- **Maximum Search Window:** Maximum number of days out an appointment can be to be eligible for Autofill.

Autofill settings

- **Appointment Profiles to Include:** Select the appointment profiles to include in Autofill.
- **Locations to Include:** Select the locations to include in Autofill.

Example

- **Scenario:** A clinic wants to fill cancellations only for new patient appointments in the Brentwood office, keeping the same provider.
- **Setup:** Turn on **Autofill**. Turn on the appointment profile and provider slot criteria. Include all new patient appointment profiles and the Brentwood location.

Before going live

Confirm:

- **Search window validation:** Review your search windows to make sure each open slot goes to the right patients.



If you require further assistance, contact our Customer Support team via in-app chat, email us at support@drchrono.com, or call us at (844) 569-8628.

