

Configure the FrontOffice+ Waitlist Feature

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Waitlist lets FrontOffice+ offer newly available appointments to eligible patients who requested an earlier appointment. FrontOffice+ matches patients by appointment profile, provider, location, and the configured eligibility window, and then contacts eligible patients one at a time until the appointment is accepted or no eligible patients remain.

How Waitlist works

1. The practice sets the custom appointment field **Waitlist = Yes** on the patient's DrChrono appointment.
2. Another patient cancels or declines their appointment through FrontOffice+.
3. FrontOffice+ checks the **Waitlist** for eligible patients matching the available appointment:
 - Same appointment profile
 - Same provider
 - Same location
 - Appointment falls within the configured eligibility window
4. FrontOffice+ offers the available appointment to an eligible patient.
5. If the patient declines or doesn't respond within the configured time, FrontOffice+ moves to the next eligible patient.
6. If accepted, FrontOffice+ books the new appointment and updates the original appointment to **Rescheduled**.
7. If nobody accepts, FrontOffice+ sends a notification email to the practice.

Set up Waitlist

Create the DrChrono Waitlist field

- Create a custom appointment-level field named **Waitlist**.
- Set the field to **Yes** when a patient wants to be added to the Waitlist.
- FrontOffice+ recognizes **Y** or **Yes**, regardless of capitalization.

Connect the field to FrontOffice+

- Let your implementation specialist know you created the necessary identifier.
- The Nimblr technical team configures the DrChrono custom field identifier (waitlistId) in FrontOffice+.
- This lets FrontOffice+ recognize appointments marked for Waitlist.

Configure Waitlist preferences

- **Enable Waitlist:** Turn the functionality on.
- **Maximum Offers:** Maximum number of different appointment offers a patient can receive.
- **Waitlist Duration:** How long the patient has to accept an offer before FrontOffice+ moves to the next patient.
- **Start of the Eligibility Window:** Minimum amount of time in advance the patient's existing appointment must be to qualify for Waitlist.
- **End of the Eligibility Window:** Maximum timeframe FrontOffice+ looks into the future for Waitlist appointments.
- **Waitlist over Blocks:** Turn this on if FrontOffice+ should also trigger Waitlist offers for appointments that become available over a blocked period.

Example

A patient has an appointment scheduled several weeks from now and is marked **Waitlist = Yes**.

- Another patient cancels an earlier appointment.
- FrontOffice+ verifies that the appointment profile, provider, and location match.
- FrontOffice+ confirms the waitlisted appointment falls within the configured eligibility window.
- FrontOffice+ offers the earlier appointment to the patient.
- If they don't accept within the configured **Waitlist Duration**, FrontOffice+ can offer the slot to the next eligible patient.

Before going live

- Confirm the **Waitlist** custom field exists in DrChrono.
- Confirm Nimblr has configured the waitlistId.
- Configure the eligibility window and offer settings.
- Confirm whether **Waitlist over Blocks** should be turned on.
- Test the complete flow from cancellation > offer > acceptance > rescheduling.



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