

Online Scheduling Frequently Asked Questions

How much does it cost?

MEDENT's Online Appointment Scheduling is available at no additional charge to providers who subscribe to Patient Portal.

Do patients need to be active on Patient Portal?

While Patient Portal is a prerequisite for Online Scheduling, patients do not need to have an active account to use the feature.

Can patients cancel or reschedule an appointment?

Not at this time. Online Appointment Scheduling only allows patients to book an appointment with your practice.

If a patient has a stop on their account, will Online Scheduling block them from booking?

Yes! If "OK to Schedule" or "Schedule Portal" is set to "No" for the patient, it will not let the patient book an appointment online.

Can you filter scheduling by reason or body part? (e.g. Only let patients with back pain schedule with spine surgeon)

Yes! Custom forms can help filter the providers, locations and/or reasons available to the patient. It can also prevent the patient from proceeding to the first page of online scheduling and display a custom message (e.g. Call the office to schedule your appointment).

Can new patients use online scheduling?

Yes! Or your practice can set up a New Patient Request Form, which new patients can fill out to request an appointment.

Will it recognize if the patient's DOB is correct, but the name is not (e.g. Patient enters nickname)

No, in this scenario, MEDENT would create a new patient account. However, the practice can always merge these accounts.

Does Chart Central indicate when an appointment is scheduled online?

You can add an Online Appointments button to the bottom button line! Click this to view a list of all appointments that were scheduled online.

If the patient is denied an appointment, will the office be notified?

Not at this time.