



# No Appointments Mode

Empowering the patient to make informed decisions is a key facet of the Surgery Connect system. On any given day it is likely that a number of your patients will call and wait in the appointments queue, only to find that when they speak to one of your staff that there are no more appointments available.

As well as being frustrating for the patient, it can also lead to some difficult conversations for your Reception team. It is also making your inbound queue longer than it needs to be.

The **No Appointments Mode** allows you to inform callers when all appointments are taken. Managing patient expectations and giving them the most up to date information to decide whether they continue the call or call back another time.

“ Welcome to Bridge Street Surgery...  
Please note, all appointments for today are taken.  
If you would like to speak to our team, please choose  
from the following options... ”

A similar message will also be added to the in queue audio so those people that are already queuing can be informed that there are no appointments also.

## Implementing No Appointments Mode

Flexibility is the key once again with Surgery Connect offering 3 methods to implement the **No Appointments Mode**:

- **Configuration Console** - Drop the No Appointments mode onto the Calendar schedule
- **User Console** - Administrator access to switch No Appointments Mode on and off quickly and cleanly through the User Console
- **Telephone Button** - Program a button on any Surgery Connect extension to switch No Appointments Mode on and off.

Element	Description
Empower the Caller	Inform all callers the situation with available appointments before they choose a menu option and also whilst queuing so they have the most up to date information to decide whether to continue with the call.
Quickly Implemented	A choice of three methods to implement the mode, choose the one that suits you most.
Auto Reset	The No Appointments Mode will automatically be removed at the end of each day so you don't have to remember to remove it for the next day.