

CREATING EXCEPTIONS



NOTES

Exceptions Types

Positive Exceptions: This is when a provider is usually unavailable, and you would like to ADD time to their schedule.

Negative Exceptions: This is when a provider is usually available, and you would like to REMOVE time to their schedule.



GO TO

To create a resource specific exception, go to:

Administration → Resource Management → Resource Setup



STEPS

1. Select the provider's name
2. Go to the schedule tab
3. Click on "Schedule exception" (far right)
4. Add your location and exception type
5. Click 'make new exception.' Once you input the date and time field, this will then create the exception on the provider schedule.



GO TO

To create a practice wide exception, go to:

Administration → Scheduler Setup → Practice Exceptions



STEPS

1. Click on "Schedule exception" (far right)
2. Add your location, exception type and 'make new exception'
3. Once you input the date and time field, this will then create the exception on ALL provider schedules

This can easily be removed by going to the same area as it was created:

- Click on 'View Exceptions'
- Click 'Delete' and 'Okay,' which will then update the template to reflect its original state