Waiting List

21/07/2025 11:48 am BST

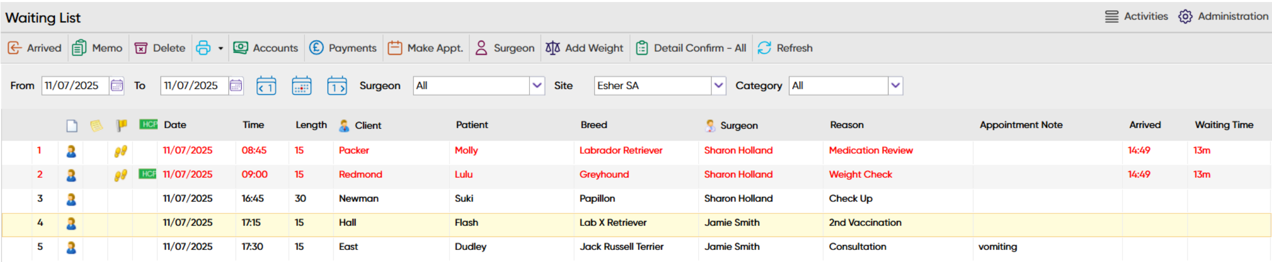
Summary

The Waiting List shows all appointments that are yet to be treated for the current day's appointments (unless another date range is specified).

Details

The Waiting List can be accessed via the 'Day Lists' button from Primary Navigation on the left-hand side.

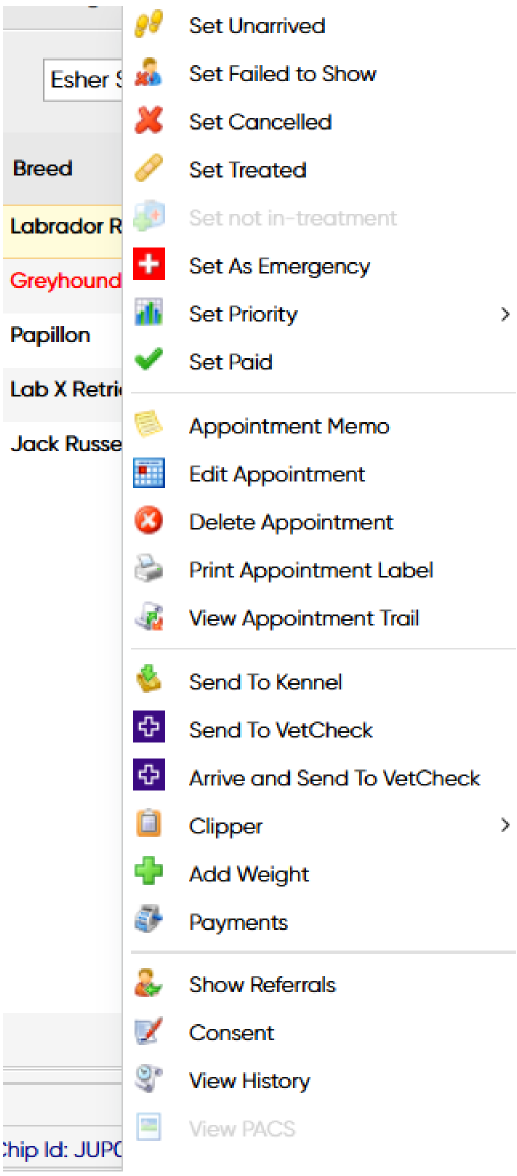
Appointments that have been booked and yet to arrive are displayed in black and any appointments that have arrived are displayed in red. In the event a patient has paid prior to receiving treatment, they will display in green to indicate a payment has been taken.



	HCP	Date	Time	Length	Client	Patient	Breed	Surgeon	Reason	Appointment Note	Arrived	Waiting Time
1		11/07/2025	08:45	15	Packer	Molly	Labrador Retriever	Sharon Holland	Medication Review		14:49	13m
2	HCP	11/07/2025	09:00	15	Redmond	Lulu	Greyhound	Sharon Holland	Weight Check		14:49	13m
3		11/07/2025	16:45	30	Newman	Suki	Papillon	Sharon Holland	Check Up			
4		11/07/2025	17:15	15	Hall	Flash	Lab X Retriever	Jamie Smith	2nd Vaccination			
5		11/07/2025	17:30	15	East	Dudley	Jack Russell Terrier	Jamie Smith	Consultation	vomiting		

Using the Waiting List

Select a patient from the list and right-click to display the below options:



Function	Description / Function
Set Arrived	The appointment will change to RED within the Diary screen, the Waiting List and Full list.
Set Unarrived	The appointment will be change back to its previous status.
Set Failed to Show	Appointment will change to BLOCK GREY.
Set Cancelled	Cancels the appointment and the appointment will change to NEUTRAL BROWN.
Set Treated	The appointment will change to BLUE to indicate the client has been treated.
Set As Emergency	White cross with red banner will show in the third column, indicating this is an emergency appointment.
Set Priority	Priority levels 1-10. If set, this block of colour will show in the first column in the Waiting List.

Set Paid	The appointment will change to GREEN to indicate the client has paid.
Appointment Memo	An 'M' will appear in the fourth column, indicating there is an additional note against this appointment.
Edit Appointment	Allows the user to edit the Appointment Reason and Note.
Delete Appointment	Allows the user to remove the appointment. This will remove from the Waiting List and Diary screen.
Print Appointment Label	Prints an Appointment Label to the practice's label printer. This details the appointment date, time, reason and surgeon.
View Appointment Trail	Displays an audit trail for the selected appointment.
Send to Kennel	Sends the Patient to a Kennel.
Send to VetCheck	Send the patient to VetCheck if the integration is in use
Arrive and Send To VetCheck	Arrive the patient and send to VetCheck if the integration is in use.
Clipper	Add the patient and client details to the Clipper.
Add Weight	Opens the Add Weight window.
Payments	Opens the Payments window.
Show Referrals	Shows the patient's registered referral details.
Consent	Opens the Consent form window.
View History	Displays the patient's Treatment history in a pop-up window.
View PACS	If the practice makes use of a cloud-based PACS system, selecting this option will show any uploaded images in a new tab.

Exporting the Waiting List

The Waiting list can be printed, emailed or exported to CSV file