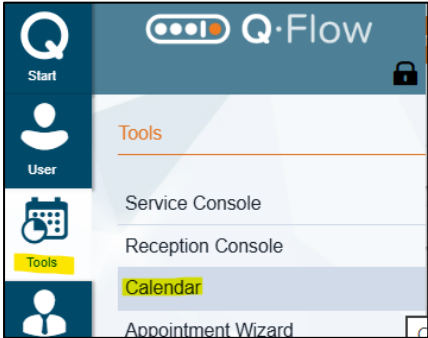
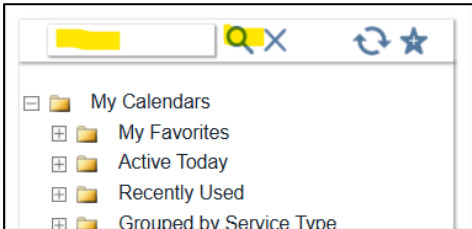
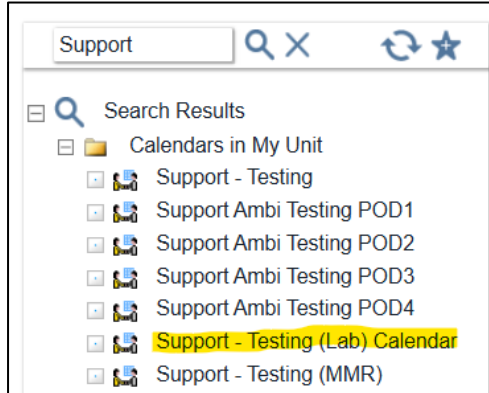
 <p>Saskatchewan Health Authority</p> <h1>WORK STANDARD</h1>	<p>Title: Booking an Appointment in Q-Flow</p> <p>Role performing Activity: Clinic or SaskBooking</p>	
	<p>Location: Saskatchewan Health Authority</p>	<p>Department/Unit: Areas that utilize the Patient Booking System</p>
	<p>Document Owner: Digital Health – Patient Booking System</p>	<p>Date Prepared: 7-Sept-2021</p>
	<p>Last Revision: 18-Sept-2025</p>	<p>Date Approved: 27-Sept-2021</p>
	<p>Related Policies/Documentation Creating a System Generated ID Work Standard</p>	

Work Standard Summary:

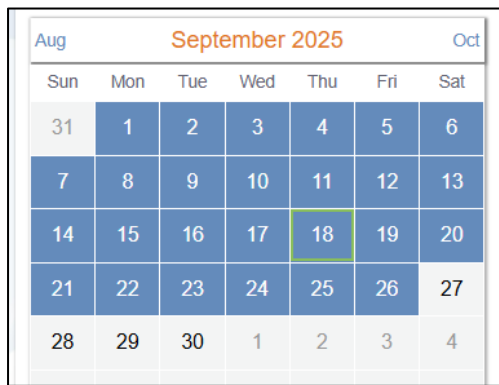
Book a patient appointment where a patient record [does exist in Q-Flow](#), or [needs to be created](#).

Essential Tasks:	
1.	Log into Q-Flow.
2.	Hover over the main panel in Q-Flow to select Tools , then click Calendar . 
3.	Below the calendar widget, navigate to the search field and type in the name of the town or clinic and click the magnifying glass icon.  <ul style="list-style-type: none"> • Click on the name of the appropriate calendar.

Essential Tasks:

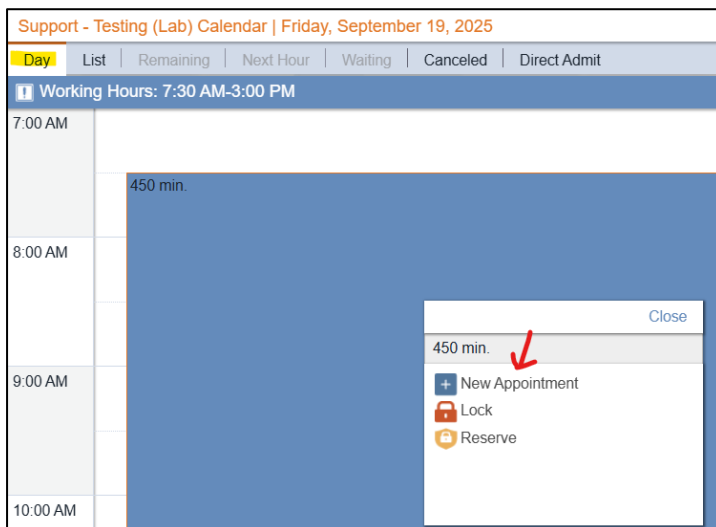


- Click on the patient requested date (in blue) for the appointment in the calendar widget.
 - Note: dates shown in red are locked and not open for booking; dates not highlighted in a color do not have a schedule built for that day.



4. Review the calendar in Day view and click on any blue space available in the day. Click the pop-up to select **New Appointment**.

- Note: The absence of blue space in a day indicates no available appointment slots. Select another date to find open appointment slots.



Essential Tasks:

5. Determine whether an existing patient record exists:

- Enter the Personal ID and select the corresponding ID Type; click **Select**.

New Appointment


Patient

Personal ID

ID Type SK Health Services Number

- If:
 - The record exists (i.e. the correct patient information appears), proceed to Step 6.
 - The record does not exist (i.e. 'patient not found'), skip to [Step 9](#).

6. Where a patient record exists, confirm the patient information is correct.

- If changes are required (e.g. Tel Number update), select the 'Edit' icon  in the Patient header.

New Appointment

Patient

Name Jack Fish

Personal ID 505050505

ID Type SK Health Services Num...

Tel. Number1 555-555-5555

Date of Birth 7/11/2018

Notification consent Allow

Booker 1

ClinicallyVulnerable No

HealthCareWorker No

7. Add appointment details:


- Click the 'Appointment Type' dropdown arrow to select the appropriate type.
 - Note: the appointment Duration will vary based on the Appointment Type selected.
- Click the 'Time' dropdown arrow to select the requested appointment time.
- A brief note may be entered in the 'Subject' field if needed (e.g. "Requisition Sent" for a Lab clinic where the patient indicates a Health Care Provider sent the Lab requisition directly to the clinic)

Essential Tasks:

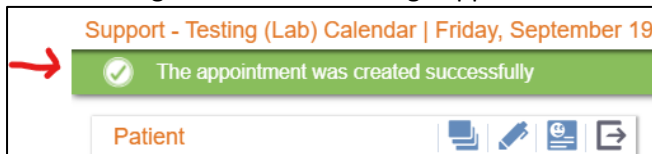
Appointment


Service	Support - Testing (Lab) Calendar
Date	Friday, September 19, 2025
Appointment Type	Lab Pediatric (10 min.)
Time	10:00 AM
Duration	10 min.
Subject	
Notes	
External Reference	
Language	English
<input type="checkbox"/>	Prevent Auto Queue
<input type="checkbox"/>	Walk-In

8.

Click **Save**  at the bottom right of the appointment screen to book the appointment.

- The following confirmation message appears:

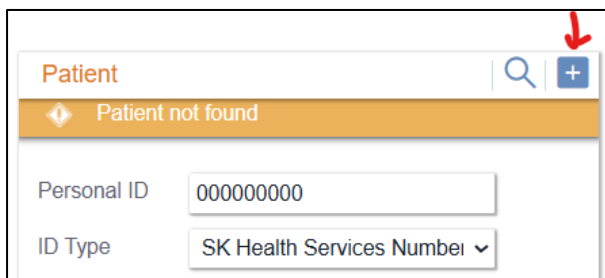


- To view the appointment in the clinic calendar, click **Calendar**  at the top right of the appointment screen.

The appointment is now booked.

9.

Where a patient record does not exist, select the blue '+' symbol to create a new patient record.

A screenshot of a patient search form. At the top, it says "Patient" and has a search icon and a blue "+" button. Below that is a message "Patient not found" with a refresh icon. Underneath are two input fields: "Personal ID" with the value "000000000" and "ID Type" with a dropdown menu showing "SK Health Services Number". A red arrow points to the "+" button.

10. Enter patient details:

- Personal ID*
- ID Type*
 - Refer to the [Create a System Generated ID](#) Work Standard when the patient does not have a standard ID type.
- First Name*

Essential Tasks:

- Last Name*
- Tel. Number 1 (cell phone)
- Tel. Number 2 (other phone number)
- Date of Birth*
 - Format = MM/DD/YYYY
- Notifications Consent*

Click **Save** .

*Indicates mandatory fields.

Note: Ensure to enter an email address and/or telephone number(s) to allow the appointment confirmation and reminders to be sent as an email or text notification.

11. Patient information will load into the 'Patient' area.

Patient	
Name	Alley Cat
Personal ID	000000000
ID Type	SK Health Services Num...
Tel. Number1	3060000000
Tel. Number2	3060000001
Date of Birth	1/1/1940
Notification consent	Allow ▾
ClinicallyVulnerable	No
HealthCareWorker	No

12. Return to [Steps 7 and 8](#) to add Appointment Details and complete the booking process.