



Vision Online Services

Summary of Changes – DLM 380

The following pages list a summary of changes to Vision Online Services (VOS) functionality for DLM 380. Full details are available in the VOS user guides, which are available at www.inps.co.uk/my_vision/vua/vos:

- VOS Configuration User Guide
- VOS Registration User Guide
- VOS Online Appointment User Guide
- VOS Online Repeats User Guide

All changes are explained in detail in the user guides, including changes to the patient VOS screens.

VOS Configuration Changes – Control Panel

Vision Online Services Configuration

- **Global Configuration**
 - **Registration Tab** – We have added new global account options for unused registration letters and un-activated accounts. There are also options to enable reminders for registration to be sent by email.
 - **NHS Mail Tab** – Enables you to setup an NHS email account for SMS messaging, and create a global email signature which is attached to all emails sent to patients.

Online Appointments Configuration

- **New Tabs** – We have added the following three tabs to the VOS Appointments Configuration Screen:
 - **Bookings Tab** – Maximum outstanding appointments are now configured from this tab. You can also specify how far in the future appointments can be booked. There are also a number of



options that can be used to manage how appointments are booked and what information is available to patients.

- **Cancellations Tab** – Cancellation reasons has moved from the General tab to Cancellations. You can now determine how long before an appointment a booking can be cancelled.
- **Slot Types Tab** – Lists all slot types created in Vision Appointments, the text can be changed for patient use online, eg MS might be changed to Minor Surgery.
- **Tab Changes**
 - **General Tab** – There is a new DNA section which allows you to prevent patient access to VOS once they have reached a chosen number of DNAs for a set period in the past.
 - **Email Tab** – Has been removed. An email signature can be created in VOS Global Configuration which will be displayed in all VOS email messages.

Online Repeats Configuration

- **Online Repeats** – There are now configuration options for the new Online Repeats module. See [New Online Repeats Service](#).

Other Changes

- **Clinicians Details** – A clinician's gender, role and special interests are now displayed online when selecting appointments to book.

Vision Registration Changes

- **Registration - Online Service** – In Vision Registration, the Online Services tab has been updated to enable patients to specify a mobile phone number to receive SMS messages, if used by the practice.

NOTE – All email and mobile numbers must be added to the patients' registration record, they can no longer be typed into the appropriate box on the Online Service tab.

- **Registration Letter Update** – The registration letter has been updated to include the patients address and the Registration Token expiry date (if set).



Vision Appointment Changes

Slot Type Changes

- **Non-Viewable** – Can define slots as viewable or non-viewable. Non viewable slots can only be seen in Vision Appointments.
- **Web Default** – This enables you define a slot for Web use. When added to a session these slots are updated each time the books are modified or extended and are displayed in the appointment book as Reserved for Web.

Reserving Slots Changes

- **Reserve for Web – Automatic** – When creating or editing sessions slots can be marked as Reserved for Web. This can be done directly in slot distribution, or by using a slot type which marked as Web Default.
- **Reserve for Web – All Sessions** – Recurring appointments can now be reserved for a specific time period. Select a start and end date, during this period slots will be marked as Reserved for Web each time the appointment book is extended or modified.

Session Setup Changes

- **Travel Clinic** – A session can be defined as a travel clinic, when patients select a travel clinic appointment they are prompted to select the country they are travelling to. This is then recorded and can be viewed at the practice.

Reporting Changes

- **Online Appointment Report** – Is available which enables you to search for slots available, booked or cancelled.
- **Did Not Attend (DNA) Report** – Has been updated to display DNA's where the appointment was booked online.

New Online Repeats Service

The new Online Repeats module enables patients to request their repeat masters online. The request is then sent to the practice. From Mail Manager the message is processed and the prescription generated. The details are then updated onto the website so the patient knows their prescription is ready to collect. Please see the Online Repeats user guide for further information.