



HEALTHCARE APPOINTMENT SYSTEM

Frequently Asked Questions

1. Can I book an appointment at any clinic at any time?

Yes, you can book an appointment for any City clinic at any available time using our Healthcare Appointment System. The system allows you to schedule an appointment at your preferred clinic at a time that is convenient for you.

2. Which services can I book for?

You can book an appointment for a variety of healthcare services online. However, we are currently in the pilot phase of the application and we are only offering limited services for booking online. Furthermore, some of the services might not be available at the facility you want to visit.

The following services are currently available for online bookings:

- Child health
- Family planning
- Pap smears
- HIV testing
- Immunisation

3. Why can I not book for ALL primary healthcare services?

You may not be able to book all primary healthcare services as we are still in the pilot phase of the application. In future, we hope to make all healthcare services available for online bookings.

4. The clinic I wanted to visit does not offer the service I need – why is that?

The service you need may not be available at the clinic you want to visit right now as we are still in the pilot phase and only offering limited services. We are currently focusing on ensuring that the available healthcare services meet the minimum quality standard before we make all services available online.

5. Why must I be at the clinic half an hour before my appointment?

Early arrival is encouraged to ensure:

- **Registration and check-in processes:** You are required to check-in before seeing a healthcare provider. This can include verifying your information, updating your personal details and completing any necessary paperwork. Arriving early ensures that you have time to complete the necessary processes without delaying your appointment.
- **Preparation time:** Some medical procedures or consultations require preparation time. Your early arrival allows for timeous and efficient preparation, which will ensure that your appointment starts on time.
- **Avoiding delays:** Clinics often schedule appointments closely together to maximise efficiency and reduce waiting times for patients. If you arrive late, it can disrupt the schedule and potentially cause delays for you and other patients. Arriving early helps maintain the clinic's schedule and ensures that you receive your fully allotted time with the healthcare provider.

- **Emergencies:** Clinics may need to prioritise patients with urgent or emergency needs, which can cause unexpected delays. By arriving early, you can minimise the impact these emergencies may have on your appointment.
- **Privacy and confidentiality:** Discussing personal health information requires privacy. Arriving early ensures that you have enough time to discuss your concerns or questions with clinic staff privately before your appointment begins.

Overall, arriving half an hour before your appointment helps to ensure that you receive the best possible care, while also respecting the schedules of other patients and healthcare providers.

6. I was on time for my appointment, but I still had to wait – what is the point?

Various factors may affect the clinic's schedule, including, among others:

- **Patient no-shows and late arrivals:** Some patients may not show up for their appointments or arrive late, which can disrupt the schedule and lead to delays for subsequent patients who arrive on time.
- **Unforeseen circumstances:** There might be unforeseen circumstances, such as the doctor not being in the clinic at the scheduled time, which can cause delays.
- **Appointment creep:** A prior appointment might run longer than scheduled and spill over into the next appointment. This may cause a knock on effect, leading to inevitable waiting times.
- **Preparation and administrative tasks:** Even if you arrive on time, there may be administrative tasks or preparation that we need to complete before your appointment. This can add to the waiting time.

7. I lost my phone – how can I access the booking system with my new number?

You will receive a One Time Pin (OTP) when you register on the system. If you have lost your phone and you did not do a SIM swap, you will have to re-register to access the online booking system.

If you do not need to cancel your appointment, then you can give your old number to the clerk at the clinic when you arrive for your appointment. The clerk will then search the system and check you in.

If you need to cancel your appointment, you will need to contact the clinic to do so. After cancelling, you can use your new number to register an appointment.

8. How much data will I use to make an appointment? Data is expensive.

The amount of data you use to make an appointment through our Healthcare Appointment System will vary depending on the specific platform.

Generally, the data usage for making an appointment is relatively low. The system involves basic interactions, such as selecting a time slot, and possibly entering some personal information. These actions do not consume a significant amount of data.

If you are concerned about data usage, you can safely proceed with making an appointment online without worrying about significant data consumption. We also encourage users to make use of our [SmartCape internet service](#), which is available at [City Libraries](#).