

☺ Job Aid: Schedule Conflicts Codes

Chapter 4: Appointment Scheduler

Section 2: Staff Schedules

Lesson: Special User: Template Scheduling Options

These codes are used when you are scheduling a template for a specific clinic and a specific staff person. TWIST will indicate on the Schedule Options screen if there is a conflict in any of the following:

- Staff person already has an existing schedule for the date or clinic you are attempting to schedule
- Staff person has an existing schedule for the date you are attempting to schedule for but in a different clinic
- The template you are attempting to schedule has either dates or hours when the clinic is closed or those hours are not available to be scheduled.
- Staff person already has an existing schedule for the same date that has clients with booked appointments.

The Schedule Options screen will show these conflicts under the “Schedule Dates” field, under the heading “Conflicts.” The following codes will appear (more than one may appear if there are multiple conflicts):

Code	Description
A	The appointment slots already exist and the template overlaps these slots.
D	Clinic is closed on this date .
H	Template has appointment slots outside of defined clinic hours .
O	Staff person is already scheduled in other clinic that same date.
S	Staff person has appointments booked at this clinic or another clinic on this date.