

Select appointment intervals for OTIS

Action Required: Use this link to request the appointment book interval for your agency by 6/25/2021. [Appointment Scheduler Interval Preference - OTIS](#)

Local agencies will be required to use the appointment book in OTIS for all WIC appointments. The time interval for appointments will be set up by CQuest for each agency soon, so consider your options below. All clinics in an agency must use the same interval.

OTIS allows for either a 10 or 15-minute appointment interval in the appointment book. Each agency must decide which interval they want to use in their appointment book. The appointment intervals will display in the appointment book and will be used when you set your agency appointment durations for each appointment type.

This is different than the 5-minute appointment intervals available in TWIST. Another difference is that the TWIST appointment book (Daily Clinic Schedule) has one row for each appointment that shows the start and end time. OTIS appointments show every interval and appointments can cover several rows. Participant names will display in the box next to their appointment start time followed by ditto marks (“) in the interval boxes showing the duration (see example below).

OTIS Appointment Book Examples

Example of 10-minute intervals

Example of 15-minute intervals

Appointment Book 10 minutes				Appointment Book 15 minutes				
Clinic: Gateway WIC				Clinic: Corvallis WIC/Clinica De WIC				
	Igor	Classes	Reschedule		Maryam	Mercedes	Audie	Kathryn
07:00 AM				08:00 AM	Smith			
:10 AM				:15 AM	"			
:20 AM				:30 AM				
:30 AM				:45 AM				
:40 AM				09:00 AM				
:50 AM				:15 AM				
08:00 AM	Smith			:30 AM				
:10 AM	"			:45 AM				
:20 AM				10:00 AM				
:30 AM				:15 AM				
:40 AM				:30 AM				
:50 AM				:45 AM				
09:00 AM				11:00 AM				
:10 AM				:15 AM				
:20 AM				:30 AM				
:30 AM				:45 AM				

There are advantages and disadvantages to consider with either option.

Interval	Advantage	Disadvantage
10-minute	<ul style="list-style-type: none">• Allows for 20-minute appointment lengths or 3 appointments per hour.• Appointment length options include 10, 20, 30, 40, 50, or 60-minutes.	<ul style="list-style-type: none">• The Appointment Book window doesn't show the entire daily schedule, so scrolling is involved. The 10-minute intervals have 6 lines per hour vs 4 lines. There will be more scrolling to see the appointment schedule for the day.• Does not allow for 15-minute appointments.
15-minute	<ul style="list-style-type: none">• With 15-minute intervals there are 4 lines per hour and less scrolling to see the appointment schedule for the day.• Can schedule four 15-minute appointments per hour.• Appointment length options include 15, 30, 45, or 60-minutes.	<ul style="list-style-type: none">• Does not allow for 20-minute appointment durations.