

## **Glossary for Help**

**About Us.** We are a dedicated group with a passion for developing the best business tools. Our common goal was to develop a free, reliable, and effective appointment scheduling system that integrates appointments made online with those made in person or by telephone.

**Add an Appointment.** This link on the calendar page allows adding appointments for new members or registered members to be made in person or by telephone.

**Ancillary Appointments.** This feature allows only your office the ability to schedule appointments at any time you choose. The ancillary appointment option may also be used to double-book an appointment such as emergency.

**Appointments.**

- **Confirmation.** DayClips sends appointment confirmations by email immediately after a member completes them.
- **Reminder.** DayClips sends appointment confirmations by email at a time or intervals specified by the service provider.
- **Retroactive.** DayClips permits a service provider to enter appointments that were made prior to the present date. The label "RA" adjacent to the type of appointment identifies retroactive appointments.

**Appointments Awaiting Confirmation.** Appointments scheduled online are first screen by your office before they are approved for your calendar. A list of these pending appointments is listed on the bottom of the screen.

**Appointment Report.** Configure the presentation of your printed appointment calendar in this link within the Settings section.

**Appointment Time.** You may customize the time for each type of appointment in the Settings section. Go to "Service Provide by your Office or Business" to add or modify your services and time for each service.

**Audiovisual Clip.** Go to the Settings section and click "Special Services". Go to the field for Audiovisual Presentation to embed your YouTube or similar presentation.

**Backup.** DayClips recommends regular backup of your appointment information. Services such as [www.backupmyinfo.com](http://www.backupmyinfo.com) provide continuous backup for your system. DayClips also has a utility for service providers in the Settings section that enables backup of your schedule of appointments. After clicking Appointment Report and Backup, select the period of time for backup. Then click Search. After searching, click Export to Excel or Print to obtain your backup list of appointments.

**Business Hours.** This page in the Settings section sets the limiting hours for your entire office. This page sets the earliest opening time and latest closing time for all staff members. Remember: individual staff members may configure their own schedules within the confines of Business Hours under the Staff link in Settings.

**Calendar.**

- Member has their own integrated calendar known as Calendar of Appointments that shows all appointments they have scheduled through DayClips.
- Service provider has an integrated calendar that shows all appointments made online, by telephone, and by in person scheduling.

**Calendar of Appointments.** This is what we at DayClips refer to as “Grand Central Station” since it integrates appointments made online with those made in person or by phone.

**Cancellations.** Appointment cancellations are easily identified on the appointment screen and in the Daily Report. Appointments that are cancelled are labeled on the screen as “Cancelled” in a red font. Daily Reports also show appointments that have been cancelled. A service provider may remove any selected appointment, including cancelled or confirmed appointments, from the integrated Calendar of Appointments.

**Cancellation Policy.** This feature in the Settings section defines the number of days before an appointment that a member is allowed to cancel an appointment.

**Cell phone.** DayClips has an optional field for inputting cell phone information. This field will be used in the near future for text messaging purposes.

**Change.** Appointments may be easily changed by first checking the box of the appointment. Then click “Change” to move it to a different time.

**Contact.** Communicate with DayClips through our Contact link. We welcome constructive criticism or suggestions. Please refer to our Terms and Conditions before submitting recommendations.

**Customization.** A service provider has many ways of customizing his appointment scheduling. Go to the menu linked to “Settings” and configure the parameters for your office.

**Delete.** Appointments may be easily deleted from the schedule by first checking the box of the appointment. Then click “Delete” to remove it from the calendar.

**Duplicate Members.** Send an email to [Support@DayClips.com](mailto:Support@DayClips.com) that provides a list of your members with duplicate registration. DayClips will merge their accounts into one.

**Electronic Trail.** DayClips provides a utility for archiving email appointment confirmations and email appointment reminders for future reference.

**email block.** Your email service uses filtering to prevent unsolicited messages from crowding your inbox. Sometimes this filtering can prevent "good" messages from reaching you, too. Click [email service](#) to download simple instructions for receiving your emails from DayClips.

**email Request Form.** DayClips provides a downloadable form you may print for obtaining email when a patient visits your office. Click [Patient email Address Request](#) to download this form.

**Emergency appointments.** Service providers click Add an Appointment on the main calendar page. Then go to a series of prompts to schedule an appointment. Ancillary appointments are those that only your office has access to schedule. For example, only your office can schedule a surgical procedure on a day that is not available for public access.

**Email Notification.** Service providers may customize the message in their email appointment confirmations and email appointment confirmations. This feature is found in the Settings section.

**Features.** DayClips is loaded with useful features. Some of the key features may be viewed when clicking the Features link on the home page navigation bar. DayClips is an effective appointment scheduling system that integrates online appointments with those made by telephone and in person.

**Find Your Health Care Provider.** Found on the home page, this is the link that members use to find the service provider of their choice.

**Free.** Yes! DayClips is free for registered members and registered service providers who actively use DayClips to schedule and receive appointments.

**HIPAA.** DayClips adheres to HIPAA standards and constantly reviews and updates internal processes to protect personal information.

**Identification Number.** This is a number automatically assigned to a service provider for enhanced security. A service provider receives an Identification Number by email immediately after registration with DayClips. The Identification Number is displayed in the service provider's Profile page.

**Integrated Appointment Scheduling.** DayClips is the premiere scheduling system that integrates appointments made online with those made by telephone or in person.

**Integrated Calendar.** The online calendar for a service provider has a main calendar that integrates appointments made online with those made in person and by telephone.

**Member.** A person who schedules appointments with a service provider that is registered on DayClips is a member of DayClips.

**Member Search.** Service providers select Members from the navigation bar to search for individual members. Once selected, the service provider may update and change demographic information for a member, or view a list of prior and upcoming appointments for that member.

**News.** This tab in the navigation bar displays the most recent happenings with DayClips and our dedicated staff.

**Newsletter.** DayClips provides service providers a utility for them to send a newsletter to any or all of their members.

**Notification.** DayClips notifies the scheduler when an appointment is being made for a member who already has a future appointment. This feature helps prevent duplicate appointments.

Patient email Request Form. DayClips provides a downloadable form you may print for obtaining email when a patient visits your office. Click [Patient email Address Request](#) to download this form.

Privacy. Details of appointment information are not stored by DayClips. This means that DayClips does not see or maintain appointment data. Please remember that an employer may have rights to any form of communication if that communication is sent through an employer. Family members may also see electronic communication if your computer is accessible to family members. It is also important for you to know that the office staff you send any communication may review that information. Please see our Privacy Policy for details.

Private Display. This option allows only your office to view and select a service.

Profile. Service providers may configure their profile under the Configure your Profile link in the Settings section. Service providers may specify their demographic information, website address, and logo.

Public Display. This option allows you to display services for public viewing and selection.

Recall. A detailed menu devoted to Recall is available by clicking the Help link in the Recall section. WikiHow also has a page devoted to [Recall with DayClips](#).

Recurrent Appointments. If you choose to send email reminders for recurrent appointments, click Schedule Recurrent Appointments. The recurrent appointment scheduling option enables you to specify when you receive email appointment reminders.

Registration. New service providers may register with DayClips by clicking the New Service Provider button on the home page. Then follow the pages for adding your information. You will receive by return email log in information that includes your username and password. It is important to set up your list of services and appointment calendar under Settings to complete and fully activate your account with DayClips. All new accounts need to be completed within three days, or your registration may be delisted from DayClips.

Reports. DayClips provides options for choosing daily reports of your office schedule. Go to Settings and choose Report Setup. For most service providers, our Full Report is simple and sufficient.

Retroactive Appointments. Go to the settings section and click Creation Policy. Then check the box for enabling retroactive appointments. DayClips shows appointments scheduled on a retroactive basis with an RA adjacent the name. This notation is part of the audit function that supports the accuracy and validity of your appointment schedule.

Scheduling Appointments. DayClips integrates appointments made by phone with those made online and in person. For appointments made online, go to the button labeled Add an Appointment. Follow the prompts. DayClips allows members to schedule appointments with your office over the Internet on our secure server. DayClips is web based so you don't need to download or maintain software. All you need is an Internet connection.

Scheduling Page. Create your customized DayClips scheduling page. Your clients, patients, customers can schedule their appointments *directly* from your customized scheduling page. In the Settings section click on "Special Services" to create your personalized scheduling page.

Security Center. This link in the Settings section enables a service provider to change their password.

Scheduling Staff Members. Staff members have individual schedules that are configured within the confines of the limiting office hours. To configure individual staff schedules go to Settings and then Staff to select an individual staff member. Then click Schedule to configure the schedule for an individual staff member.

Search. The Search feature on the calendar page allows a service provider to search for registered members of DayClips.

Security. DayClips is serious about security. DayClips uses SSL (secure socket layer) programming, firewalls, and extra levels of service member log in to maintain a high level of privacy and security. The information handled by DayClips is encrypted using advanced technology. The details of appointment information are not stored by DayClips. This means that DayClips does not see or maintain appointment data. Our server is located behind secure firewalls.

**Security Center.** Service providers may change their password through this link in the Settings section.

**Service Providers.** Any licensed health care professional may set up an account with DayClips for appointment scheduling.

**Services.** This tab in the navigation bar describes the variety of services offered by DayClips.

**Settings.** This tab enables service providers to customize their appointment scheduling.

The four-stage signup in the Settings section has the following pages:

- **Configure your Profile.** This screen provides your Provider Account number, demographic information, and email address. You may also provide your website and logo for inclusion in the public directory.
- **Business Hours.** This screen sets the limiting hours for your entire office. You may specify Day(s) off including holidays and vacations.
- **Staff.** This screen is for setting the schedule for individual staff members in your office.
- **Services.** This screen allows you to list services provided by your office. You may specify the time permitted for each service, and the order that your services are presented for display. Select Public or Private to indicate whether you want the service to be displayed to the public or only to your office.

**Site Map.** This link provides links to the various pages on DayClips.

**Special Services.** Enhance your website or blog with integrated appointment scheduling with DayClips. Just copy the code in this section and paste it on your website.

**Suggestions.** DayClips is always looking for ways to improve our service and make our website more useful and easier to use. Please refer to our Terms and Conditions for submissions for suggestions. Suggestions for DayClips may be sent to [Support@DayClips.com](mailto:Support@DayClips.com).

**Text Messaging.** DayClips will use the cell phone field for text messaging in the near future.

**Trail.** DayClips does not store appointment confirmations or appointment reminders. However, DayClips simultaneously forwards to service providers copies of email reminders and email confirmations that are sent to members. To set up an electronic trail, service providers go to the Settings section and Trail of Appointment Confirmations and Appointments Reminders. Type in the email address where you wish to have copies of email appointment confirmations and email appointment reminders.

**Vacation.** To book out vacations from your regular schedule go to Business Hours page in the Settings section. Clicking the first link for holidays and vacations takes you to a page labeled Service Providers Days Off. On this page you may specify add, modify, or delete, days off for whatever reason you choose.

**Verification Number.** The Verification Number is the last four digits of a member's social security number. This allows a member to securely schedule an appointment with multiple service providers without needing to reregister each time an appointment is made.

**Website.** If you already have a website, simply add a link to DayClips or DayClips button to your site. DayClips has a utility to add an appointment scheduling link to your office portal on DayClips. Just go to the Special Services category in the Settings section to configure your appointment scheduling link. If an Internet service company monitors your website, simply email them the link that you want added to your home page and let them know where on the home page you want that link to be.

**Website Development.** The producers of DayClips offer generic websites that you may customize for your own needs. Contact [www.websitesworldwide.com](http://www.websitesworldwide.com) for more information.

Welcome to DayClips! We sincerely hope that your office efficiency and work pleasure will be enhanced by what we believe is the best integrated appointment system on the planet.

YouTube. Service providers are able to link their registration with DayClips to their personalized presentation on YouTube. Go to the Special Services section in Settings to embed your presentation.

You may contact us at [Support@DayClips.com](mailto:Support@DayClips.com) for additional assistance. We are happy to help.

Thank you for using DayClips - your professional appointment scheduling system.