

Help

1. Registration

For the search for a service provider or a free date, no login is required on the platform. You can also search for a doctor without having to register on rdv-online.lu. If you want to make an appointment with a service provider, you have to authenticate yourself. To do this, you need a valid email address and password that is at least 6 characters long and consists of a combination of letters and numbers. The password is encrypted and cannot be viewed by us! Signing up at rdv-online.lu is free of charge! After the first registration, you will receive an e-mail with a confirmation link, which you must click. If you cannot find the e-mail, please look under Spam or deleted e-mails!

2. Sign in

If you want to take an appointment with a service provider, you have to authenticate yourself. To do so, enter your previously registered email address with the appropriate password.

3. Forgotten your password?

Just click on <Forgotten password>. You will receive an e-mail within a few minutes with a confirmation link, which you must click. Here you can now set a new password. If you cannot find the e-mail, please look under Spam or deleted e-mails!

4. Manage your profile

a. Private customer master data

i. Enter master data

We are very committed to providing our customers with a good quality service. This includes accurate and complete details of your personal data such as name, first name, address and date of birth.

ii. Enter family members

If you want to record an appointment on behalf of a third party (for example, your children, grandparents, or animals), you must have previously entered them as family members.

b. Professional area

i. Login to manage a calendar

You are working in a practice and want to manage the appointment calendar for this practice! Ask your doctor for the registered email address of the appropriate calendar and enter it in the <Business email> field. Then press <request approval>! The calendar owner will receive an e-mail with your inquiry within a few minutes. Under Business Profile he can then unblock you for his calendar. All calendars for which you have made a request are displayed in the bottom list. At the back you see if you are already unlocked or not..

c. Manage calendar

i. Assignment

Choose the various specialties you can choose from. You can select several specialties. These are used as a search and filter criterion when selecting a doctor, and are already displayed in the result list to the patient.

ii. Gallery

You can introduce yourself and your practice by means of an image gallery. The first image (left) is already displayed in the search for the patient. The rest of the pictures are displayed as slideshow on the calendar. You can change the sequence later by selecting the image at the bottom left and simply pushing it to the desired place.

iii. Contact details

Here you enter your name, title, address (displayed in Google Maps) and opening times.

iv. Weekly planning

Select the times you generally want to share on the platform. These will be reduced in the next steps by further restrictions (Unavailabilities, already occupied periods, limitation in time, ...), and in the end only the availabilities which you want to show the patient remain.

v. Define opening times

You must pre-define the opening hours of the practice. When are your general opening hours and when are you closed (lunch break, sick leave, surgery, ...) or are absent (holiday, congress, ...). Using a generic definition of these time segments, you can quickly and easily share your availability with your patients and customize your calendar to suit your individual work schedule.

e.g. :

- General opening hours: 08:00 - 17:30 from Mondays to Fridays

Enter the following parameters: General opening hours: 01/01/2000 08:00

- 31/12/9999 17:30 and choose the days (Mon Tue Wed Thu Fri).

- Generally closed for lunch: 12:00 - 13:30 from Mondays to Fridays, except Wednesdays.

Enter the following parameters: Lunch break: 01/01/2000 12:00 -

31/12/9999 13:30 and choose the days (Mon Tues Th Fr).

- closed for holidays: 07/08/2017 - 01/09/2017.

Enter the following parameters: 07/08/2017 00:00 - 01/09/2017 24:00 and select the days (Mon Tue Wed Thu Fri Sat Sun).

The system evaluates all your details and then generates a weekly view. The patient can register himself (or one of his family members whom he has previously registered) in a free place.

vi. Define Opening times

In addition to the general opening hours, you have the option to define restrictions for the platform users: (these restrictions, however, do not apply to your secretary who manages your calendar through the platform)

- **First appointment in X days**
 - You do not want to be seized over the platform free spaces that they you have released for emergencies! Then enter 1, 2 or 3 for this parameter, depending on how many days in the future the first free, available appointment is to be visible to the patient.
 - You want to be able to fill vacancies available in the short term (dates today)! Then enter a 0 for this parameter.
 - The patient can register in urgent cases on a waiting list!
- **Maximum availability (quota) per hour**
 - You do not want to publish your complete calendar with your free availability on the Internet. You can limit the maximum number of free slots displayed per hour.
- **Maximum availability (quota) per day**
 - You do not want to publish your complete calendar with your free availability on the Internet. You can limit the maximum number of free slots displayed per day.
- **Maximum days in the future authorized**
 - Specify the number of days, in days, how long in advance a patient can take an appointment over the platform.
- **Email notification**
 - Let us know if we should send you an email notification at any time!

- If an appointment is cancelled, you will always receive an email notification!
 - The patient will always receive an e-mail notification
 - He will also be reminded by e-mail the day before his appointment about the date and time of the appointment.
- vii. Activate waiting list**
- You do not have a free appointment on your calendar in the short term, but would like to give your patient the option to register on a waiting list. You will receive an additional email notification and will be able to order your patient in your practice at short notice. If you do not want to use this option, do not select the box!
- viii. Unlock employees**
- Your employees can make a request to manage your calendar on the platform and get extended access to your calendar. You will receive an email from such an inquiry and can give your employees access. You can also delete this access at any time. A list of the queries provided gives you an overview of who has access to the extended management of your calendar.
- ix. Activate & publish calendar**
- Your calendar is not visible on the platform until it has been released by SIMS Solutions. For this, you have to transfer at least € 200 to the account of SIMS Solutions (BCEE LU22 0019 4855 7855 5000) (or on the platform via PayPal), which are transferred to your individual account. Your current account saldo is always displayed. If your account saldo is below a defined limit, an email notification will alert you and request a transfer to prevent your calendar from being unavailable to your customers.
- x. Payments and debits**
- The use of the platform is free for the patient!** A fee of € 2 is deducted from your account for each used calendar day, which means that unused days are not billed and the maximum monthly costs are therefore capped at € 62. If 10 appointments for the future are booked in one day, this day will be billed at € 2.
- xi. Overview**
- You have the possibility to retrieve all payments, debits and appointments done through the platform.
- xii. Interface to MEDICUS from SIMS Solutions**
- The interface to MEDICUS is free of charge.** The data from the platform and your local MEDICUS installation are synchronized at regular intervals. This option is not absolutely necessary. Rdv-online.lu can be used by both MEDICUS users and by physicians who use a different software solution in their practice!

5. Make an appointment

a. Search

To search for a doctor, you do not need to register on the platform. You can filter by specialty or enter a search term in the field provided. The more precisely you define your search, the faster the platform can react to your search.

b. Make an appointment

To make an appointment, you must first log on to the platform. If you found a free appointment with the doctor of your choice, you can arrange it for yourself or for one of your family members (who have been pre-defined in your private profile). You will immediately receive an email confirmation to your e-mail address.

c. Cancel an appointment

To delete an appointment, you must first log on to the platform. You will immediately receive an email confirmation to your e-mail address.

d. List of appointments

You can create a list of all your appointments and family members.

e. **Confirmation by email**

As soon as you have agreed on an appointment (or in the case of cancellation), you will be sent an email confirmation immediately to your e-mail address. On the day before your appointment you will also be sent an email reminder with all the details.

6. Register on a waiting list

Often, the calendar of appointments is booked for days and weeks in advance. Your doctor will be able to provide you a waiting list on which you can enroll. He can then give you an appointment at short notice.

7. Close account

You can at any time request to close your account. Your master data will be deleted. However, appointments which you have agreed on the platform will continue to exist!