

Appointment Library

24/09/2025 4:09 pm BST

Summary

This page documents the libraries available under the Appointments library.

For information on how to update/sort libraries, see: [How to use](#)

Details

Appointment Reasons

When you make an appointment in Merlin, you are able to specify a reason for the appointment. Within the Settings > Reception screen, you are able to enable a setting to stop users free typing appointments.

To enable predefined appointment reasons, you will first need to set them up for your practice.

NOTE: Setting the feature before creating the reasons will prevent you from creating any appointments.

Users can then turn on the predefined appointment reasons by following the path
[Administration/Settings/Diary/Only Pre-defined Appointment Reasons](#).

Configuration Settings [User - LM : Site - Esher : Profile - Accounts]

Categories: Account, Reception, **Diary**, Treatment, Lab, Vet Scan Lab, Labelling, SMS, Email, DayLists, System, Miscellaneous, HTML Labelling, Smart Flow, VetCheck, Follow Up, GDPR, PACS, Message.

Site: Esher [Save]

General

Start Hour: 10:00, End Hour: 20:00, Rota Start Date: 22/09/2008, Appointment Length: 10, Daily Summary Row: 5

☒ Appointments Track Current Time, ☒ Allow Historic Bookings, ☒ Allow Multiple Bookings, ☒ Initials field has focus, ☒ Include Initials For Booking, ☒ Mandatory Appointment Reasons

☐ Treat Date As Booking Date, ☐ Display Available Surgeons Only, ☐ Display Surgeons On Holiday/Unavailable, ☒ No Bold in Diary Entries

☒ Only Pre-defined Appointment Reasons

Day View

☒ Show Reason In Bookings, ☒ Show Patient In Bookings, ☒ Show Species In Bookings, ☒ Show Breed In Bookings, ☒ Show Patient Notes In Booking, ☐ Show Client Popup Note In Booking, ☒ Show Patient Popup Note In Booking, ☐ Show Tag in Bookings

☒ Display Ultrasound Time Slots, ☒ Show Note In Booking, ☒ Show Initials In Bookings, ☐ Display Operation Time Slots, ☐ Show Internal Stable Ref in Booking, ☒ Display Radiology Time Slots, ☐ Show Account Note In Booking

There are some other interactions to be aware of:

- Mandatory Appointment Reasons has been added to the administration settings. Predefined and Mandatory settings interact with each other.
- If 'Mandatory Appointment Reasons' is OFF and 'Only Pre-defined Appointment Reasons' is ON, the user can provide a predefined reason or no reason.
- If both are ON, then the user must provide a predefined reason.

There are three types of appointment reasons: Appointment Reasons, Hospital Reasons and Declined Reasons.

Appointment Reasons: Display when booking a standard appointment.

Hospital Reasons: Only display when booking a hospital appointment.

Declined Reasons: Used as part of the [Follow Up Appointment](#) module to record declined appointment reasons.

When an appointment is made in a Hospital Column, the Hospital Reasons are used, for all other appointments, the standard Appointment Reasons are used.

Appointment Durations: It is possible to set the duration of your appointment reasons. If used it is advisable to have your diary slots set at 5 minute intervals so varying appointment durations can be booked in. Note: Appointment Durations are required when using [MWI Pet](#).

As shown in the example below it is possible to use different colours to identify different appointment types.

Type:

In Library:

Search

Refresh

Delete

Name	Description	Category	Duration	View Order	Add to Library	Site	Colour
		0	0	0	☐	0	
First Vaccinat...	First Vaccinat...	Appointment	15	0	☒	Esher	
Consultation	Consultation	Appointment	10	1	☒	Esher	
Booster	Booster	Appointment	15	2	☒	Esher	
Bitch Spay < ...	Bitch Spay < ...	Hospital	30	3	☒	Esher	
Cost issue	Cost issue	Declined Rea...	0	3	☒	Esher	

Unavailability options: It is possible to create Unavailability reasons to use when marking a slot as unavailable in the [diary](#).

Unavailability Reasons	
	Search Refresh Delete
Name	Allow Free Text
	☐
Admin	☒
Emergency only	☒
Lunch	☒
Meeting	☒

To access the reason right click, select unavailable and select from the options as shown in the examples above.



