

## How the booking process works in your schedule

This document covers how the shift booking process works for in hours locum work for practices and for Hub service employers such as HERE extended hours

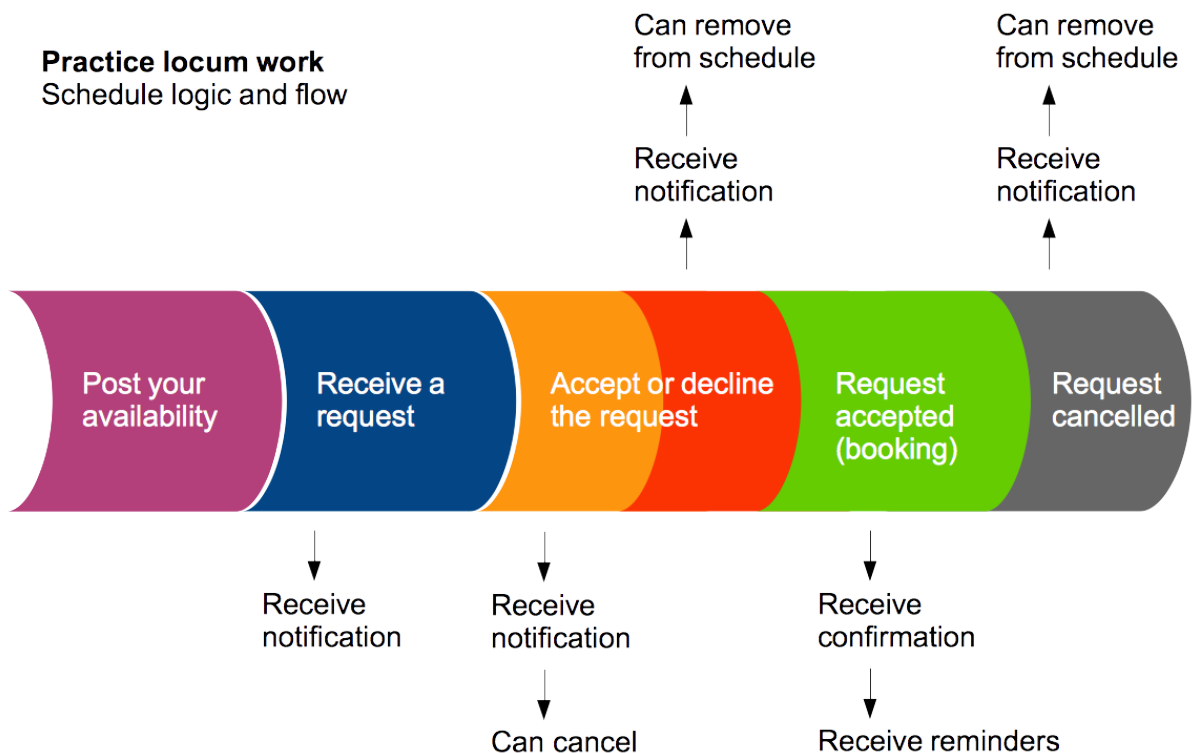
The booking process for Hub services is different to that of the locum work for practices.

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### 1. For locum work, the process is:

- You publish **Availability** in your Schedule and wait for **Requests** for work from practices
- *For each request you receive an email notification with actions built in*
- You **Accept** or **Decline** each Request
- *When you respond the practice receives an email notification*
- If you Accept a Request, the practice can **Confirm** or **Cancel** the shift
- If a shift is Confirmed this appears in your Schedule as A **Confirmed** Shift
- *When a shift is confirmed both you and the practice receive an email notification*
- *When a shift is confirmed, the practice receives links to your profession docs and terms*

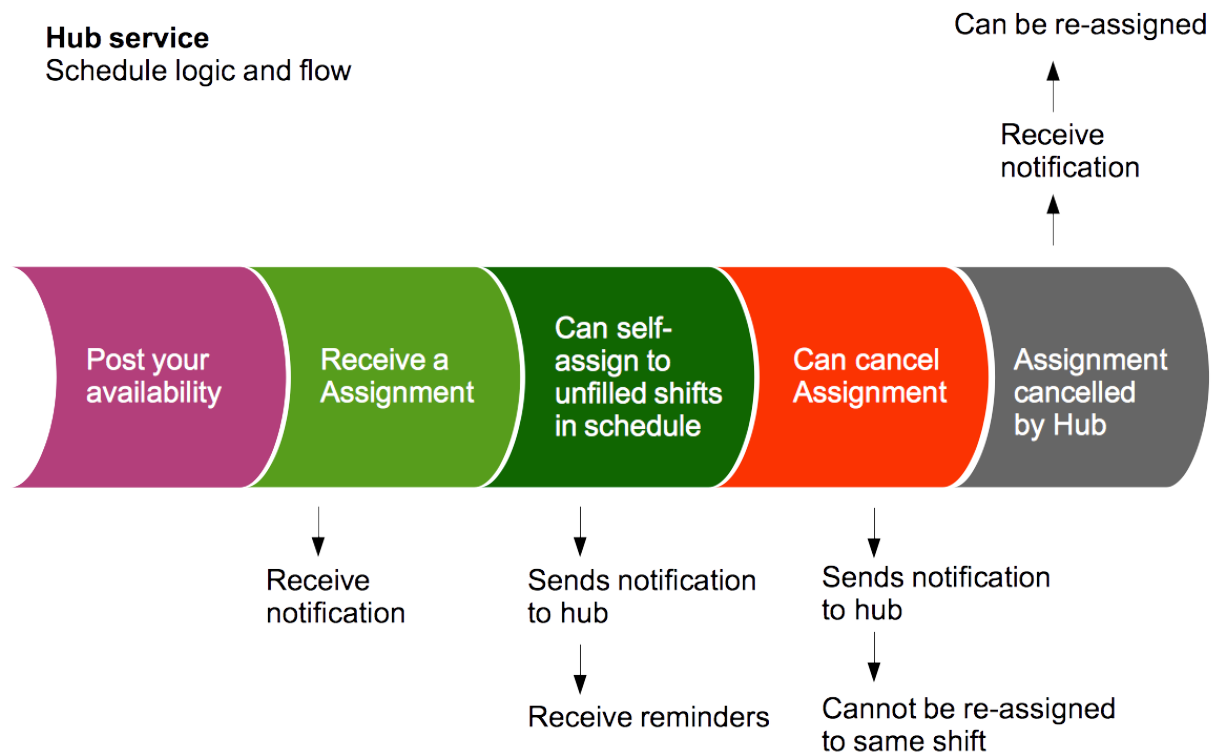
This diagram shows the process / flow. The colours of the stages correspond to the colours used in your **Schedule** to represent them



## 2. For Hub shifts, the process is:

- You publish **Availability** in your Schedule and wait for **Assignments** to work from the Hub
- *For each Assignment you receive an email notification*
- You can **cancel** an Assignment (before 48 hours prior to the shift)
- *If you cancel an assignment the Hub Admin receives an email notification*
- The Hub Admin can **cancel** and Assignment
- *If your Assignment is cancelled you receive an email notification*
- The Hub Admin can place an Assignment on **hold**
- *If your Assignment is placed on hold you receive an email notification*
- *3 days before the Assignment you will receive a text message reminder*
- *1 day before the Assignment you will receive a text message reminder*
- *1 hour before the Assignment you will receive a text message reminder*

This diagram shows the process / flow. The colours of the stages correspond to the colours used in your **Schedule** to represent them



Get in touch with us if you want to clarify anything or ask a question

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