






































## Icons in Praktika











Icon Type	Symbol	Description	Application
<b>Patient Status Icons</b>			
New Patient Icon		Indicates a new patient up to the point of time when the first Tax Invoice is issued to the patient.	Is shown on inside and outside of any appointment block with this patient as well as in the Patient Summary Screen
Medical Warning Icon		Indicates that the patient has a medical condition set affirmative in the medical history or the patient's medical history has not been updated for more than a calendar year	Is shown on inside and outside of any appointment block with this patient as well as in the patient summary screen. Shown in Patient Directory listing.
Character Warning Icon		Indicates that the patient has one of the following conditions met: 1. Has at least one FTA 2. Has at least two Cancellations 3. Has unpaid Tax Invoice for longer than 30 days 4. Has a character warning text saved in the Personal Note that includes words "rude", "cancel", "fail", "FTA", "debt", "violent", "not to be seen again"	Is shown on inside and outside of any appointment block with this patient as well as in the patient summary screen. Shown in Patient Directory listing.









Icon Type	Symbol	Description	Application
<b>Appointment Status Icons</b>			
Appointment Confirmed		Indicates that the appointment is "confirmed"	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen. Can only be set for appointments today and in the future.
Appointment Cancelled		Indicates that the appointment is "cancelled"	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen. Can only be set for appointments today and in the future.
Appointment "Failed to Attend"		Indicates that the patient has failed to come to the appointment	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen. Can only be set for appointments today and in the past.
Message Left		Indicates that the patient was left a message, like "appointment reminder"	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen.
No Answer		Indicates that no answer was received from the patient, thus the response status is unknown	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen.
Patient Arrived		Indicates that the patient has arrived to the clinic	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen. Can only be set for appointments today.
Patient At the Surgery		Indicates that the patient has proceeded from the reception area to the surgery	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen. Can only be set for appointments today.

Icon Type	Symbol	Description	Application
Patient Left the Clinic		Indicates that the patient has left the premises	Is shown in the bottom right corner of the appointment block for today only. Can only be set upon the completion of the appointment.
Appointment Completed		Indicates that the appointment has been completed	Is shown in the bottom right corner of the appointment block and in the list of appointments in the Patient Summary Screen. Can only be set by the completion of the appointment.
Appointment Balance	<b>UNPAID, BAL</b>	Indicates if a completed appointment has a balance other than 0.	“UNPAID” is displayed if the completed appointment has a balance other than 0 and no payments are recorded. “BAL” is shown if the Tax Invoice in the appointment is partially paid.
<b>Appointment SMS Notification Icons</b>			
SMS		SMS Scheduled	Is shown when an SMS is scheduled from delivery at some time in future.
		SMS Sent	Is shown when Praktika sent an SMS to an SMS gateway.
		SMS Delivered	Is shown when the confirmation has been received from an SMS gateway that the SMS was delivered to a mobile device
		SMS Delivery Failed	Is shown when the delivery failed or is not possible (e.g. SMS Gateway is down or delivery mobile number is wrong)
		SMS “OK” Response Received	Is shown when a confirmation text is received (“OK”, “Yes”) is response to the appointment confirmation request SMS.
		SMS Response is Unclear	Is shown in Appointments only. Indicates that the text received cannot be interpreted as a confirmation.

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<b>Other Appointment Icons</b>			
Online Booking		Indicated that the appointment was created by a patient using an online booking facility (Praktika's, HealthEngine, My Health First, etc.)	Is shown in the top right corner of the appointment block
Custom Icons		Can indicate any custom action or event. The icon, colour and description can be set by users. The custom icons set may contain more images than shown in this document. The new icons are added on request.	Is shown in the Appointment block (bottom left corner) and in Patient Appointments in the Patient Summary Screen. There can be up to 4 custom icons specified per appointment.
<b>Communication and Recalls Icons</b>			
SMS Preferred Method of Communication		Indicates that the patient is OK to be communicated by SMS	Is shown in the Recalls Dues screen and Recall Group Screen
Email Preferred Method of Communication		Indicates that the patient is OK to be communicated by Email	Is shown in the Recalls Dues screen and Recall Group Screen
Telephone Preferred Method of Communication		Indicates that the patient is OK to be communicated by Phone	Is shown in the Recalls Dues screen and Recall Group Screen
Mail Preferred Method of Communication		Indicates that the patient is OK to be communicated by mail	Is shown in the Recalls Dues screen and Recall Group Screen
Document sent		Indicates that a document was sent to the patient as part of the Recall communication	Is shown in the time line of the Recall Group communication

Icon Type	Symbol	Description	Application
Document Received		Indicates that a document was received from the patient as part of the Recall communication	Is shown in the time line of the Recall Group communication
Signed Document		Indicates a document sent to be signed by a Patient. It can be emailed or sent to iPad App	It is shown in the Patient Communication
Email sent or Online Form Sent		Indicates that an email or Online Form was sent to a patient's email address	It is shown in Patient Communication
Edit Document		Indicates that a Document is editable. Click it to edit	It is shown in Patient Communication next to a Document
Phone Call Failed		Indicates an attempted phone call to the patient that has failed	Is shown in the time line of the Recall Group communication
Phone Call Received		Indicates a phone call received from the patient	Is shown in the time line of the Recall Group communication
Phone Call Made		Indicates a successful telephone call to the patient	Is shown in the time line of the Recall Group communication
SMS Scheduled		Indicates that an SMS is scheduled to be sent to the patient at some time in future	Is shown in the time line of the Recall Group communication
SMS Sent		Indicates that an SMS was sent to the patient	Is shown in the time line of the Recall Group communication
SMS Delivered		Indicates that the SMS was delivered to the patient's mobile device	Is shown in the time line of the Recall Group communication
SMS Failed to Deliver		Indicates that the SMS failed to be delivered	Is shown in the time line of the Recall Group communication
SMS Received		Indicated that an SMS was received from the patient	Is shown in the time line of the Recall Group communication

Icon Type	Symbol	Description	Application
Incoming Event Recorded		Indicates that an event is recorded. An event is something that is not originated from Praktika, like courier delivery, parcels received, etc.	Is shown in the time line of the Recall Group communication
Outgoing Event Failed		Indicates that an outgoing event failed, like parcel delivery to the patient, etc.	Is shown in the time line of the Recall Group communication
Outgoing Event Recorded		Indicates that an outgoing event was recorded. Like sending a parcel to the patient, etc.	Is shown in the time line of the Recall Group communication
Recall Communication Warning		Indicates that the last communication with the patient was before the specified threshold (by default 14 days)	Is shown in Recall Group
Next Appointment Icon		Indicates that the patient has a future appointment	Is shown in Recall Group
<b>Patient Communication Icons</b>			
MS Excel Document		Indicates a stored MS Excel file in the patient communication	Is shown in Patient Communication Screen
MS Word Document		Indicates a stored MS Word file in the patient communication	Is shown in Patient Communication Screen
Praktika Document		Indicates a stored Praktika Document or PIT file in the patient communication	Is shown in Patient Communication Screen
Bitmap Image		Indicates a stored bitmap image file (PNG, JPG) in the patient communication	Is shown in Patient Communication Screen
PDF Document		Indicates a stored PDF file in the patient communication	Is shown in Patient Communication Screen

Icon Type	Symbol	Description	Application
<b>Scheduler Functional Areas Icons</b>			
My Health First Online Booking		Indicates the appointment slots available for online booking with the 1st Available service	Is shown in the Scheduler
HealthEngine Online Booking		Indicates the appointment slots available for online booking with the HeathEngine service	Is shown in the Scheduler
Praktika Online Booking		Indicates the appointment slots available for online booking with the Praktika online service	Is shown in the Scheduler
<b>Popup and Notification Icons</b>			
General Information		Indicates that the information displayed in the popup alert is of <b>general</b> character	Is shown in Alert popup screens
Important Information		Indicates that the information displayed in the popup alert is of <b>important</b> character	Is shown in Alert popup screens
Error Alert		Indicates an error or failure in the system's operations	Is shown in Alert popup screens
Confirmation		Indicates a success in the system's operations	Is shown in Alert popup screens
<b>Treatment Plan Icon</b>			
Treatment Item is locked (anchored)		Indicates that an item in the treatment plan is allocated to an appointment and cannot be placed to another appointment	Is shown in the Treatment Plan