

ClinicOffice

Patient Arrivals Guide

Introduction

The Patient Arrivals application is a web-based tool that shows which patients are due for an appointment soon. It shows whether they have arrived or cancelled at the last minute. The application automatically refreshes every 30 seconds.

This application can be displayed on any device, ranging from a computer connected to a TV, right down to your smartphone screen. Useful for the purpose of a staff room to see at a quick glance whether your next patient has arrived, without the need of logging into either the main ClinicOffice software or the Web edition.

Prerequisites

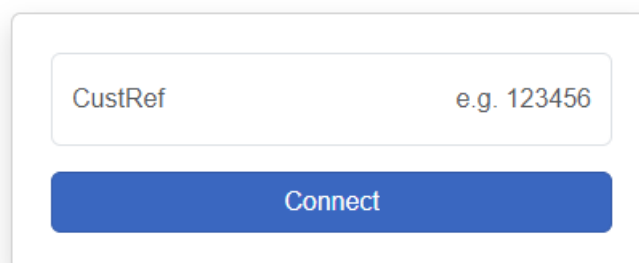
The Patient Arrivals feature is offered as a standard feature for anyone who has the ClinicOffice Hosted edition or for local ClinicOffice v6 customers who are subscribed to the Online Services. When using Patient Arrivals, it will use a single Web edition license per active login on a device.

How to Use

Using the Patient Arrivals is just a **two-step** process.

- 1) The first step is to visit <https://arrivals.clinicoffice.online>, enter your customer reference and click **Connect**

Arrivals - Account Validation



CustRef e.g. 123456

Connect

If you are not too sure what your customer reference is, you can find it by logging into the [Client Portal](#) > **Account Details** and you can find the six-digit customer reference from here.

2) On the next screen, enter your ClinicOffice Username and Password and click **Login**

Arrivals - Login



e.g. jdoe

Login

[Change Account](#)

Once logged in you will see a similar screen to the one below and in a nutshell, this is all you need to do.

SettingsLogout



Arrivals Screen

12:57
17 September 2026

Start	Finish	Duration	Staff	Room	Patient	Appointment Type	Appointment Status	Clinic
13:00	13:30	00:30	Daniel O'Malley	Room 1	Miss Daisy Chapman	Chiropractic Treatment	Arrived	PIO-Pioneer Clinic
13:00	13:30	00:30	Janet Fuller	Room 2	Mrs Andrea Brookes	Chiropractic Treatment		PIO-Pioneer Clinic
13:00	13:30	00:30	John Smith	Room 3	Mrs Linda Bearpark	Chiropractic Treatment	Arrived	PIO-Pioneer Clinic
13:30	14:00	00:30	Daniel O'Malley	Room 1	Mrs Vanessa Crewe	Chiropractic Treatment		PIO-Pioneer Clinic
13:30	14:00	00:30	Janet Fuller	Room 2	Mr Adam Collins	Chiropractic Treatment		PIO-Pioneer Clinic
13:30	14:00	00:30	John Smith	Room 3	Mrs Clara Smith	Chiropractic Treatment	Late Cancellation	PIO-Pioneer Clinic

Active: _default

Displaying Page 1 of 1

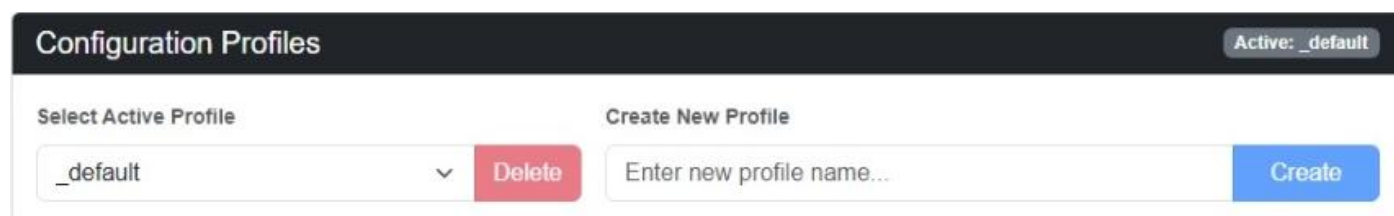
Changing in: 11s

As can be seen above, the Arrivals Screen will show when an appointment is due to start and finish, who it is for, which room it is in, the patient, the appointment type, the appointment status and the clinic it is in. When an appointment status is updated, such as 'Arrived', the status colour will be displayed on that appointment.

By default, only 20 appointments will show on the screen, and any more will roll onto the next page. The Arrivals Screen will just roll onto the page when it refreshes. You will see what page is currently being displayed at the centre bottom of the screen. To the right of this is a refresh countdown status.

Settings

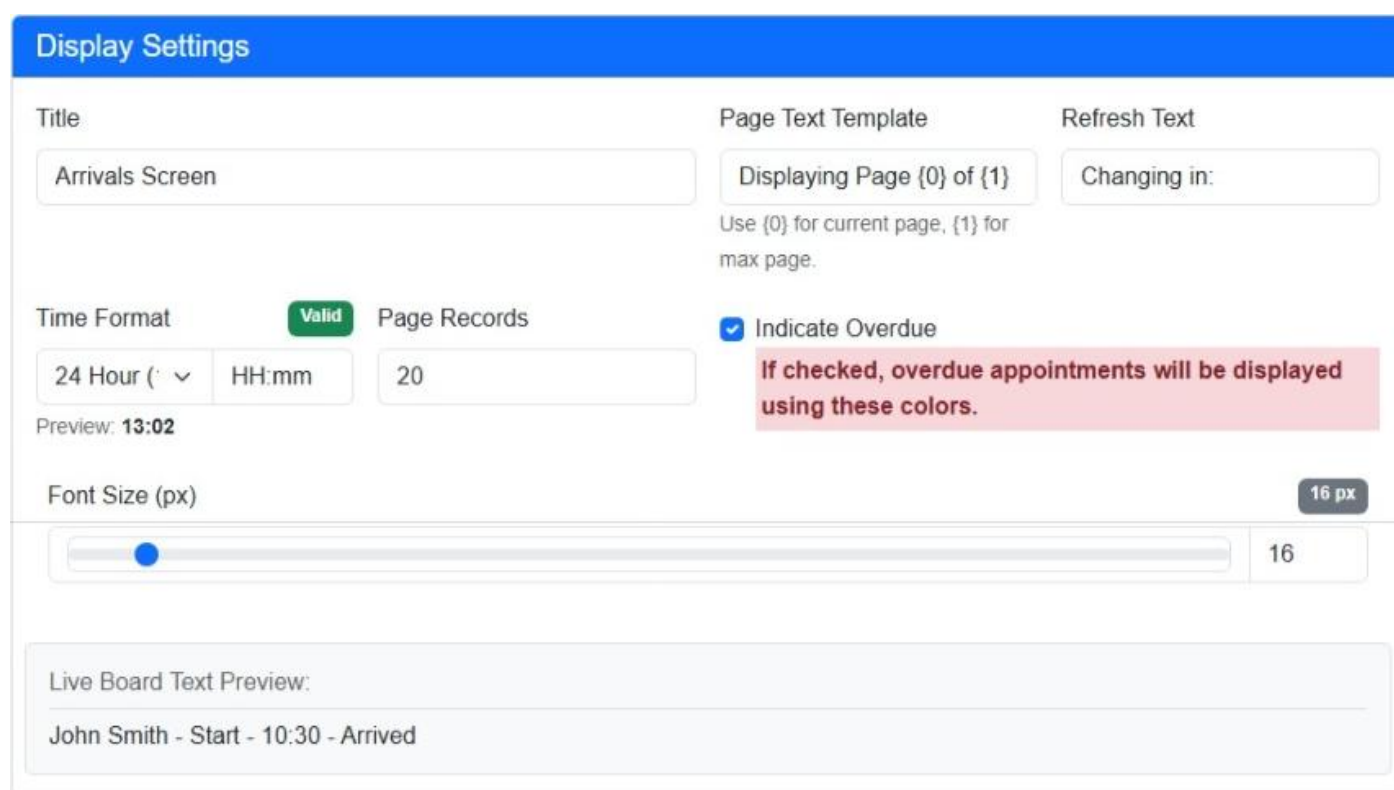
From the Arrivals Screen you can access the settings by clicking the **Settings** button, top right. To get out of the Settings screen at any point, click the **Arrivals** button, again towards the top right. Below is a brief description of each of the sections for the settings.



The screenshot shows the 'Configuration Profiles' settings screen. At the top, there's a dark header with the title 'Configuration Profiles' and a status 'Active: _default'. Below the header, there are two main sections: 'Select Active Profile' and 'Create New Profile'. The 'Select Active Profile' section has a dropdown menu currently showing '_default', a 'Delete' button, and a 'Create New Profile' button. The 'Create New Profile' section has a text input field labeled 'Enter new profile name...' and a 'Create' button.

This allows you to select different profiles. A profile will save specific settings. This is useful if you perhaps have more than one clinic and you only want the current Arrivals screen to show for that clinic. In this example, you would select only that clinic to show, save it as a profile and use it for the current session. Different locations could thus use different profiles.

To create a new profile, select your settings, type in the profile name into the “**Create New Profile**” field and click **Create**.



The screenshot shows the 'Display Settings' screen. It has a blue header with the title 'Display Settings'. Below the header, there are several settings sections: 'Title' with a text input field showing 'Arrivals Screen'; 'Page Text Template' with a text input field showing 'Displaying Page {0} of {1}' and a note 'Use {0} for current page, {1} for max page.'; 'Refresh Text' with a text input field showing 'Changing in:'. There are also checkboxes for 'Indicate Overdue' (checked) and 'Valid' (checked). A 'Time Format' section shows '24 Hour' selected and 'HH:mm' format. A 'Page Records' section shows '20' records. A 'Font Size (px)' section shows a slider set to '16 px'. At the bottom, there is a 'Live Board Text Preview' section showing 'John Smith - Start - 10:30 - Arrived'.

From the Display Settings, you can set the title shown on the Arrivals Screen, the refresh text, time format and how many records are displayed on a page. You can change the default font size from here.

Columns Configuration

Column Name	Visible	Header Caption	Display Order Index
Start	☒	Start	1
Finish	☒	Finish	2
Duration	☒	Duration	3
Staff	☒	Staff	4
Room	☒	Room	5
Patient	☒	Patient	6
Appt_type	☒	Appointment Type	7
Appt_status	☒	Appointment Status	8
Clinic_name	☒	Clinic	9

From the Columns Configuration, you can choose whether a column should be visible or not and the display order using the ‘Order Index’.

Data Settings

Refresh Data (seconds)

30

SQL Where Clause

Invalid SQL can cause page errors.

apptype.name ilike '%X%'

Range Start (minutes)

-10

Range Finish (minutes)

60

From the Data Settings, you can change how often the data refreshes on the screen and when appointments should start appearing on the diary and when they finish. Putting in a negative figure into the ‘Range Start’ field allows you to see appointments that are now overdue.

Status Configuration & Exclusions

If Appointment Status colors are enabled, they override the colors configured in ClinicOffice.

☐

Arrived

Using ClinicOffice colour

☐

Cancelled

Using ClinicOffice colour

☐

Completed

Using ClinicOffice colour

☐

Late Cancellation

Using ClinicOffice colour

☐

Patient DNA

Using ClinicOffice colour

Board Visibility Exclusions:

Tick any status you want to completely hide from the arrivals display loop.

☐ Arrived

☐ Cancelled

☐ Completed

☐ Late Cancellation

☐ Patient DNA

From the Status Configuration & Exclusion section, you can select to override the appointment status colours. This might be helpful if you wish to use lighter shades of colour. You can also select to hide the visibility of certain statuses. For example, if the appointment has been ‘Completed’, you could have it set to hide from the arrivals screen.

Active Clinics

Tick the clinics to display on the arrivals dashboard. Unticked clinics will be hidden. If none are selected, all clinics will be displayed.

☒ PIO-Pioneer Clinic

The Active Clinics section allows you to select which clinics should show under the current profile.

Any changes you make to the settings, please remember to click the **Save Configuration** button to save the settings to the current active profile.

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