

ONLINE BOOKING WORKFLOW

Online in-clinic physiotherapy booking

Follow the client's journey from a clinic website to a confirmed physiotherapy appointment—and see the same booking ready for the care team.

1 · CHOOSE

Select the PT service and preferred practitioner.

2 · SCHEDULE

Pick an available in-clinic appointment time.

3 · SIGN UP

Enter contact details, consent, and an account password.

4 · CONFIRM

Verify the email and see the appointment in both client and staff views.

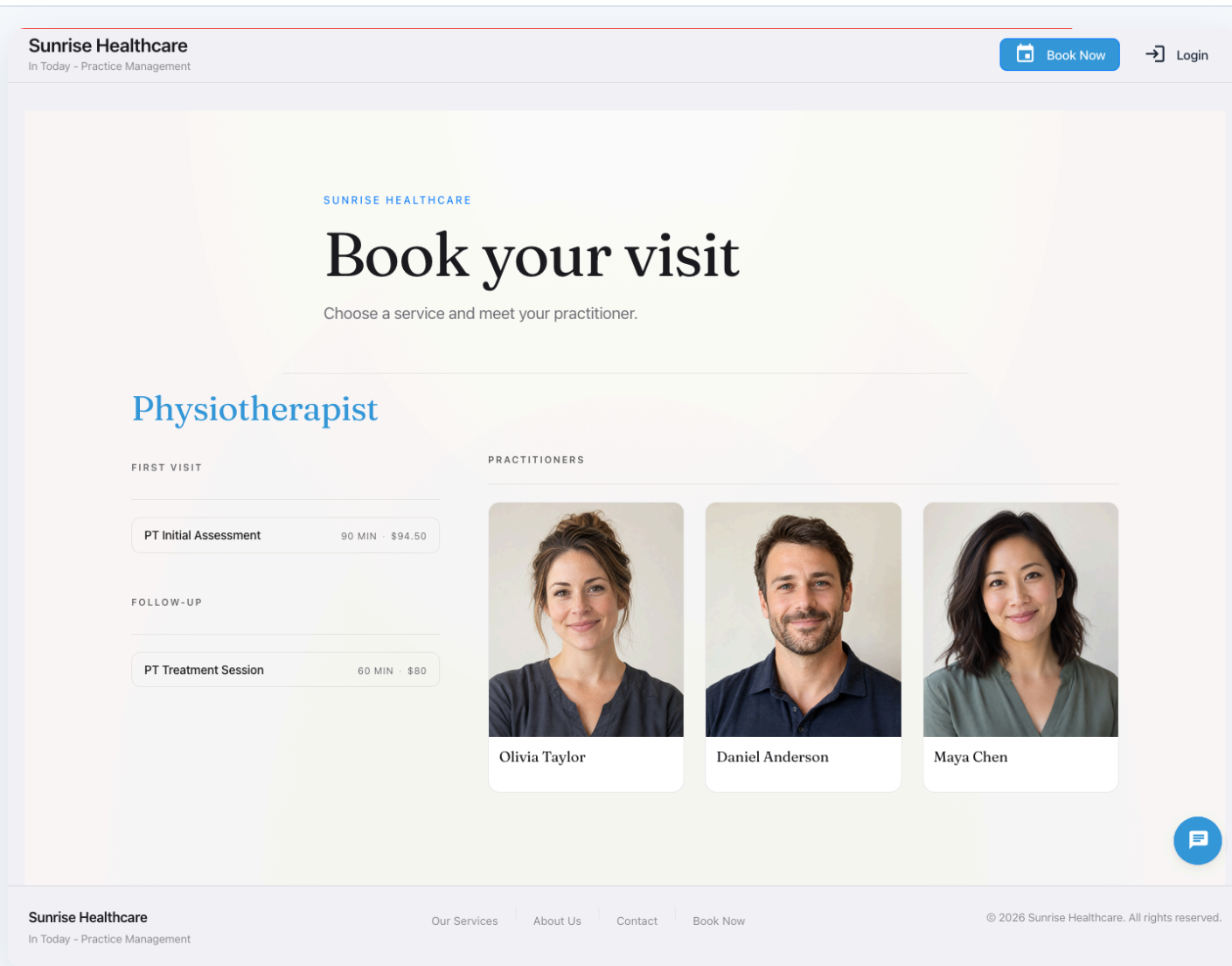
No login is required to begin. The public booking journey is designed for a new client arriving from the clinic website. Client login is shown later as a separate return visit.

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● PUBLIC WEBSITE BOOKING

Choose an in-clinic PT service

The clinic booking page offers a 90-minute PT Initial Assessment and a 60-minute PT Treatment Session. The client can then choose Olivia, Daniel, or Maya.



● PUBLIC WEBSITE BOOKING

After choosing PT Treatment Session with Olivia Taylor, the client sees the available appointment grid and selects a 60-minute time.



Review the appointment and create the client account

The appointment summary stays visible while the client enters contact details, confirms communication and service terms, and creates a password. Completing this one form creates the client and booking together.

The screenshot displays the 'Contact Details' step of a booking process on the Sunrise Healthcare website. The page is titled 'Sunrise Healthcare' with the subtitle 'In Today - Practice Management'. A progress bar at the top shows five steps, with the fourth step (Contact Details) highlighted. The main heading is 'Contact Details' with the instruction 'Complete your booking information'. Below this, a breadcrumb trail reads '< Physiotherapist > Oct 2 > (60min)'. The form is divided into several sections: 1. 'APPOINTMENT SUMMARY' which includes a profile picture of Olivia Taylor, her name and title 'Physiotherapist', the date 'Friday, October 2, 2026', and the service 'PT Treatment Session' (60 minutes). 2. 'CONTACT INFORMATION' with a prompt 'Please provide your contact details to complete the booking'. It contains input fields for 'Email Address', 'Phone Number', 'First Name', and 'Last Name'. A note states 'We'll send appointment reminders via SMS'. There is also a 'Notes (Optional)' field with the placeholder 'Any additional information or special requests'. 3. 'CONSENT & TERMS' with two checkboxes: 'Communication Consent' (I consent to receiving appointment confirmations, reminders, and healthcare-related communications via email and SMS/phone) and 'Terms & Conditions' (I have read and agree to the Terms of Service and Privacy Policy). 4. 'CREATE YOUR ACCOUNT' with a prompt 'Set up your account password to complete the booking'. It has two password input fields: 'Password' and 'Confirm Password', with a note 'Minimum 10 characters with uppercase, lowercase, and number'. Below these is a disclaimer: 'Your personal information will be used only for appointment scheduling and healthcare purposes. We comply with all privacy regulations and will never share your information without consent. By booking, you agree to our [Terms and Privacy Policy](#).' At the bottom of the form are two buttons: 'BACK TO TIME SELECTION' and 'COMPLETE BOOKING'. The footer of the page includes the Sunrise Healthcare logo, navigation links (Our Services, About Us, Contact, Book Now), and a copyright notice '© 2026 Sunrise Healthcare. All rights reserved.'

Verify the email to activate the booking

The new client lands in My Health Portal with the appointment already visible. A six-digit email code confirms the address and activates the booking.

The screenshot displays the 'My Health Portal' interface for a user named Avery. The left sidebar contains navigation links: Dashboard, Appointments, Treatment Plans, Documents, Home Blood Pressure, Billing, Messages, Forms, Apps, Help & Support, and My Profile. The main content area features a welcome message and a prominent 'Email Verification Required' alert. Below this, there are sections for 'Upcoming Appointments' (showing a PT Treatment Session on Friday, Oct 2, 2026), 'Treatment Progress', 'Recent Documents', 'Messages', and 'Billing Summary'. A 'Need Help?' section at the bottom provides contact information for the care team.

Welcome back! Avery

My Health Portal

AVERY MORGAN CLIENT

Welcome back, Avery! 17 Appointment Tomorrow

Your next appointment is 16 hours from now

Email Verification Required

Please check your email for a 6-digit verification code to complete your booking and activate your account.

Enter 6-digit code [VERIFY](#) [Resend Code](#)

Upcoming Appointments Tomorrow

Friday, Oct 2, 2026
11:55 AM

PT Treatment Session
with Olivia Taylor
Vancouver General Hospital

[View All](#)

Treatment Progress COMING SOON

Your personalized treatment progress will appear here as you complete appointments

[View Treatment Plans](#)

Recent Documents

Hi Avery, your documents will appear here after your appointments

[View All Documents](#)

Messages COMING SOON

Messages from your care team will appear here

[View Messages](#)

Billing Summary COMING SOON

Your billing information and payment history will appear here

[View Billing](#)

Need Help?

Our care team is here to support you. Don't hesitate to reach out if you have any questions.

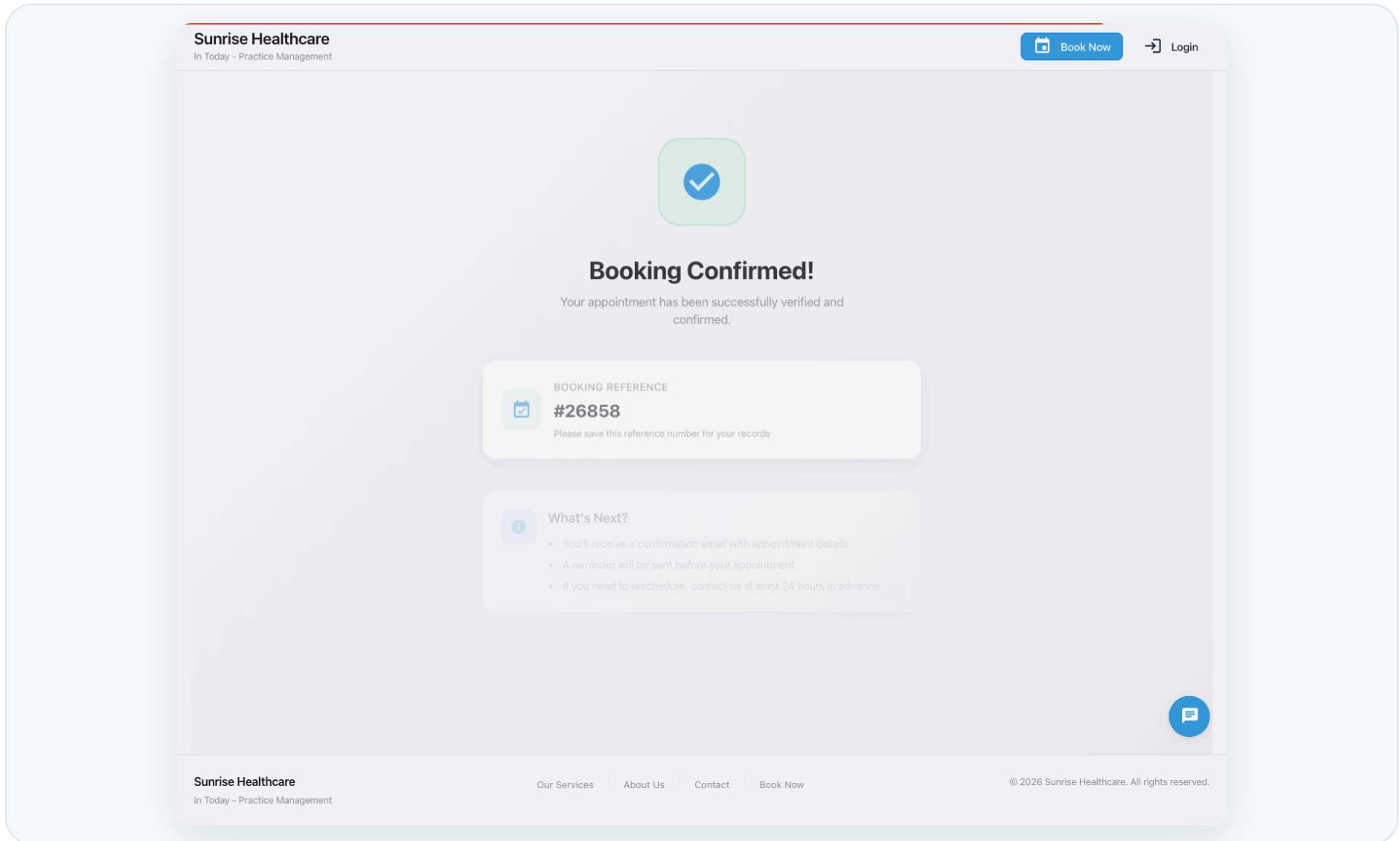
[Contact Support](#)

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● CONFIRMED OUTCOME

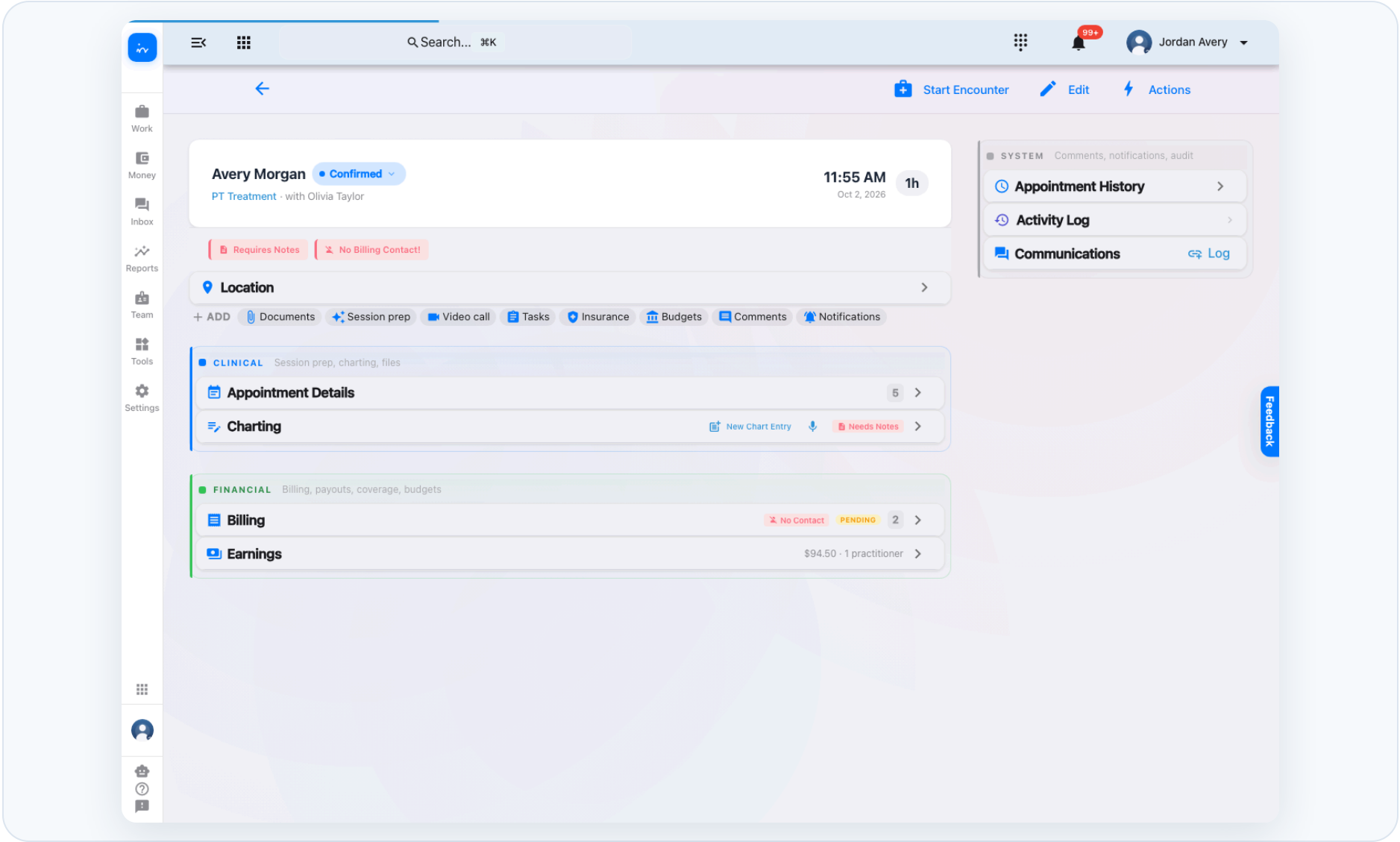
Receive a clear confirmation and reference number

Once the email is verified, the client receives a final confirmation page with a unique booking confirmation number.



The confirmed appointment is ready for staff

The same booking appears as a confirmed PT Treatment event for Avery Morgan with Olivia Taylor at 11:55 AM. Staff can continue with appointment details, charting, communications, billing, and other clinic workflows.



SEPARATE RETURN-CLIENT SEQUENCE

Client access after booking

Public booking and client login are related but distinct. A new client does not need to sign in before choosing a service or time. After the account exists, the client can return through the normal login page.

Public guest booking

Begins on the clinic's public booking page. The client selects the visit first, then supplies contact and account details at the final step.

Returning client access

Begins on the client sign-in page. The client may use email and password or choose the separate magic-link option.

Assignment flexibility

This is a general referral workflow option, separate from public self-booking. A clinic may let therapists choose from referral opportunities, have coordinators select and assign a therapist, or enable rule-based auto-assignment using configured availability and capacity. The clinic chooses the strategy, and it can be tailored to its operating model.

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● RETURNING CLIENT

Sign in—or request a magic link

The client-facing login page supports a standard email-and-password sign-in and a magic-link entry. This is the return path after the client account has been created.

The screenshot displays the 'Sign in' interface for 'Sunrise-demo Clinic'. The page header includes the clinic name and 'In Today - Practice Management'. The central sign-in form contains fields for 'Email' and 'Password', a 'Sign In' button, and links for 'Sign in with Magic Link' and 'Forgot your password?'. Below these, a disclaimer states that signing in implies agreement to the 'Patient & Client Terms' and 'Privacy Policy'. A 'get the app' section provides download links for the App Store, Mac, and Google Play. A footer contains navigation links for 'Our Services', 'About Us', 'Contact', and 'Book Now', along with a copyright notice for 2026 Sunrise-demo Clinic.

Sunrise-demo Clinic
In Today - Practice Management

Sign in

Email

Password

Sign In

[Sign in with Magic Link](#) [Forgot your password?](#)

By signing in, you agree to our [Patient & Client Terms](#) and [Privacy Policy](#).

get the app

Download on the App Store

Download for Mac

Get it on Google Play

[Explore all ways to use InToday](#)

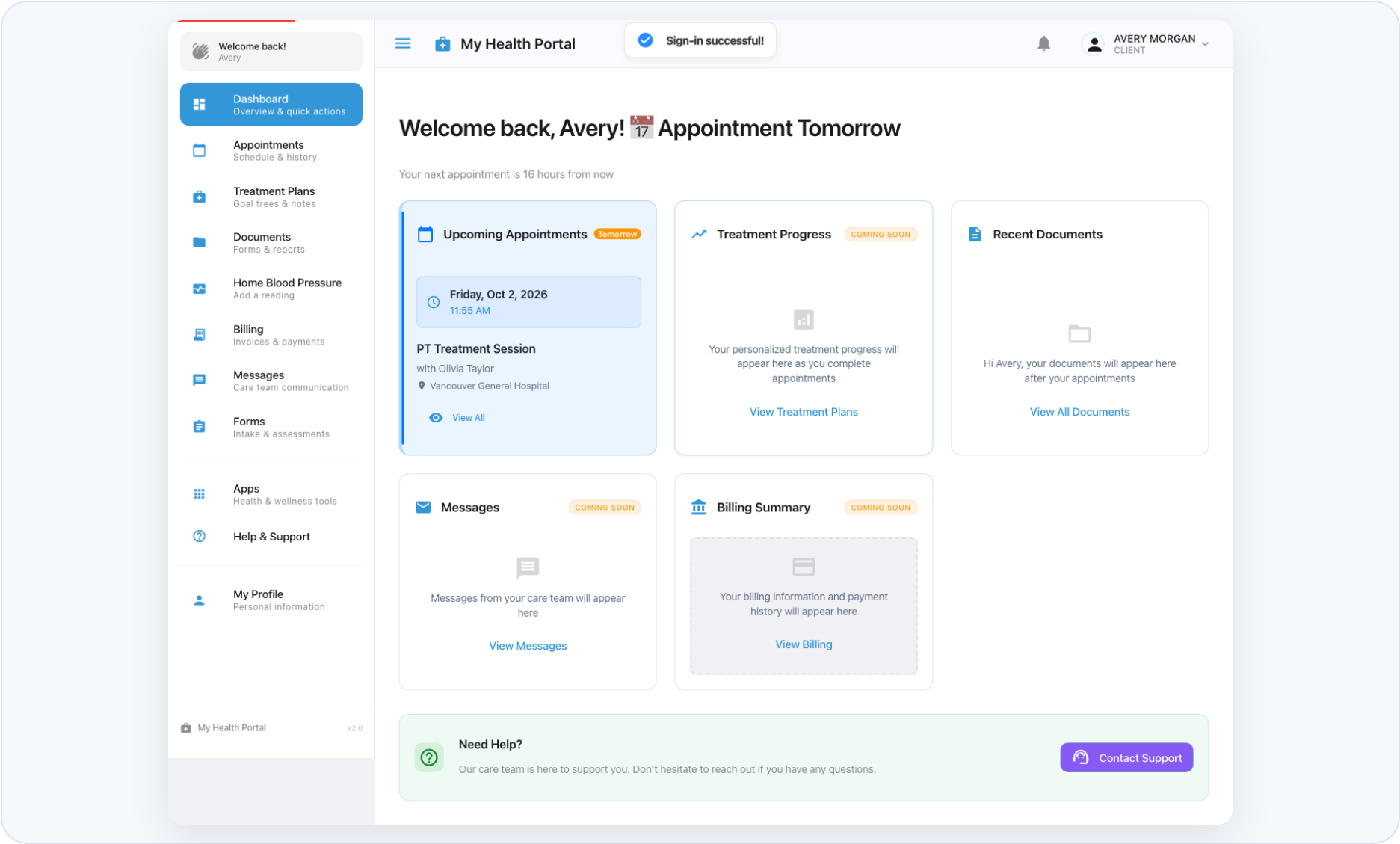
Sunrise-demo Clinic
In Today - Practice Management

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Land on the client dashboard

After sign-in, the dashboard shows the confirmed PT Treatment Session with Olivia Taylor, including the date, time, and Vancouver General Hospital location.



From the clinic website to a confirmed calendar event



New clients can start without a login.

The service, practitioner, and time come first.



Signup is part of booking.

Contact details, consent, and account creation are completed in one journey.



The in-clinic details carry through.

The verified appointment shows PT Treatment, Olivia Taylor, and Vancouver General Hospital.



Both sides can see the result.

The client sees the upcoming visit; the team sees the confirmed calendar event.

Explore InToday

Bring online booking, scheduling, client access, charting, communications, and billing together in one platform.

Clients and staff see the same confirmed appointment while continuing through the tools designed for each side of care.

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