



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## CITY OF CAPE TOWN HEALTHCARE APPOINTMENT SYSTEM

### Frequently Asked Questions

#### 1. Can I book an appointment for any clinic and time?

Yes, you can book an appointment for any clinic and time, using the healthcare appointment system designed for City of Cape Town clinics. The system allows patients to schedule appointments whenever and wherever is convenient for them, offering flexibility and convenience.

#### 2. What services can I book for?

You can book appointments for a variety of health services using the online system; however, only limited services are available for booking on the online platform during the pilot phase. In addition, some of the services might not be available at the facility you want to visit. Current services available are:

- Child Health
- Family Planning
- Pap Smear
- HIV Testing
- Immunisation

#### 3. Why can I not book for ALL primary healthcare services?

You may not be able to book all primary healthcare services as we are still in the pilot stages of the application. Eventually we are working on housing and availing all health services to the public.

#### 4. The clinic I wanted to attend does not offer the service I need – why is that?

The clinic you wanted to attend may not offer the service on the online platform during this pilot phase, as we are ensuring that the available health services meets the minimum quality standard before we can avail it online.

#### 5. Why must I be at the clinic half an hour before my appointment?

Early arrival is encouraged to ensure:

- **Registration and Check-In Processes:** You are required to check-in before seeing a healthcare provider. This can include verifying of information, updating personal details, and completing any necessary paperwork. Arriving early ensures that these tasks can be completed without delaying your appointment.
- **Preparation Time:** Some medical procedures or consultations require preparation time. Arriving early allows for this preparation to be done efficiently, ensuring that your appointment starts on time.
- **Avoiding Delays:** Clinics often schedule appointments closely together to maximize efficiency and reduce wait times for patients. If you arrive late, it can disrupt the clinic's schedule, potentially causing delays for both you and other patients. Arriving early helps maintain the clinic's schedule and ensures that you receive your full-allotted time with the healthcare provider.

- **Emergencies:** Sometimes, clinics may need to prioritise patients with urgent or emergency needs, which can cause unexpected delays. By arriving early, you can minimize the impact of such situations on your appointment.
- **Privacy and Confidentiality:** Discussing personal health information requires privacy. Arriving early ensures that you have ample time to discuss any concerns or questions with clinic staff in a confidential manner before your appointment begins.

Overall, arriving half an hour before your appointment helps ensure that you receive the best possible care in a timely and efficient manner, while also respecting the schedules of other patients and healthcare providers.

#### 6. I was on time for my appointment, but I still had to wait – what is the point, then?

Unfortunately, schedules can at times be impacted by, amongst others:

- **Patient No-Shows and Late Arrivals:** Some patients may not show up for their appointments or arrive late, which can disrupt the schedule and lead to delays for subsequent patients who are punctual
- **Unforeseen Circumstances:** There might be unforeseen circumstances such as the doctor not being in the clinic at the scheduled time, which can cause delays
- **Appointment creep:** A prior appointment might run longer than scheduled, spilling over into the next and causing a knock on effect, leading to inevitable waiting times
- **Preparation and Administrative Tasks:** Even though you are on time, there might be administrative tasks or preparation for your appointment that need to be completed before you can be seen, which can add to the waiting time.

#### 7. I lost my phone – how can I access the booking system with my new number?

To access the appointment system with your new phone number after losing your old phone, you will have to re-register if you didn't do a sim swap as the OTP will be sent to the registered number. If the clients does not need to cancel the appointment, then they can present themselves to the facility they booked the service and give the old cell phone number to the clerk. The clerk will then search the system and check the client in, however if they need to cancel the appointment they will need to contact the facility and after cancellation can use their new number to register an appointment.

#### 8. How much data will I be using to make an appointment? Data is expensive.

The amount of data used to make an appointment through a healthcare appointment system can vary depending on the specific platform. However, generally, the data usage for making an appointment is relatively low. Healthcare appointment systems involve basic interactions such as selecting a time slot, and possibly entering some personal information. These actions do not consume a significant amount of data.

Therefore, if you are concerned about data usage, you can safely proceed with making an appointment through the healthcare appointment system without worrying about significant data consumption. We also encourage users to make use of our SmartCape connection, which is available at City Libraries.