

Adding On-Call Schedule - Admin Panel

Purpose: Guide a scheduler to add a single on-call entry for a specific period.

Steps

1. Open On-Call Schedule and select the correct organization if you use more than one.
2. Select **Add Schedule**.
3. Enter **From Date Time** and **To Date Time**.
4. Select **Primary On Call Doctor** or the appropriate contact.
5. Choose **Alert Preferences** (the protocol that defines how alerts are sent).
6. Choose **Select Call Type** (the call categories the entry will handle).
7. Select **Save**.

Notes

- The entry appears in both Calendar and Table views.
- If times overlap with another entry for the same call type, the system will follow your escalation design. Keep overlaps intentional.

Tips and good practices

- Use precise start and end times.
- Assign the correct call types so calls route as expected.
- Keep contact information up to date.

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