



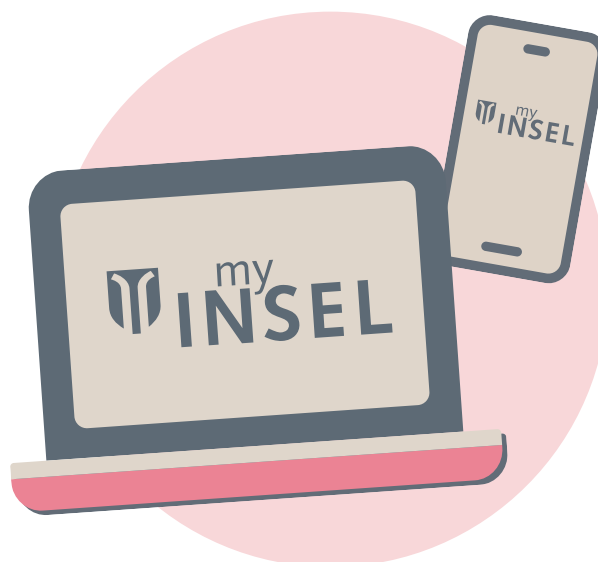
INSELGRUPPE
**Digitally
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KISS by Epic

myInsel appointment booking

Would you like to book, reschedule or cancel an appointment with your clinic?

These instructions will guide you through these processes step by step.



Appointment booking

1. Receive appointment invitation from the clinic

- You will receive a digital appointment invitation from the clinic, which you can use to book your appointment yourself via myInsel.

2. Start appointment booking

- Log into myInsel using your login details.
- Go to the “Book an Appointment” section.
- Clicking on “Book” opens either the calendar with available appointments or, for appointments involving multiple parts, a brief description.

3. Select date and time

- You can see the available dates and times in the calendar. The selection will vary depending on the clinic’s availability.
- Select the date and time that suits you best. Click on your desired slot to reserve it.

4. Check appointment overview

- After selecting the appointment, you will be taken to an overview page.
- Check the selected date and time here to make sure everything is correct.
- If necessary, you can change your selection at this point.



5. Confirm appointment

- If all the details are correct, click on the “Book an Appointment” button.
- Following confirmation, the appointment will be saved under “Visits”.

6. View appointment overview in the “Visits” section

- You can view your scheduled appointments at any time in the “Visits” section.
- Click on “Visits” in the main menu to display an overview of all upcoming and past appointments.

7. Waiting list function

- For certain appointments, you will have the option of being placed on the waiting list. Simply select the “Get on the Short Notice List” field. You will be notified as soon as an earlier appointment becomes available for you.
This may help you to make a suitable appointment more quickly.

Important note

For appointments more than six months in the future, the clinic may not have finalised its scheduling. In this case, the calendar will not yet be visible and you will not be able to make a booking. The calendar is usually updated and approved several months in advance.



Appointment cancellation

1. Log into myInsel

- First, log in to myInsel using your login details.

2. Go to the “Visits” section

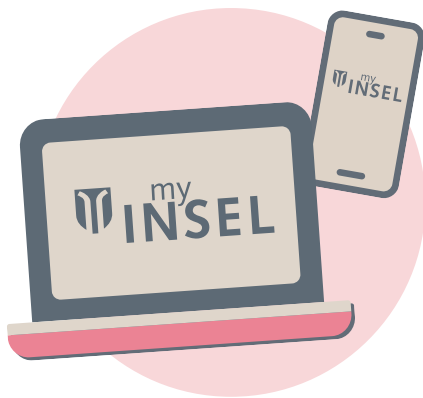
- After logging in, click on “Visits” in the main menu.
- Here you can see an overview of all your scheduled appointments.

3. Select the appointment to be cancelled or rescheduled

- Select the appointment you want to cancel or reschedule by clicking on this appointment.
- A detailed view of the appointment opens with further options.

4. Cancel appointment

- Click on “Cancel appointment” at the very bottom of the appointment details.
- A new window will open in which you will be required to specify the reason for the cancellation.
- You can also click on myInsel: “Cancel appointment” (no new appointment) and confirm your cancellation.



5. Confirmation message

- A confirmation banner will be displayed.
- The message contains all relevant information about the cancellation or rescheduling.

6. Waiting list function

- For certain appointments, you will have the option of being placed on the waiting list. Simply select the “Get on the Short Notice List” field. You will be notified as soon as an earlier appointment becomes available for you. In this way, you remain flexible and may be able to make an appointment faster.

Notes on online appointment cancellation

Appointments can generally be cancelled online at least 12 hours before the scheduled appointment. However, different deadlines apply depending on the clinic and the type of appointment. In some cases, the cancellation must be made at least 24 or 48 hours before the appointment. There are also appointments that cannot be cancelled via myInsel. In these cases, there is no “Cancel appointment” button. Instead, you will find your clinic's number so that you can cancel over the phone.



Rescheduling A

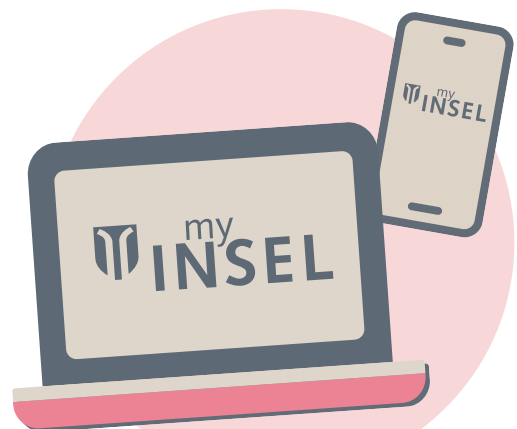
Depending on the clinic, there are two different options for rescheduling appointments:

A Appointment rescheduling with new appointment invitation from the clinic



- Click on “Cancel appointment”.
- A window will open with two options
 - **myINSEL**: Cancel appointment (no new appointment)
 - **myINSEL**: Reschedule appointment
- Select “Reschedule the appointment” and enter a reason and/or your desired appointment date in the comment field (no guarantee!). Then click on “Confirm cancellation”.

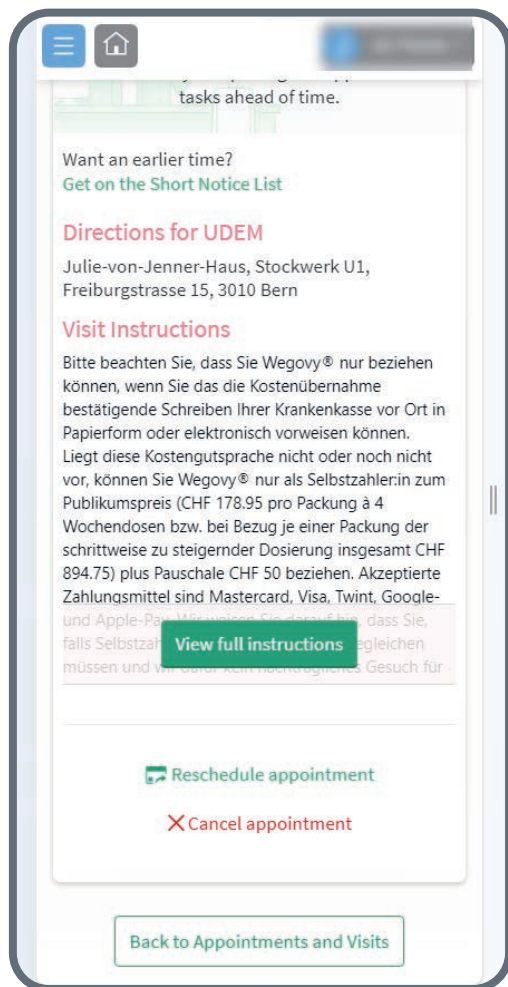
Shortly afterwards, you will receive a new appointment invitation from the clinic – if possible, your requested appointment date will be honoured (no guarantee!).



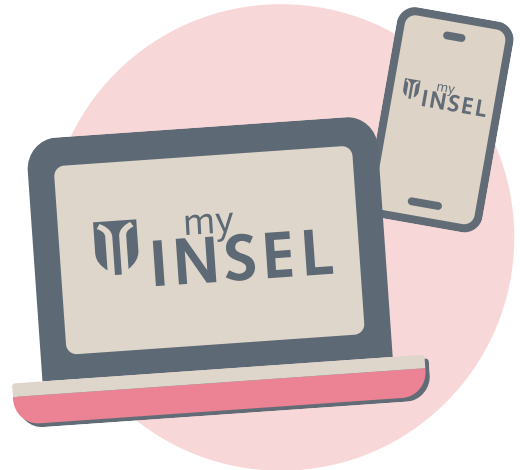
Rescheduling B

Depending on the clinic, there are two different options for rescheduling appointments:

B Rescheduling of an appointment with new self-booking immediately afterwards



- Click on “Reschedule the appointment”.
- You will then be redirected to the appointment booking view where you can select a new appointment yourself.



Do you have any questions?
E-mail: myinsel@insel.ch, Phone: +41 31 664 38 39