

PCMIS Choose & Book



Accelerate Access - Reduce DNAs - Free Up Clinician Time

Transform how your service manages appointments with PCMIS Choose & Book – the fully integrated, client-friendly booking experience designed to reduce admin burden, cut waiting times and increase attendance.

Choose & Book is already improving efficiency across services nationally. Here's how it can work for you:

- ✓ **INSTANT, CLIENT-LED BOOKING**
Clients receive a secure SMS link allowing them to verify their identity and book online in seconds. No phone queues, no manual scheduling, and fewer barriers to engagement.
- ✓ **INTEGRATED CANCELLATION MANAGEMENT**
Clients can cancel online (within standard thresholds), freeing the slot instantly and returning the client to the appropriate Holding Account—ready to rebook.
- ✓ **FILLS YOUR CALENDAR AUTOMATICALLY**
Appointments booked by clients appear immediately in PCMIS Calendar, auto-assigning clients to the appropriate clinician. Real-time updates mean no double-booking, no delays.
- ✓ **FULLY BRANDED TO YOUR SERVICE**
Your service name, logo, wording and contact details appear on all client-facing screens and messages for a seamless experience.
- ✓ **FEWER DNAs & FASTER ACCESS**
Automated reminders and easy self-management mean clients are more likely to attend and can quickly rebook if needed—all without staff intervention.
- ✓ **FOR INITIAL & ONGOING TREATMENT**
 - New referrals, triggered automatically via Holding Accounts
 - In-treatment sessions, sent manually by clinicians with one click - giving patients flexibility while giving your team time back.

T R U S T E D



PCMIS.COM

Reduce admin workload
Improve access times
Offer modern digital self-booking

Business Benefits for Services

- ✓ **40–60% administrative time saved**
Less back-and-forth scheduling, more time focused on care.
- ✓ **More capacity without extra staff**
Automated processes + fewer inbound calls = more clinical time.
- ✓ **Higher attendance, reduced waiting lists**
Clients choose appointments that suit them—improving engagement
- ✓ **Empoved client satisfaction**
Fast, modern, mobile-friendly self-service booking.

Key Features

- Automated Choose & Book SMS with unique secure link
- Identity verification via Date of Birth check
- Customisable booking windows and slot types
- Online cancellation (within standard thresholds)
- Email confirmations sent automatically
- Works across multiple pathways, locations and teams
- Clinician-triggered booking invites via a new one-click button
- Built-in audit trail for all communication and actions

Ready to Deliver Faster, Smarter Appointments?

- PCMIS Choose & Book is available now and can be configured around your service's pathways, availability and workflows.
- To discuss activation or book a demonstration, contact your PCMIS Account Manager or Support Team.



OUTCOME
FEEDBACK



EMAIL/SMS



SUPERVISION HUB



CHOOSE & BOOK



TASKING