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How Implementation Works
A practical guide for department heads and procurement teams

Summary

There is no software to install. Diarybook runs in a browser — your clinical and administrative staff access it the same way they access any website. There is no deployment project, no IT infrastructure requirement, and no disruption to how your service currently runs.

In most cases, you can be live within days. The main variable is whether you want Diarybook to work alongside an existing patient management system. If you do, the timeline depends on one task: getting your IT team to set up an automated data export. Once that is in place, Diarybook handles the rest.

> **Two paths to go live**
>
> Standalone — no existing system: typically live within 1–3 days.
> Integration with existing system: live once your IT team has configured the data export. The scope of that task is defined and modest — described in full in Section 3.

Going live as a standalone system

If your service does not have an existing appointment or patient management system, Diarybook provides everything you need as a complete, ready-to-use platform.

What you provide

- Basic service configuration: your clinic or department name, working hours, appointment types
- The wording you want used in patient reminders (or use Diarybook's templates as a starting point)
- Staff user accounts: names and email addresses for the people who will use the system

What Diarybook does

- Sets up your account and configures your reminder schedules
- Provides access to the scheduling portal for your team
- Sends automated reminders by SMS, email, voice call, or letter — according to the schedule you set
- Handles patient replies, opt-outs, and attendance tracking

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Going live with an existing system

Many healthcare services already have a patient management system or hospital information system in place. Diarybook is designed to work alongside these systems — adding automated multi-channel reminders and appointment management without replacing or disrupting what you already have.

The integration works through a daily data feed. Your existing system exports appointment data to Diarybook's secure endpoint each day. Diarybook picks it up, matches each appointment to the correct reminder rules, and sends the right messages at the right times.

What your IT team needs to do

The integration task sits entirely on your side — Diarybook does not require access to your systems. Your IT team needs to complete two things:

1	**Build the data export query** A query against your patient management system that extracts upcoming appointment records in a defined flat file format. The format has 6 mandatory fields (appointment date/time, patient name, unique ID, mobile number, and a sync code). Up to 17 additional optional fields are supported for filtering by location, clinician, or procedure type.
2	**Schedule the daily upload** An automated process that runs the query and uploads the resulting file to Diarybook's secure SFTP endpoint once per day. This is a standard scheduled task — the kind most IT teams manage routinely.

That is the full scope of the IT task. Once the daily feed is running, no further IT involvement is required. Diarybook manages everything downstream: matching appointments to reminder rules, sending messages, tracking responses, and flagging non-attendance.

About sync codes

Each appointment record in the data feed includes a sync code — a label that tells Diarybook which reminder rules to apply. A sync code might correspond to a clinic, a department, a service type, or any other grouping that makes sense for your service. You define the groupings; Diarybook follows them.

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This means different departments or appointment types can have entirely different reminder schedules, message wording, and communication channels — all managed within a single account.

Timeline

The integration timeline is determined by how quickly your IT team can build and schedule the data export. The task is bounded and well-defined — it does not require significant resource — but the speed of delivery depends on your internal priorities and capacity.

Diarybook will work with you during the setup process and can validate the data feed before go-live to make sure everything is correctly mapped.

Your IT team is responsible for	Diarybook is responsible for
– Writing the appointment export query – Scheduling the daily upload to Diarybook's SFTP endpoint – Testing the data feed before go-live	– Providing the file format specification – Validating the incoming data feed – Configuring reminder rules against your sync codes – Everything downstream from the data feed

Support during and after setup

Every Diarybook account includes free email and telephone support — from initial setup through to ongoing use. There is no implementation consultant to hire, no onboarding fee, and no minimum contract that forces you to commit before you have tested the system.

During setup, Diarybook will help you configure reminder schedules, validate your data feed if integrating, and ensure your team is confident using the system before you go live.

Getting started

Standalone mode: register directly at diarybook.com — setup takes minutes.
Integration mode: register and then get in touch to begin the data feed setup.
HSE services: use the dedicated HSE registration process at diarybook.com/hse.

Questions before committing? Contact us at support@diarybook.com