

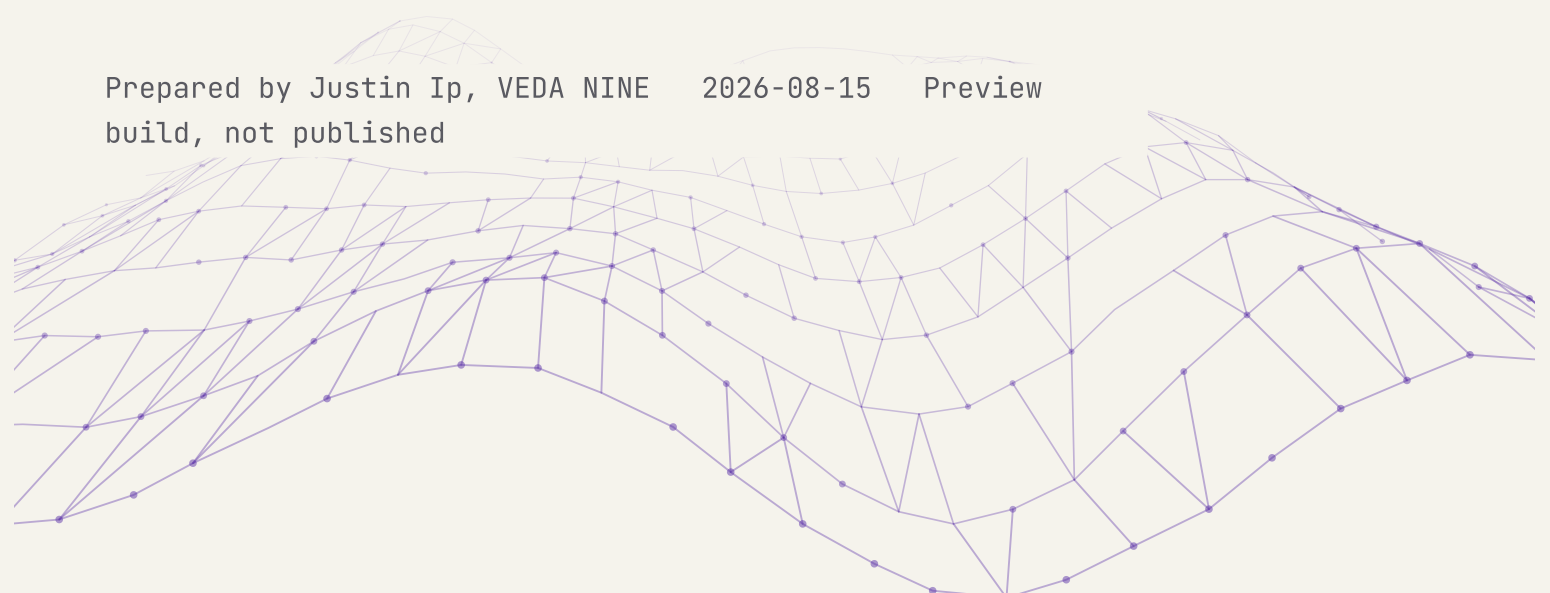
— ONLINE BOOKING

Every screen, start to finish.

Prepared for Boundary Park Medical Centre

Nineteen screens, captured from a working prototype built for this clinic. None of them are screenshots of another practice's system, and none of them are diagrams. Every screen here is a real page that can be clicked through in a browser.

Prepared by Justin Ip, VEDA NINE 2026-08-15 Preview
build, not published



What this is, and what it is not.

Built, not drawn

A working prototype

Every screen in this document was captured from a clickable prototype built for Boundary Park. It runs in any browser, and it can be sent as a link for the clinic to try on a phone.

Nothing is live

No real appointments, no real data

Nothing books anything and nothing is sent anywhere. Every screen carries a preview banner, so none of it can be mistaken for the clinic's own site.

The platform

Bought, not built

Real booking has to read the clinic's live schedule and write appointments back into it, so it runs on a platform that connects to the clinic's records software. The clinic holds that subscription in its own name, around \$86 per doctor per month at today's published prices. Choosing it, configuring it, wiring it into the site, writing every word in it and training the desk is the work being quoted.

One question first

Which records software does the clinic run?

Everything else follows from that answer, and it cannot be found out from outside the clinic. If the clinic's software cannot support live booking, screen 18 is the fallback and the rest of the site is unaffected.

Two ways to book

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

Two ways to book

Pick a time yourself, or speak to reception. Online booking is for patients of the practice.

Book online

- 1 Choose a real time from the clinic's schedule. About two minutes. Open 24 hours, no account needed.

Call the clinic

- 2 604-591-6300, during clinic hours. Best if you are booking for someone else, or you are not sure what you need.

Life-threatening emergency: call 911. Health advice any hour: call 8-1-1.

The first screen offers two routes and no third, because the clinic runs by appointment. A patient can book online or call, and the clinic's number stays in the top corner of every screen after this one. Nobody is pushed online who would rather pick up the phone.

Have you been here before?

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you > Reason > Visit type > Appointment > Doctor > Time > Details > Confirm

[← Back](#)

Have you been seen at this clinic before?

This only decides which details we ask you for next.

A

Yes, I have been here before

We will find your file from your name and date of birth.



B

No, this is my first visit

The practice is currently full. We will point you to the right place.



C

I am not sure

Try the lookup. If nothing is found, we will tell you what to do next.



The flow asks whether the patient has been to the clinic before, and it offers a third answer for anyone who is not sure. That option matters more than it looks, because a patient who guesses wrong and gets turned away will give up and phone instead. All this screen does is decide which details the next one asks for.

Finding an existing file

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you > Reason > Visit type > Appointment > Doctor > Time > Details > Confirm

[← Back](#)

Let us find your file

No password and no account. These four details are enough to match you to your existing chart.

Last name *

Family name

Date of birth *

yyyy-mm-dd

Personal Health Number *

10 digits from your BC Services Card

Used only to match you to your file at this clinic.

Mobile number *

604-000-0000

Email

you@example.com

Find my file

An existing patient is found from four details, with no password and no account to create. Being asked to create an account is where most medical booking flows lose people, so there is not one.

First visit, and the practice is full

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you › Reason › Visit type › Appointment › Doctor › Time › Details › Confirm

← Back

The practice is full

We are not taking new patients at the moment

All three physicians have a full roster, so online booking is for patients of the practice. We are sorry, and we know that is not the answer you wanted.

The practice is looking for another doctor. When one joins, this page will let new patients register.

Here is where to go in the meantime.

-  **Register for a family doctor**
[The provincial Health Connect Registry. Free, official, and it matches you when a doctor near you has space.](#) →
-  **Health advice now, any hour**
[Call 8-1-1 to speak to a registered nurse, free, 24 hours a day.](#) →
-  **Find an Urgent and Primary Care Centre**
[Surrey has several. They see people who do not have a family doctor.](#) →
-  **Actually, I think I am a patient here**
[Go back and try the lookup.](#) →

Note for the clinic: this screen is a switch, not a wall. The day a new physician joins, it becomes a registration form and nothing else on the site has to change.

The clinic is full, and this screen says so once, in writing, without leaving the patient stranded. It points to the provincial Health Connect Registry, to 8-1-1 for advice at any hour, and to the Surrey Urgent and Primary Care Centres. This is also the question the front desk answers more than any other, one caller at a time. Worth noting for later: the screen is a switch rather than a wall, because the day another physician joins it becomes a registration form and nothing else on the site has to change.

Why do you need to be seen?

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About youReasonVisit typeAppointmentDoctorTimeDetailsConfirm

← Back

What do you need to be seen for?

Plain words are fine. This sets how long the doctor books for you, so the appointment is not cut short.

Type to search, for example: cough, refill, rash

Sick visit
Cough, cold, flu, sore throat, fever→

Prescription refill or renewal
Repeat medication, pharmacy request→

Skin issue
Rash, infection, acne, mole check→

Ear, nose or sinus pain
Earache, blocked sinuses, sinus infection→

Urinary or bladder symptoms
Burning, urgency, suspected infection→

Child sick visit
Fever, cough, ear pain, rash in a child→

Annual physical or check-up
Periodic health exam, 30 minutes→

Mental health support
Anxiety, low mood, stress, sleep. Longer appointment→

Birth control or contraception
Starting, changing or renewing→

PAP test or cervical screening
Routine screening→

Minor injury
Sprain, strain, cut, small burn→

Test results
Going over blood work or imaging→

Chronic condition follow-up
Diabetes, blood pressure, thyroid, asthma→

WCB or ICBC visit
Work injury or motor vehicle accident, with paperwork→

Form, note or medical
Employment, driver or insurance form. May carry a fee→

Something else
Tell us in a sentence and we will book the right length→

The patient picks from sixteen reasons written in plain words, and can type to search them. This step does the real work, because it sets how long the doctor books without anyone on the phone having to ask what is wrong. It is what stops a thirty-minute problem being booked into a ten-minute slot.

The safety screen

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you > **Reason** > Visit type > Appointment > Doctor > Time > Details > Confirm

← Back

Before you book

Some symptoms should not wait for an appointment

Chest pain, trouble breathing, weakness on one side, severe bleeding, a serious injury, or thoughts of harming yourself: **call 911 now**, or go to the nearest emergency department.

Not sure how urgent it is? Call **8-1-1** to speak to a nurse, any hour of the day.

Every booking flow needs this screen. It is the one place a website can do actual harm by being convenient, and it costs nothing to put it in.

None of these apply, continue booking

Go on to choose how you would like to be seen



Before anything is booked, the flow names the symptoms that should not wait: chest pain, trouble breathing, weakness on one side, severe bleeding, or thoughts of self-harm. Anyone who recognises them is told to call 911, and anyone unsure is pointed to 8-1-1. This is the one screen where a booking page can do real harm by being convenient, and it costs nothing to include.

In person, by phone, or by video

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you › Reason › **Visit type** › Appointment › Doctor › Time › Details › Confirm

← Back

How would you like to be seen?

Sick visits are usually best in person. Refills, results and follow-ups are often fine by phone.



In person, at the clinic

115 - 6350 120th Street, Surrey. Free parking, step-free entrance.



By phone

The doctor calls the number you give us, within the booked window.



By video

A link arrives by text before the appointment. Works in a browser, nothing to install.



The patient chooses how they want to be seen, and each option says what it actually involves. Phone appointments are already a large part of family practice, so letting people choose up front stops a prescription renewal turning into a drive across town.

How long do you need?

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you > Reason > Visit type > **Appointment** > Doctor > Time > Details > Confirm

[← Back](#)

How long do you need?

Suggested from your reason. Change it if you have more than one thing to raise, and the doctor will have the time.

10

Standard visit, 10 minutes

One issue. Suggested for a sick visit.



15

Longer visit, 15 minutes

Two or three things to cover, or a first visit for a new problem.



30

Extended visit, 30 minutes

Annual physical, mental health, complex follow-up.



P

Procedure, 20 minutes

Skin lesion, wound care, joint injection, ear syringing.



Note for the clinic: this list is curated on purpose. Booking systems default to showing the raw schedule codes, duplicates and all, which patients cannot choose between.

The patient confirms how long they need, and the suggestion follows from the reason they gave. Anyone with more than one thing to raise can take a longer slot, so the doctor has the time. This list is curated deliberately, because booking systems show the raw scheduling codes by default, duplicates and all, and patients cannot choose between them.

Which doctor?

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you > Reason > Visit type > Appointment > **Doctor** > Time > Details > Confirm

[← Back](#)

Who would you like to see?

Patients of the practice can ask for their own doctor. For a same-day visit, the first available is usually much sooner.



First available

Soonest appointment with any of the three physicians.



HT

Dr. Howard Tang

Next opening: Thursday



UI

Dr. Urbain Ip

Next opening: Wednesday



ND

Dr. Norman Dang

Next opening: tomorrow



The patient takes the first available appointment or asks for a doctor by name, and each doctor shows their next opening. Patients of the practice keep continuity with their own doctor, while everyone else can see how much sooner the first available is.

Pick a day and a time

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you › Reason › Visit type › Appointment › Doctor › Time › Details › Confirm

← Back

Pick a day and a time

Only days with real openings are selectable. Nothing here is a request: the time you pick is the time you get.

<

August 2026

>

SUN	MON	TUE	WED	THU	FRI	SAT
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Grey days have nothing left. The clinic is closed on statutory holidays.

MONDAY 17 AUGUST, MORNING

9:00 am	9:20 am
9:40 am	10:10 am
10:30 am	11:00 am

AFTERNOON

1:00 pm	1:20 pm
1:40 pm	2:10 pm
2:30 pm	2:50 pm

The patient picks a day, then a time, from the clinic's real schedule. Days with nothing left are greyed out, and times already taken are struck through rather than hidden, so a busy day looks busy. This is what separates booking from requesting: the time the patient chooses is the time they get.

Your details

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you › Reason › Visit type › Appointment › Doctor › Time › **Details** › Confirm

← Back

Your details

Held for 10 minutes: Monday 17 August, 9:40 am, in person, Dr. Norman Dang.

First name *

Last name *

Date of birth *

Personal Health Number *

Mobile number *

Email

Anything the doctor should know before the visit

Optional, and never required. Sent to the clinic only.

☐ Text me a reminder the day before *

☐ I agree to the clinic's privacy notice *

Your information is held by the clinic under BC's Personal Information Protection Act and is not shared with anyone else.

[Review my appointment](#)

The patient enters their details while the slot is held for ten minutes. The box for anything the doctor should know is optional and says so, and the reminder consent and the privacy notice are agreed here rather than buried somewhere else.

Check this over

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

About you › Reason › Visit type › Appointment › Doctor › Time › Details › **Confirm**

← Back

Check this over

Nothing is booked until you press the button.

When	Monday 17 August 2026, 9:40 am
Doctor	Dr. Norman Dang
Reason	Sick visit
Type	In person, 10 minutes
Where	115 - 6350 120th Street, Surrey BC
Patient	First visit here

Confirm this appointment

You can cancel or move it any time from the link in your confirmation.

Everything appears on one screen before anything is committed, under a line saying that nothing is booked until the button is pressed. This is what prevents the mistaken booking, which is the one the front desk has to phone about and undo by hand.

Booked

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300



You are booked

Monday 17 August 2026 at 9:40 am with Dr. Norman Dang, in person.

Confirmation sent to	your email and mobile
Arrive	About five minutes early
Bring	BC Services Card, list of medications
Where	115 - 6350 120th Street, Surrey BC. Free parking.

[Add to my calendar](#)

[Cancel or move it](#)

The appointment is confirmed, with the time, the doctor, what to bring, where to park, and a link to cancel or move it. Every question a patient would otherwise phone about on the morning of the visit is answered here.

The confirmation email

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

What arrives next
Confirmation

The confirmation email

Sent immediately. Every reminder and every link the patient needs is in this one message.

Your appointment is confirmed

Boundary Park Medical Centre <appointments@boundaryparkmedical.ca>

Hello,

Your appointment is booked for **Monday 17 August 2026 at 9:40 am** with **Dr. Norman Dang**, in person at the clinic.

Where: 115 - 6350 120th Street, Surrey BC. Free parking on site, step-free entrance.

Bring: your BC Services Card and a list of the medications you take.

Arrive: about five minutes early.

Need to change it? [Move this appointment](#) or [cancel it](#). Letting us know early frees the slot for someone else.

Boundary Park Medical Centre · 604-591-6300 · Mon to Fri 9:00 am to 3:00 pm, Sat and Sun 9:00 am to 1:00 pm

A confirmation goes out immediately, carrying the address, what to bring, when to arrive, and one-click links to move or cancel. A patient who can cancel in one click will cancel, instead of quietly not turning up.

The reminder, the day before

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

What arrives next
Reminder

The reminder, the day before

This is the piece that pays for itself. A patient who can cancel with one tap frees the slot instead of quietly not turning up.

Yesterday 4:00 pm

Boundary Park Medical Centre:
reminder of your appointment
tomorrow, Mon 17 Aug at 9:40 am
with Dr. Dang.

Reply **C** to confirm or **X** to cancel.
Change the time: bpmc.ca/a/7T4K

The clinic sees the reply against the appointment. A cancelled slot goes straight back into the schedule and can be booked by the next patient looking.

The day before the appointment the patient gets a text, and can confirm, cancel, or open a link to change the time. This is the piece that pays for itself, because a cancelled slot goes straight back into the schedule for the next patient without anyone at the desk touching it.

Cancel or move it

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

Cancel or move your appointment

Opened from the link in the confirmation. No login, and the link only ever opens this one appointment.

Your appointment **Mon 17 Aug 2026, 9:40 am, Dr. Norman Dang**



Move it to another time

Pick a new day and time from the schedule.



Cancel it

The slot goes back into the schedule straight away.



Call the clinic instead

604-591-6300, during clinic hours.



The link in the confirmation opens this screen, with no login, and it only ever opens that one appointment. Rescheduling stops being a phone call that the front desk has to take, find a slot for, and key in twice.

Nothing left today

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

← Back

Nothing left today

The state that decides whether people trust the booking button. Handled badly it reads as "this clinic has no room". Handled properly it still gets the patient somewhere.

Dr. Tang is fully booked until Thursday

Here is what else is open.



Tomorrow, 10:10 am, with Dr. Dang

Soonest appointment at the clinic



Today, 2:30 pm, phone appointment

Same day, by phone rather than in person



Tell me when something opens up

We text you if a slot is cancelled in the next 48 hours



Ask reception to call me

If none of these work



This screen decides whether patients trust the booking button at all. Instead of a dead end it offers the soonest slot with another doctor, a same-day phone appointment, a text when something opens up, or a callback. Handled badly it reads as though the clinic has no room, and the patient goes somewhere else.

The callback request, as fallback

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Prefer to call?
604-591-6300

[← Back](#)

Ask reception to call you

The fallback, and the whole of the offer if the clinic's records software cannot support live booking. It lands in the clinic inbox, and the desk works a list instead of holding the line.

First name *

Last name *

Phone number *

Best time to call *

Morning, 9:00 to 11:00

Are you a patient of this clinic?

Yes

No symptom field, on purpose. Nothing about your health is collected here, so no health information passes through the website at all.

Send my request

If the clinic's records software cannot support live booking, this form is the whole of what can be offered. It asks for a name, a phone number and the best time to call, and it has no symptom field, so no health information passes through the website. Requests land in the clinic inbox, and the desk works a list instead of holding the line.

What the front desk sees

PREVIEW. A working demonstration of the booking flow, prepared by VEDA NINE. Nothing here books a real appointment and nothing is sent anywhere.

Boundary Park
MEDICAL CENTRE

Clinic side
Monday 17 August

What the front desk sees

The same schedule as always. Online bookings simply appear in it, marked so the desk can tell at a glance which ones nobody had to key in.

TIME	PATIENT AND REASON	DOCTOR	BOOKED
9:00	R. Sandhu · refill	Dr. Tang	Phone
9:20	M. Cheng · sick visit	Dr. Tang	Phone
9:40	D. Grewal · sick visit	Dr. Dang	Online
10:10	A. Gill · results	Dr. Ip	Online
10:30	K. Ahluwalia · form	Dr. Dang	Desk
11:00	J. Nguyen · skin issue	Dr. Ip	Online
1:00	P. Sharma · child sick visit	Dr. Dang	Online
1:20	Cancelled, slot open	Dr. Tang	-

Nothing about the clinic day changes. What changes is how many of those rows arrived without the phone ringing.

The front desk sees the same day sheet it always has, with online bookings marked so staff can tell at a glance which ones nobody had to key in. Nothing about the clinic day changes. What changes is how many of those rows arrived without the phone ringing.

— WHAT HAPPENS NEXT

Three things, in this order.

1

Confirm the records software

One question to the clinic. It decides which platform, what it costs, and whether live booking is possible at all.

2

Try the prototype

Click through it on a phone. Everything in it is adjustable: the reasons, the lengths, the wording, the doctors, the rules about who can book what.

3

Set the rules with the front desk

How far ahead patients can book, how many same-day slots stay held back, what happens to a no-show. The desk knows the answers; the settings just have to match them.

Preview build prepared by VEDA NINE. Not published, not indexed, and not the clinic's website.