

## Autofill eligibility

In this order:

- The policy of the organization and sub-department must allow for autofill of the given appointment type. This is determined by the configuration of their system.
- The appointment must still be active. We don't want to offer a patient an expired/invalid appointment slot.
- For multi provider appointments, the organization policy must allow autofill.
- The cancellation reason for the appointment must not be on the cancel "block list" specified at the organization level. Perhaps some cancellation reasons have a higher probability of the original patient changing their mind, so it's better to keep the appointment available.
- The appointment date must fall within a window specified by the organization. Ex: at least 3 days out but no more than 14 days out. This could be used to avoid trying to fill last minute cancellations where a new patient is unlikely to get scheduled in time, and to wait to schedule appointments that are far in the future.
- In local time, the appointment's scheduled time must fall within a window specified by the organization.
- There must be at least 1 potential patient who qualifies for the autofill, based on this subcriteria:
  - The list of potential patients are those on a text/email waitlist or voice message waitlist. These waitlists are further narrowed based on how recently each patient was contacted for a potential autofill, and a minimum and maximum amount of time that they have been on the waitlist. The reasoning here is that you don't want to be barraging the patient with autofill requests.
  - From here we search over the patients starting first with the text/email waitlist, then searching the voice waitlist.
  - Patients with existing future appointments within 2 hours of the potential autofill are ineligible.
  - Patients with a future appointment that was just created today are ineligible.
  - Remaining patients are added to the list. (I think there may be a line missing in `getQualifyingWaitlist`, since the returned variable, `finalWaitlist`, is never actually populated. It would be within the main loop after skipping the 2 continue blocks and would add the waiting patient to the returned list).
- -The former patient of the cancelled appointment must not have other appointments which overlap with the cancelled appointment. (I'm speculating that `fpID` is former patient). The reasoning is that if the patient cancelled because of their own conflict within the system, it would be better to work with the patient to see that they can get everything they need in one visit, rather than offer the appointment to someone else.
- The autofill appointment must have a front buffer/lead time specified at the organization level.
- An appointment that passes all these criteria is eligible for autofill.