Telehealth Scheduling Template Provider Messages

Where desired, Practice/ Department Manager adds Provider Message to scheduling template indicating telehealth days and times

From Template Edit screen, select Messages



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🖴 🔅 拝			Schedulir	ng Reports		Eddie Antwerp in RMGTRNG [1000]		
$\bullet \bullet \bullet$	Provider I	Messag	es: Eddie	Antwerp in	RN			
Edit Template	+ Add	Edit	Delete	Exceptions	Ca	Message Type		
ANTWERP, ED	0.00	1-		-goop and		General message () Daily message () wessage by date	_	
LOBUE, STEV	BUE, STEV General messages:				_	Message Telehealth Visits Tuesdays, Wednesday AM, Thursday PM		
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Note: If scheduling template does not include message for telehealth days and times, schedulers will schedule as in-office and practice/ department will need to review and convert to telehealth where appropriate



Telehealth Scheduling- Service Center

Schedulers use standard QNR to schedule with standard visit types that respect session limits, block matching, and provider matrixes – then use Change Appointment to update to correct Telehealth visit type

Scheduler references provider telehealth 1 visit template message when scheduling

Make Appointment		the	QN	NR, Sche	dule	r se	lec	ts Chang	e Appointn	nen
Department: RMG TRAINING [1000]		Euture	Orders	Encounter Date	Time	2	Len	Visit Type	Provider	D
Visit Type: Provider or resource:	• P			4/24/2020 Fri		3:40 P	20	RETURN TRAIN [1000CAD3]	ANTWERP, DREW [CAD21001]	R
RETURN TRAIN [1000CAD3] ANTWERP, EDDIE [CAD18361] in RMG TR	OD OD OS ☑In							1	1	
Expand Instructions	P									
General message for ANTWERP, EDDIE [CAD18361] Telehealth Visits Tuesdays, Wednesday AM, Thursday PM		Reg Appoi	tment C	Contact Assign Re	eferral	ink Order	s Cl	heck In Cancel/Res	chedule Change Appoint	tment

- Scheduler or practice replaces traditional visit type with appropriate telehealth visit type
 - **Telehealth Phone New**
 - **Telehealth Phone Return**
 - **Telehealth Video New**
 - Telehealth Video Return



Use patient pr	references	Current departs	ment: RMG TR	AINING [1000]	ç
Visit type:		l D Note	s:Back pain		
Date:	4/24/2020	Ġ.			
Arrival time:					
Start time:	03:40 PM	4			
Department	t	Provider		Time	Length
1 RMG TRAI	NING [1000]	ANTWERP, DREW	[CAD21001]	03:40 PM	20
Filter out of ne	etwork providers			Add Row	D <u>e</u> lete Row
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☞ Filter out of ne Additional resource Change reason:	etwork providers	Comments:		Add Row	Delete Row
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2 After scheduling on the correct telehealth day through