Telehealth Scheduling Template Provider Messages

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

1. From Template Edit screen, select Messages

2. Message Type = General
   Message = Provider telehealth visit days and sessions

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
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

1. Scheduler references provider telehealth visit template message when scheduling

2. After scheduling on the correct telehealth day through the QNR, Scheduler selects Change Appointment

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