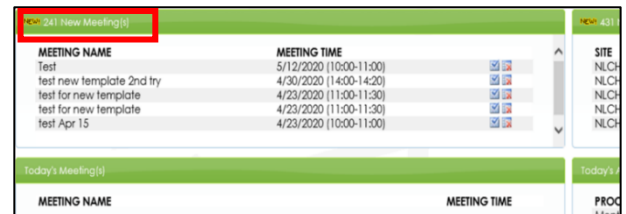


TELEHEALTH USER GUIDE

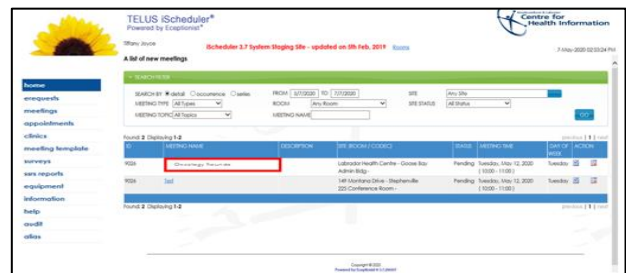
Actioning Incoming iScheduler Requests

VIEWING NEW MEETING REQUESTS

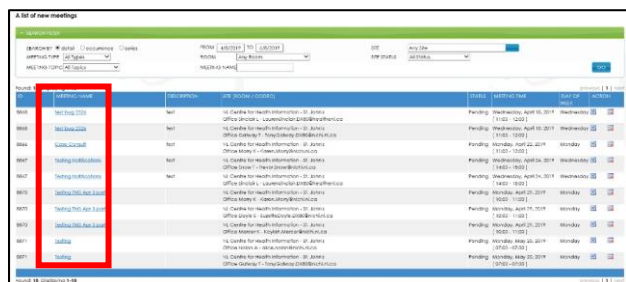
1. Login to iScheduler.
2. On the iScheduler home screen, click the **New Meeting(s)** heading.



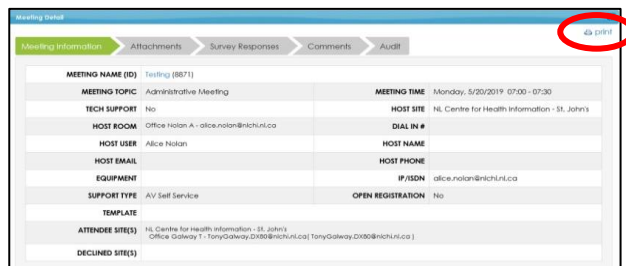
3. A list of new meeting requests for your site will appear.



4. Click on the blue meeting name to view more details about the meeting.



5. A 'Meeting Detail' window will appear. To print meeting details, select the **printer icon** in the top right corner of the window.



ACCEPTING AND DECLINING MEETINGS

- On the iScheduler home screen, click the **New Meeting(s)** heading. A list of new meetings for your site will appear.
- Under the 'Action' column:
 - To accept the meeting, click the blue **checkmark**. A pop-up window will appear, click the **OK** button.
 - To decline the meeting, click the red **x**. A pop-up 'Add Comment' window will appear. Select the reason for declining from the dropdown menu and click the **GO** button.

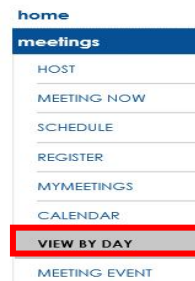
ID	MEETING NAME	DESCRIPTION	SITE (ROOM / CODE)	STATUS	MEETING TIME	DATE OF WEEK	ACTION
9327 / 9327	ABA Training for Parents and Home Therapists	Clinical Support	Western Memorial Regional Hospital - Conner Brook Org Dev Classroom A - (WH-CB-Polycom)	Pending	Wednesday, May 29, 2019 (08:30 - 14:30)	Wednesday	
9327 / 9328	ABA Training for Parents and Home Therapists	Clinical Support	Western Memorial Regional Hospital - Conner Brook Org Dev Classroom A - (WH-CB-Polycom)	Pending	Thursday, May 30, 2019 (08:30 - 14:30)	Thursday	
9327 / 9329	ABA Training for Parents and Home Therapists	Clinical Support	Western Memorial Regional Hospital - Conner Brook Org Dev Classroom A - (WH-CB-Polycom)	Pending	Friday, May 31, 2019 (08:30 - 14:30)	Friday	



RETRIEVING MEETING DETAILS

Once a meeting has been accepted it will no longer be found under the **New Meeting(s)** section. To retrieve meeting details:

- Select **meetings** on the left side menu.
- Select **VIEW BY DAY** from the drop down menu that appears.
- In the 'Scheduled Meetings By Day' screen that appears, select the date the meeting is scheduled and narrow the search to a specific site and room. Once selections are made click the **GO** button.
- A list of Meetings for your site will appear. Select the correct **Meeting ID** in the first column to view the meeting details.



TELUS iScheduler⁴
Powered by Eceptionist[®]

Tiffany Joyce iS

Scheduled Meetings By Day

2020-05-08

May 2020 GO

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	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	6

SITE: --All Sites--

ROOM: --All Rooms--

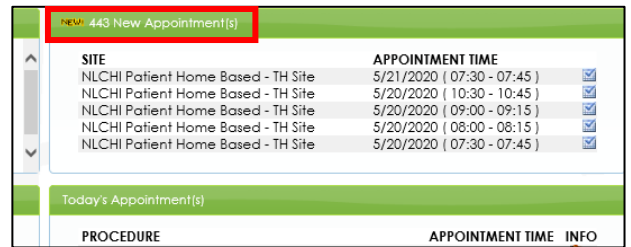
GO RESET

SERIES ID / MEETING ID	MEETING NAME	MEETING DATE
9026 - DIAL	Test	5/12/2020 10:00 - 11:00

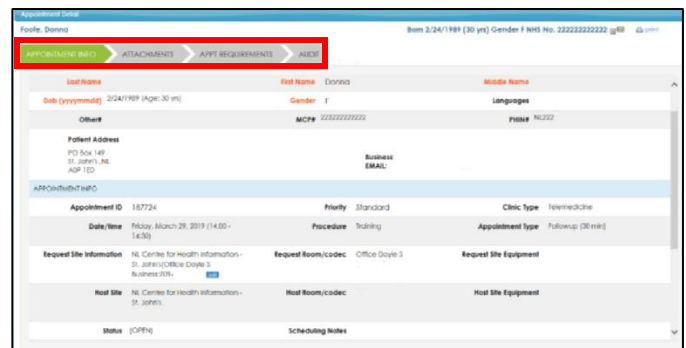
Please note: Email telehealth.scheduling@nlchi.nl.ca to cancel a meeting

VIEWING NEW APPOINTMENT REQUESTS

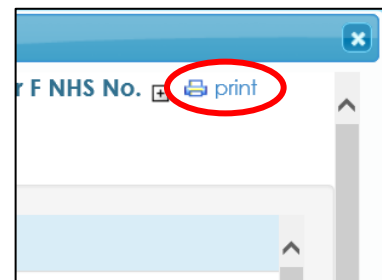
1. Login to iScheduler.
2. On the iScheduler home screen, click the **New Appointment(s)** heading.
3. A list of new appointment requests for your site will appear. Click the blue **ID** number for more information about the appointment request.



4. The 'Appointment Detail' window will open. **Please read the appointment information carefully before accepting or declining the request.** There are four tabs in the 'Appointment Detail' window, as follows:
 - 'APPOINTMENT INFO' tab gives you demographic information about the patient and appointment details
 - 'ATTACHMENTS' tab includes any attachments sent by the provider site
 - 'APPT REQUIREMENTS' tab includes any specific requirements for the appointment (e.g., patient to bring current medication)
 - 'AUDIT' tab provides a list of users that have viewed the appointment



5. To print the appointment details, click the **printer icon** in the upper right corner of the 'Appointment Detail' window.



ACCEPTING AND DECLINING APPOINTMENTS

1. On the iScheduler home screen, click the **New Appointment(s)** heading. A list of new appointments for your site will appear.
2. Under the 'Action' column:
 - To accept the appointment, click the blue **checkmark**. A pop-up window will appear, click the **OK** button.
 - To decline the appointment, click the red **x**. A pop-up will appear which will allow you to type the reason for declining the appointment. You may suggest a rebook date by writing the requested date and time with an appropriate message in this window. Click the **Continue** button.

ID	APPOINTMENT TIME	PROCEDURE	PATIENT SITE	ROOM / CODEC	ACTION
211482	5/1/2019 (10:00 - 11:00)	Mental Health - MH and/or Addictions Counselor	Ramea Medical Clinic - Ramea	Trauma Room /	[Accept] [Decline]
210658	5/1/2019 (11:00 - 12:00)	Mental Health - MH and/or Addictions Counselor	Ramea Medical Clinic - Ramea	Trauma Room /	[Accept] [Decline]
211112	5/3/2019 (11:00 - 11:20)	Oncology	Corner Brook Long Term Care Home - Corner Brook	Education Room /	[Accept] [Decline]



RETRIEVING APPOINTMENT DETAILS

Once an appointment has been accepted it will no longer be found under the **New Appointment(s)** section. To retrieve appointment details:

1. Select **appointments** on the left side menu.
2. Select **VIEW BY DAY** from the drop down menu that appears.
3. In the 'Scheduled Appointments By Day' screen that appears, select the date the appointment is scheduled. Then narrow the search to a specific site, room, procedure and consultant. Once selections are made click the **GO** button.
4. A list of Appointments for your site will appear. Click on the patient information section to view the 'Appointment Detail' screen.

DATE/TIME	PATIENT INFO	PROCEDURE	APPT TYPE	HOST SITE
ID: 190957 Monday, 5/11/2020 09:00-10:00, (OPEN)	Duck, Daffy (F), 10/19/1990 (29 yrs), PHIN#: Daffy MCP#:	Training	Followup	Community Health Building, Ropewalk Lane - St. John's, Multipurpose Room

For Scheduling Support please contact:
telehealth.scheduling@nlchi.nl.ca