

TELEHEALTH USER GUIDE

eRequest for Facility Based Telehealth

This Telehealth feature is primarily intended for booking of facility based Telehealth appointments in iScheduler.

CREATE AN eREQUEST

1. Click **'eRequests'** from the left side iScheduler menu.

2. Click the **'CREATE'** subheading.

3. From the screen that appears, click the blue boxes to generate a drop-down menu:

- Select the site where the health care provider will be located.
- Select the site where the patient will be located.
- Select the provider's discipline (or program area)
- Select the health care provider from the list. If the preferred provider name is not on the list, enter the name in the space provided.
- Click **'CREATE REQUEST'**.



1. SELECT THE PROVIDER SITE

PROVIDER SITE

2. SELECT A PATIENT SITE

PATIENT SITE

3. SELECT A PROVIDER PROGRAM OR DISCIPLINE

PROVIDER PROGRAM OR DISCIPLINE

4. SELECT A PREFERRED PROVIDER

HEALTHCARE PROVIDER

Other Preferred Doctor:

4. The 'Create New Referral' screen will appear. Proceed to click the **'PATIENT SEARCH'** button.

Create New Referral

SERVICE INFO > ATTACHMENTS > SURVEY

PATIENT INFO

Patient Id Auto-Number

Last Name First Name

Dob (yyyymmdd) Gender

Other# MCP#

Patient Address

SEARCH FOR THE PATIENT

5. In the 'MCP#/PHIN#' field, type in the health care number for the patient and click **'SEARCH'**. Please note: if the MCP# is not available, type in the patient's first name, last name and date of birth.
 - If the patient does have a profile in iScheduler, proceed to step 6 below.
 - If the patient does not have a profile in iScheduler, you will see "there is no patient matching your query", proceed to step 7 below.

PATIENT	Other#	MCP#
Carroll, Ned (M) 3/26/1980 (40 yrs) St. John's, NL		100200300444

SELECT THE PATIENT

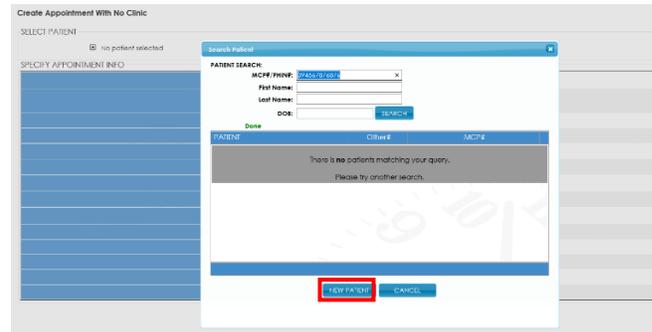
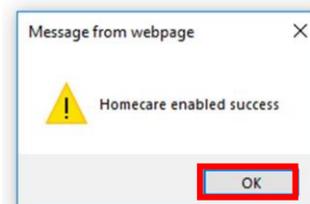
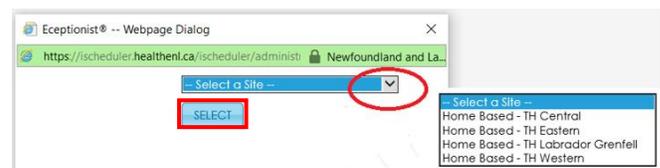
6. In iScheduler, home based Telehealth should be enabled for all patients in the event that the patient may require a home based appointment in future. When the patient does have a profile in iScheduler:
 - a) If home based Telehealth has not been enabled for the patient:
 - Click the **'enable homecare'** button.
 - A pop-up will appear. Click the dropdown arrow and then select the Home Based option for the health authority in which the patient resides.
 - Click the **'SELECT'** button.
 - b) If home based Telehealth has already been enabled for the patient:
 - There will not be an 'enable homecare' button.
 - Click on the name of the patient to proceed with the booking process.

PATIENT	Other#	MCP#
Carroll, Ned (M) 3/26/1980 (40 yrs) St. John's, NL		100200300444

PATIENT	Other#	MCP#
Carroll, Ned (M) 3/26/1980 (40 yrs) St. John's, NL		100200300444

CREATE THE PATIENT

7. If the patient does not have a profile in iScheduler, create the patient profile as follows.
 - a) Click the **'NEW PATIENT'** button at the bottom of the 'Select Patient' window.
 - b) Fill in the required fields (**bold and red**) in the 'Create New Patient' window.
 - c) For 'Primary Site', select the site where the patient will be attending the Telehealth appointment (e.g., James Paton Memorial Hospital).
 - d) Click the **'Save'** button at the bottom of the 'Create New Patient' window.
 - e) A pop-up will appear. Click the dropdown arrow and then select the Home Based option for the health authority in which the patient resides. This step will allow for the ability to book future home based Telehealth appointments, if required.
 - f) Click the **'SELECT'** button. A pop-up confirming homecare is enabled will appear. Click **'OK'**.

SUBMIT THE eREQUEST

8. Once your patient has been created or selected, please verify that their name and information has defaulted into the 'Create New Referral' screen.

Complete the following fields:

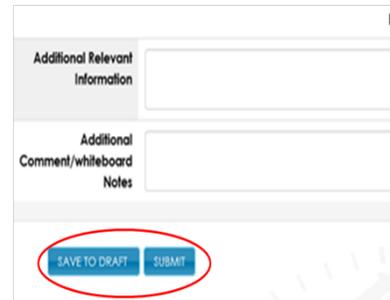
- **Host site-** defaults from your previous selection for the Provider Site
- **Appointment Date and Time**
- **Appointment Type**
- **Duration-** enter the amount of time that the room is required
- **Request site-** defaults from your previous selection for the Patient Site
- **Priority-** routine eRequest appointments are usually booked within 48 hours. If the appointment is of an urgent nature, select urgent and contact the telehealth schedulers at 752-6071 or telehealth.scheduling@nlchi.nl.ca
- **Requestor Contact Information-** verify that your contact information is correct
- **Additional Relevant Information-** If needed, provide details pertaining to the patient or appointment (e.g., “patient has mobility issues and requires wheelchair access”).

The screenshot displays the 'SERVICE INFO' tab of the iScheduler eRequest form. The form is divided into several sections:

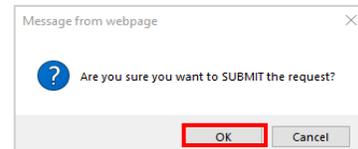
- Patient Information:** Last Name: Carroll, First Name: Ned, Middle Name: (blank), Dob: 3/26/1980 (Age: 40 yrs), Gender: M, Languages: (blank), Other#: MCF# 102203300444, Patient Address: 123 Esplanade Street, St. John's, NL, A1A 4B4, Cellular: EMAIL: (blank).
- SERVICE INFO:** Request # (blank), Current Status (blank), Procedure (blank), Subject (blank), Host Site: Waterford Hospital - St. John's, Appointment Date: From - To: 5/8/2020 - 5/8/2020, Appointment Time Slot - End: 07:00 - 09:00, Appointment Type: Select An Appointment Type, Duration (minute): (blank), Request Site: James Patton Memorial Region, Providing Clinician: (blank), Priority: Select a Priority type.
- Contact Information:** Contact # (blank), Requestor Contact Information: (Business) 752-6118, EMAIL: james.alford@nlchi.nl.ca, Request Date/Time: 5/8/2020 10:45.
- Additional Relevant Information:** A text area for providing details about the patient or appointment.
- Additional Comment/whiteboard Notes:** A text area for additional notes.

Buttons for 'SAVE TO DRAFT' and 'SUBMIT' are visible at the bottom of the form.

9. Once you have completed all the details of your eRequest, you can click the **'SUBMIT'** button to forward your request to the Telehealth schedulers. Or you can click the **'SAVE TO DRAFT'** button if you want to save the details to submit at a later date.

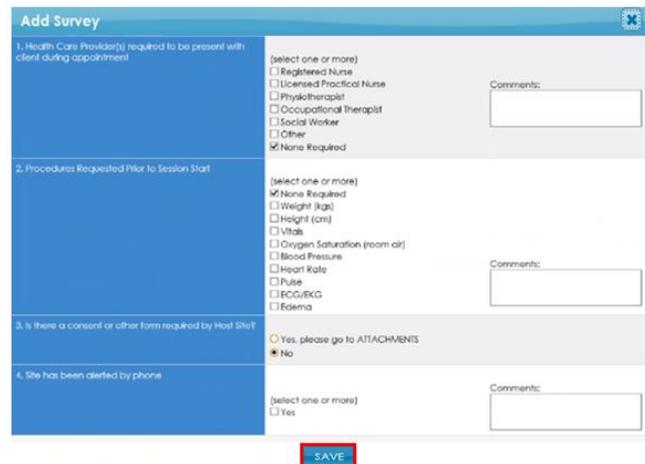


10. In the pop-up window, select **'OK'** to submit the request.



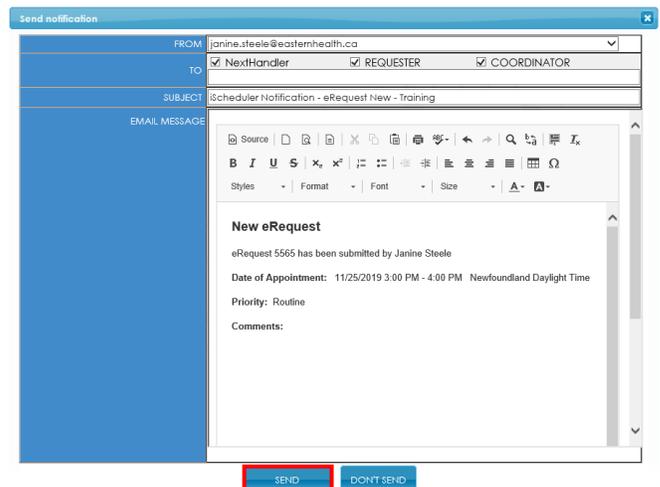
11. Next the 'Add Survey' window appears, requiring you to add further information to the appointment request. Once completed, click **'SAVE'**.

** Once this information is added a pop-up will indicate that your survey responses were saved successfully. Click the **'OK'** button on this pop-up.*



SEND NOTIFICATION

12. No changes are required within this window. Click **'SEND'**. This will send the request for appointment to the Provincial Telehealth Scheduling Coordinators.



EDIT REFERRAL

13. After an eRequest has been sent, the 'Referral Detail' screen allows you to

- view details
- request changes
- attach files

Referral Detail
 Edit Referral: Carol, Ned | Born 3/26/1980 (40 yrs) | Gender M | NHS No. 100200300444

Patient Info:
 Patient Id: 20549
 Last Name: Carroll | First Name: Ned | Middle Name: |
 Dob: 3/26/1980 (Age: 40 yrs) | Gender: M | Languages: |
 Other#: | MCP#: 100200300444 | PHN#: |

Patient Address:
 123 Eastpoint Street
 St. John's NL
 A1A 4M4 | Cellular: | EMAIL: |

SERVICE INFO:
 Request #: 1862 | Current Status: Pending Request | Procedure: Mental Health - Psychiatry Adult
 Subject: | Host Site: Waterford Hospital - St. John's | Appointment Date: 5/8/2020 - 5/8/2020
 Appointment Time: 07:00 - 17:00 | Appointment Type: Followup (>40 min) | Duration (minute): 60
 Request Site: | Providina Clinician: | Priority: |

Attaching a file from your computer:

- Click the **'ATTACHMENTS'** tab.
- Click the **'Add New'** button and upload the document from your computer, similar to adding an attachment to an email.
- Select **'COMPLETE UPDATE'** at the bottom of the window. Click **'OK'** in the pop-up window that appears.
- If you have attached a file to an eRequest, ensure to indicate this on the 'Add Survey' window. Remember to click **'SAVE'**.

Attachments

Upload file:

FILE PATH	DESCRIPTION	CANCEL ALL
No file		

NOTE: Maximum number of 3 files allowed to be uploaded.

LETTERS | ADD INFO | ADD REMINDER | TRACKING REPORT | DOWNLOAD ATTACHMENT
 ACCEPT | COMPLETE UPDATE

Message from webpage

Are you sure you want to COMPLETE UPDATE this request?

Add Survey

Pressure
 Heart Rate
 ECG/EKG
 Waist Circumference
 Patient to bring list of all medications
 Handheld Camera
 Other (Specify)

3. Is there a consent or other form required by Host Site?
 Yes, please go to ATTACHMENTS
 No

4. Has the remote site been alerted by phone?
 Yes

VIEWING eREQUESTS

14. To view or make changes to your eRequest from the home page:

- Click on the **'My Appointment Request(s)'** heading OR
- Select **'eRequests'** from the left side menu and then click the **'MY REQUESTS'** subheading.

PATIENT	SUBJECT	REQUEST DATE
Doe, Jonathan		11/25/2019 3:51:55 PM
Doe, Jonathan		11/25/2019 2:34:39 PM
Doe, Jonathan		11/12/2019 10:30:28 AM
Doe, Jonathan		10/23/2019 2:59:31 PM
Steele, Janine		10/8/2019 11:37:13 AM

15. To request changes to a previously submitted request:

a) click on the **ID number** for the request to open the request

ID	HQS SITE	REQUEST DATE	APPOINTMENT DATE/TIME	PATIENT NAME	SUBJECT	PROCEDURE	STATUS
5509	Waterford Hospital - St. Johns	11/25/2019 3:51:55 PM	FROM 11/25/2019 TO 11/25/2019 17:00 - 18:00	Doe, Jonathan	Training		Pending Request
5505	Waterford Hospital - St. Johns	11/25/2019 2:34:39 PM	FROM 11/25/2019 TO 11/25/2019 15:00 - 16:00	Doe, Jonathan	Training		Pending Request
5307	Waterford Hospital - St. Johns	11/12/2019 10:30:28 AM	FROM 11/12/2019 TO 11/12/2019 12:00 - 12:15	Doe, Jonathan	Training		Closed by Coordinator
5209	Waterford Hospital - St. Johns	10/23/2019 2:59:31 PM	FROM 10/23/2019 TO 10/23/2019 13:00 - 13:05	Doe, Jonathan	Training		Closed by Coordinator
5105	Waterford Hospital - St. Johns	10/8/2019 11:37:13 AM	FROM 10/8/2019 TO 10/8/2019 11:45 - 12:00	Steele, Janine	Training		Closed by Coordinator
5100	Waterford Hospital - St. Johns	10/8/2019 8:57:51 AM	FROM 10/8/2019 TO 10/8/2019 09:00 - 09:45	Doe, Nadine	Training		Closed by Coordinator
4900	Waterford Hospital - St. Johns	9/18/2019 3:33:36 PM	FROM 9/19/2019 TO 9/19/2019 10:30 - 14:30	Steele, Janine	Training		Closed by Coordinator

b) add any changes to the request in the **'Additional Comment/Whiteboard Notes'** section (eg., please change appointment time from 2:00 to 1:30 start time)

Coordinator Consultant

Additional Relevant Information

Additional Comment/Whiteboard Notes

Clinical

History Examination

Differential Diagnosis Management Plan

LETTERS ADD INFO ADD REMINDER TRACKING REPORT DOWNLOAD ATTACHMENT

ACCEPT COMPLETE UPDATE

c) click **'COMPLETE UPDATE'** to ensure the new information is sent to the provincial scheduling coordinators

16. To view the status of your eRequests, return to the 'My Requests' section. An eRequest may have any of the following statuses:

- **Pending Request** - request has not yet been viewed by the scheduling coordinator
- **Review by Coordinator** – your response has been sent to the scheduling coordinator.
- **Closed by Coordinator** – your request has been forwarded to the Patient Site for acceptance.
- **Request More Info** – the scheduling coordinator is requesting something of you regarding this appointment.
 - You will need to open the request by clicking on the **ID number**
 - read the coordinator comments within the 'Additional Comment/Whiteboard Note' field
 - respond to the comments within the 'Additional Comment/Whiteboard Note' field
 - click **'COMPLETE UPDATE'** to reply back.

My Request(s)

SEARCH FILTER

HOSP SITE: All Sites PT NAME: P#: PRIORITY: All Priorities

REQUEST DATE: PROCEDURE: All Procedures STATUS: Draft

Found 20 Displaying 1-20

ID	HOSP SITE	REQUEST DATE	APPOINTMENT DATE/TIME	PATIENT NAME	SUBJECT	PROCEDURE	STATUS
5568	Waterford Hospital - St. John's	11/25/2019 3:51:55 PM	FROM 11/25/2019 TO 11/25/2019 17:30 - 18:00	Doe, Jonathan	Training	Training	Pending Request
5565	Waterford Hospital - St. John's	11/25/2019 2:34:59 PM	FROM 11/25/2019 TO 11/25/2019 15:00 - 16:00	Doe, Jonathan	Training	Training	Pending Request
5307	Waterford Hospital - St. John's	11/12/2019 10:00:20 AM	FROM 11/12/2019 TO 11/12/2019 12:30 - 12:15	Doe, Jonathan	Training	Training	Closed by Coordinator
5082	Waterford Hospital - St. John's	10/23/2019 2:59:31 PM	FROM 10/23/2019 TO 10/23/2019 15:00 - 16:00	Doe, Jonathan	Training	Training	Closed by Coordinator
5105	Waterford Hospital - St. John's	10/8/2019 11:30:13 AM	FROM 10/8/2019 TO 10/8/2019 11:45 - 12:00	Steele, Janine	Training	Training	Closed by Coordinator
5120	Waterford Hospital - St. John's	10/8/2019 8:57:01 AM	FROM 10/8/2019 TO 10/8/2019 09:30 - 09:45	Doe, Nadine	Training	Training	Closed by Coordinator
4900	Waterford Hospital - St. John's	9/18/2019 3:30:56 PM	FROM 9/19/2019 TO 9/19/2019 10:30 - 14:30	Steele, Janine	Training	Training	Closed by Coordinator

Coordinator Consultant

Additional Relevant Information

Additional Comment/Whiteboard Notes

CLINICAL

History Examination

Differential Diagnosis Management Plan

LETTERS ADD INFO ADD MEMBER TRACKING REPORT DOWNLOAD ATTACHMENT

ACCEPT COMPLETE UPDATE

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