

Virtual Care – Instant Connect Tipsheet

Scope: New visit ordering, booking, and joining an Instant Connect video visit

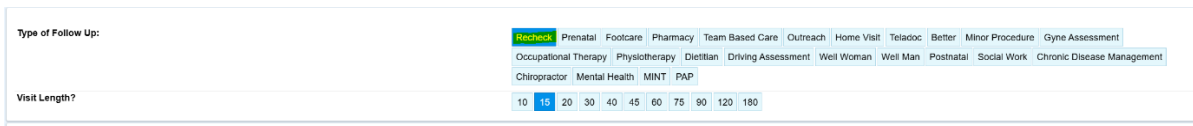
Audience: Providers offering Virtual Care where the patient joins on their own device and Clerical Staff scheduling these appointments

Option A: Book It

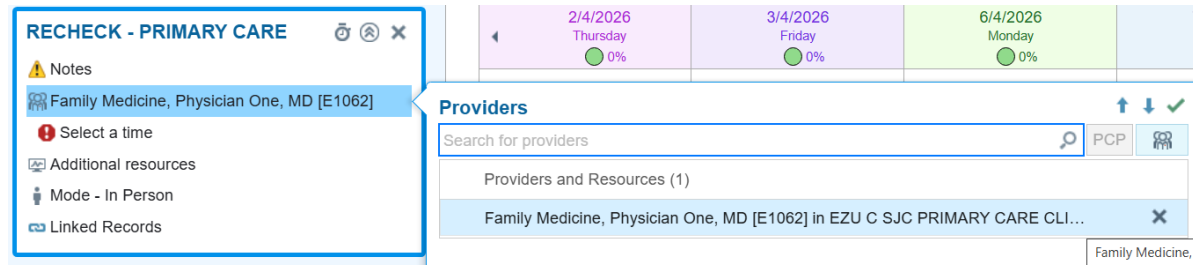
1. Go to the Appointment Desk (Appts) in the top left of the Hyperspace window, find the patient you're looking to schedule, then select **Book It**.



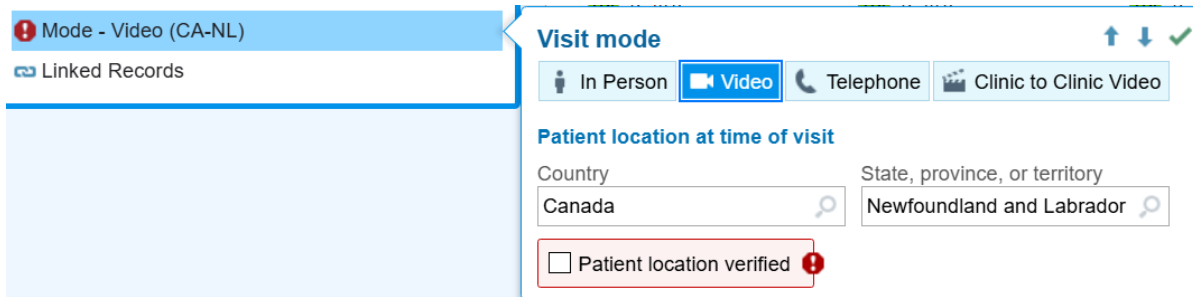
2. Choose the appropriate Visit Type and Length.



3. Select the Provider who will be attending the appointment.



4. Change the Mode to Video.



5. Select the desired date and time, then click schedule in the bottom right.

6. Once scheduled, this appointment automatically goes to the provider's schedule

EZU C SJC PRIMARY CARE CLINIC (All Providers) Filter by Status Appointments: 6

Expand	Time	Status	Patient	Visit Type	Notes	Cmts	Mdch ...	Mdch ...	Mdch ...	ARIA	EMR EZ	EMR CZ	EMR ...	CRMS	N. V.	Stude ...	Provider / Department	C. Location/SL... H. Pr...
	9:40 AM	Present	House, Maxwell 06 y.o. / M	Initial Assessment			x	x	x	x	x	x	x	x			Physician One Family... C SJC PCCL	Present: 9:2-9 AM
	9:50 AM	Signed	Beans, Goofy 28 y.o. / M	Initial Assessment	Inactiv e MyH...		x	x	x	x	x	x	x	x			Physician One Family... C SJC PCCL	Your Home
	10:00 AM	Arrived	Cadence, Donald 41 y.o. / M	Initial Assessment			x	x	x	x	x	x	x	x			Physician One Family... C SJC PCCL	EHS SERVICE AREA
	10:20 AM	Arrived	Cadence, Daisy 41 y.o. / F	Initial Assessment			x	x	x	x	x	x	x	x			Physician One Family... C SJC PCCL	EHS SERVICE AREA
	11:50 AM	Scheduled	Cadence, Donald 41 y.o. / M	Initial Assessment			x	x	x	x	x	x	x	x			Physician One Family... C SJC PCCL	EHS SERVICE AREA
	5:00 PM	Scheduled	Heiskanen, Miro 28 y.o. / M	Recheck - Primary Care			x	x	x	x	x	x	x	x			Physician One Famil... C SJC PCCL	Sch

Option B: Scheduling from a Workqueue

Provider Ordering a Video Visit

*You must be within an active patient encounter.

1. In the visit taskbar, select Add Follow Up Order.
 - a. Set the Mode to Video.
 - b. Complete all required visit details.

Follow Up In Primary Care

Timing: Expected Date: 2/4/2026 Today **First Available** Tomorrow 1 Week 2 Weeks 1 Month 3 Months 6 Months 1 Year Approx.

Follow up with: Encounter Provider (Physician One Family Medicine, MD) **Encounter Provider or Their Team** Specific Provider

Type of Follow Up: Recheck Home Visit Prenatal Postnatal Well Woman Well Man Gyne Assessment Driving Assessment Better Team Based Care Teladoc Minor Procedure Physiotherapy Occupational Therapy Dietitian Social Work Pharmacy Mental Health Chiropractor Chronic Disease Management MINT Outreach Footcare PAP

Preferred Visit Mode: In Person Telephone Clinic to Clinic Video **Video** No Preference

Priority: P1 P2 P3 P4 P5 **P6 (Specific Date)**

Requested Department: Corner Brook-Bay of Islands Family Care Team - Cox's Cove Clinic

Scheduler Comments: + Add Scheduler Comments

Patient Comments: + Add Patient Comments

Additional Order Details

Next Required

2. Sign the order to finalize.

*There are multiple acceptable workflows to place this order. (i.e., This Visit Tab → Follow Up Section may also be used

Clerical Scheduling the Ordered Visit

1. Access your department's Waiting List Workqueue (WQ).
2. Locate the order, select the order, and click Book.

Waiting List WQ - WZN CCC OUTPATIENT CLINIC - Follow Up Outpatient Waiting List [3223] Refreshed at 3:51 PM

Refresh Filter Defer Assign Show Mine Waiting List Book Link to Admin Pathway New Contact Generate Letters Bulk Edit Delay Dates Fix Procedure Audit Trail Remove

Active (Total: 1) Deferred (Total: 0) Book a Waiting List (Alt+B)

WAL ID	Active Days	Total Days	Target Date	Date Added	Priority	MRN	Name	Age	Sex	Visit Mode	Ord Provider	Request Type
13910	0	0	02/04/2026	P6	10000...	AMBULATORY, BRODERICK PLU...	35	Male	No Preference	Physician On...	FOLLOW UP IN PRIMARY CARE	

3. Specify a Provider if needed and select a time slot.
4. Click Schedule, confirm the visit mode is set to Video, and click Finish to complete booking.
5. Review the patient's Registration and update details if needed.