



## **Clinic-to-Clinic Virtual Care Ordering, Waiting Lists, and Scheduling**

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## Role: Provider or Front-End User

### Ordering Virtual Care Clinic-to-Clinic Appointment Request

#### Clinic-to-clinic is synonymous with facility-based virtual care

During provider charting workflow within a patient encounter


Note: Front-end users can complete provider orders that are given verbally or on paper via the **Transcribe Orders** activity, which follow the same workflow below.

1. Click the **+ ADD ORDER** Button
2. Provider will select the appointment request order that aligns with their specialty or why they need to see the patient.
3. During order entry, select the Visit Mode of Clinic-to-Clinic
4. Two additional questions will appear that will help scheduling staff know if additional resources are needed

 Do you need a nurse in the room with the patient for the visit?

Yes

No

 What hardware do you need for this visit?

None



Room with Webcam

- This hardware question refers to the provider hardware. Yes would be a request to use a shared telehealth unit to make the call.

5. Once the required questions are filled out, the provider will sign and close the encounter, routing this appointment request to a Waiting List Workqueue for the Front end user to coordinate the scheduling.

## Role: Front End User

### Managing Waiting Lists for Appointment Requests

1. On the top left corner, click the **Workqueues Tab**  or search “Workqueue List” in the Search bar to open the Workqueue.
2. Click **Waiting List** on the top Menu  Waiting Lis
3. Double click on the Waiting List you want to view to open it.
4. There are various actions that can be taken from the WQ action toolbar, such as assigning to users and removing the waiting list entry if no longer needed.
5. In addition, within each selected row, there will be a more detailed display related to the order placed by the order, Workqueue history, and other information related to the waiting list

#### Waiting List Information

**Basic Information**

ID:	12930	Type:	Outpatient Appointment
Status:	Waiting	Priority:	P6
Date added:	04/03/2026	Days on Waiting List:	9
Clinical priority code:		Visit due date:	03/04/2026
Days actively waiting:	9		
Decided to admit date:		Original decided to admit date:	
Target date:		Guaranteed admission date:	
Elective admission type:		Planned date:	
First regular day or night admission:		First attendance or follow-up attendance:	Follow-up
Transport needed:		Short notice days:	

**Scheduling History**

Scheduled Date/Time	Changed By	Change Reason	Changed At
Cancelled	Capozella, Caleb	Booking Error	11/3/2026 4:19 PM
6/4/2026 10:00 AM	Capozella, Caleb		4/3/2026 6:19 PM

**Workqueue History (ID: 550003)**

Date/Time	Event Type	User	Reason	Details
13/03/2026 4:29 PM	Assigned User Changed	Jimmy Alverson	—	Assigned by Jimmy Alverson to Abbey Luckraft User Comment: Abbey to review
12/03/2026 12:24 PM	Accessed Without Action	Jimmy Alverson	—	User accessed workqueue without an action
11/03/2026 9:42 PM	Accessed Without Action	Caleb Capozella	—	User accessed workqueue without an action
11/03/2026 4:20 PM	ReEntry	Caleb Capozella	—	Errors • Unbooked (721801)
05/03/2026 1:00 AM	Accessed Without Action	Caleb Capozella	—	User accessed workqueue without an action
04/03/2026 6:19 PM	Exit	Caleb Capozella	—	—
04/03/2026 6:12 PM	Entry	Physician Gastroenterology, MD	—	Errors • Unbooked (721801)

**Errors**

- Unbooked (721801)

**Order Specific Questions**

Type of Follow Up:  
**Recheck**

Preferred Visit Mode:  
**Clinic to Clinic Video**

Do you need a nurse in the room with the patient for the visit?  
**Yes**

What hardware do you need for this visit?  
**Room with Webcam**

Priority:  
Requested by: 04/03/2026 (APPROXIMATE) 04:29 PM  
Requested by: JIMMY ALVERSON  
appt date: Gastroenterology, MD in EZU HSC GASTROENTEROLOGY CLINIC

Follow up with: Physician Gastroenterology, MD  
Responsible dept: EZU HSC GASTROENTEROLOGY CLINIC

Expires: 4/3/2026  
Assigned to: LUCKRAFT, ABBEY  
Priority: P6 (Specific Date)

- Note: In the example above, the patient was re-added to the waiting list since the previous visit was cancelled.

6. Select the Patient you are wanting to Schedule for the Clinic to Clinic Visit.
7. Find Visit Information and Click the Pencil to Edit.
  1. Confirm the Date/Time and all the specifics of the request
  2. Under Comments, Add any additional notes, including instructions for onsite nursing resources if required (Vital Signs, Nurse required to stay during appointment etc.)
  3. When ready to book, Erase the current Department, Provider and Specialty

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4. Replace with:
  1. Department: NLHS NT V Central Virtual Scheduling Team
  2. Specialty: Admitting/Central Scheduling
  3. Leave Provider Blank
5. Press Close

**Visit Information**

Order ID	Visit Types	Authorized By	Status
119100818	RECHECK - MEDICAL ONCOLOGY	Renee Lester, MD	

Scheduling instructions: VFLUP appointment scheduled in Aria for June 22/26

Visit Type: RECHECK - MEDICAL ...

Specialty: Admitting/Central Scheduling

Department: NLHS NT V CENTRAL ...

Provider:

Subgroup:




First or Follow Up: Follow-up

Close Cancel Previous Next

Once you Click Close, this will move from your workqueue to the virtual care central scheduler's workqueue for booking.

## Role: Virtual Care Central Schedulers

### Managing Central Scheduling Waiting Lists

- On the top left corner, click the **Workqueues Tab**  or search “Workqueue List” in the Search bar to open the Workqueue.
- Click **Waiting List** on the top Menu  Waiting Lis
- Open the Clinic to Clinic Waiting List. If you don't see it in your List:
  - Click **New Filter** 
  - In the Name Contains field enter “clinic-to-clinic” and click **Apply** at the bottom.
  - There should be 2 Waiting Lists displayed, one for New and one for Follow Up
    - ID: 2047 – Clinic-to-Clinic New Centralized Outpatient Waiting List
    - ID: 2048 - Clinic-to-Clinic Follow Up Centralized Outpatient Waiting List
  - Double click on the Waiting List you want to view to open it.
- When patients first arrive in the Waiting List WQ, they will not be assigned to a user yet. There are various WQ columns that can be used to filter and sort to review different pieces of information related to the appointment request
- There are various actions that can be taken from the WQ action toolbar, such as assigning to users, booking, and removing the waiting list entry if no longer needed.

**Waiting List WQ - Clinic-to-Clinic Follow Up Centralized Outpatient Waiting List [2048]** Refreshed at 4:29 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: 8) Deferred (Total: 0)

WAL ID	Date Most Recent	User Assigned	Assigned User	Priority	Name	MCP	Age	Address	New/Follow-Up	Requested Provider	Specialty
13237				P6	TEST, JIMMY	699522612828	26	St. John's	Follow-up	Physician Gastroenterology,...	Gastroenterology
12930	13/03/2026	Abbey Luckraft	Abbey Luckraft	P6	SPENCER, BUDDY		65		Follow-up	Physician Gastroenterology,...	Gastroenterology
12929	13/03/2026	Abbey Luckraft	Abbey Luckraft	P6	SPENCER, BUDDY		65		Follow-up	Physician Gastroenterology,...	Gastroenterology
12928	13/03/2026	Jimmy Alverson	Jimmy Alverson	P6	PEDS SEPSIS, ASAP		5		Follow-up	Physician Gastroenterology,...	Gastroenterology
12927	05/03/2026	Jimmy Alverson	Jimmy Alverson	P6	PEDS SEPSIS, ASAP		5		Follow-up	Physician Gastroenterology,...	Gastroenterology
11499				P6	RADIANT, SUSAN		54	Madison	Follow-up	Kenneth W Curtis, OT	
7374				P6	TEST, NIKON		46	BAY ROBERTS	Follow-up	Physician Psychiatry, MD	Psychiatry

- In addition, within each selected row, there will be a more detailed display related to the order placed by the order, Workqueue history, and other information related to the waiting list

Waiting List Information		Errors	
<b>Basic Information</b>		<ul style="list-style-type: none"> <li>Unbooked (721801)</li> </ul>	
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Status:	Waiting	Priority:	P6
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Clinical priority code:		Visit due date:	03/04/2026
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Elective admission type:		Planned date:	
First regular day or night admission:		First attendance or follow-up attendance:	Follow-up
Transport needed:		Short notice days:	
		<b>Order Specific Questions</b>	
		Type of Follow Up: <b>Recheck</b>	
		Preferred Visit Mode: <b>Clinic to Clinic Video</b>	
		Do you need a nurse in the room with the patient for the visit? <b>Yes</b>	
		What hardware do you need for this visit? <b>Room with Webcam</b>	
		Priority:	

Scheduled Date/Time	Changed By	Change Reason	Changed At
Canceled 6/4/2026 10:00 AM	Capozella, Caleb Capozella, Caleb	Booking Error	11/3/2026 4:19 PM 4/3/2026 6:19 PM


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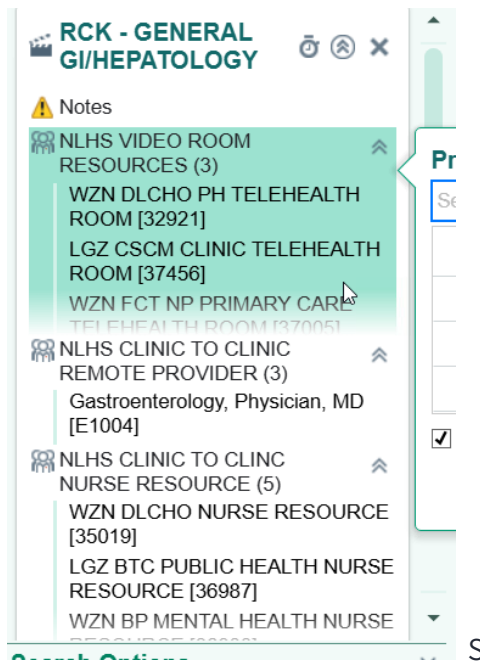
  

Requested by/Requested by (Approximate) / Requesting	Physician Gastroenterology, MD in EZU HSC GASTROENTEROLOGY CLINIC
Follow up with Responsible dept:	Physician Gastroenterology, MD EZU HSC GASTROENTEROLOGY CLINIC
Priority:	P6 (Specific Date)
Expires:	4/3/2036
Assigned to:	LUCKRAFT, ABBEY

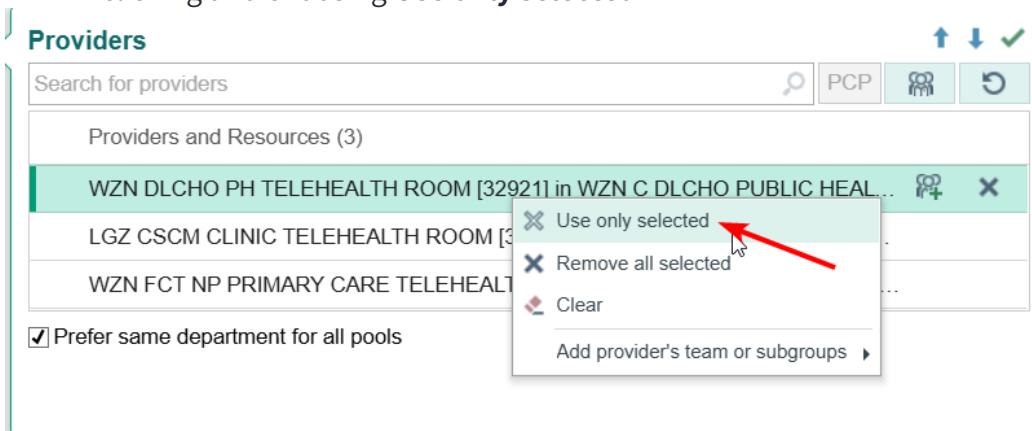
- Note: In the example above, the patient was re-added to the waiting list since the previous visit was cancelled.

## Scheduling a Clinic-to-Clinic virtual care visit



















1. Once you are ready to book a patient for a clinic-to-clinic visit, highlight the patient's appointment request in the WQ  
Note: Prior to booking, confirm that nursing resources (if required) are available at the site, through inbasket message communication.
2. Click the Book button  **Book** at the top, to go into the scheduling workflow using Book It.
3. Depending on what the provider ordered in appointment request, there could be 2-4 schedulable resources will need to be identified
  - Patient Telehealth Room/iPad
  - Provider (Remote) in home DEP
  - Nurse Resource (Generic) in Patient's DEP - Optional
  - Provider (Remote) Room Request – Optional
4. You will need to filter down to provider from each of the requested resources above from within book it



- From within each pool of resources, you will need to narrow down the selection of all resources available by clicking the **X** on each line to remove or by right clicking and choosing **Use only selected**



- Once a provider from each pool is selected, the system will provide solutions that work for all required resources, adjusting based on any other scheduling restrictions (Provider, patient, nursing, etc.)

<p><b>Mon 16 Mar at 8:00 AM</b></p> <p> <b>RCK - GENERAL GI/HEPATOLOGY</b> 30 minutes Arrive by 7:45 AM EZU HSC GASTROENTEROLOGY Eastern Urban Zone</p> <p> Gastroenterology, Physician, MD</p> <p> Referred to</p> <p>WZN C NP PRIMARY CARE CLINIC Western Zone</p> <p> WZN FCT NP PRIMARY CARE TELEHEALTH ROOM</p> <p> WZN FCT NP PRIMARY CARE NURSE RESOURCE</p> <p>EZU HSC UROLOGY CLINIC Eastern Urban Zone</p> <p> EZU AHH UROLOGY CLINIC TELEHEALTH ROOM</p>	<p><b>Mon 16 Mar at 8:15 AM</b></p> <p> <b>RCK - GENERAL GI/HEPATOLOGY</b> 30 minutes Arrive by 8:00 AM EZU HSC GASTROENTEROLOGY Eastern Urban Zone</p> <p> Gastroenterology, Physician, MD</p> <p> Referred to</p> <p>WZN C NP PRIMARY CARE CLINIC Western Zone</p> <p> WZN FCT NP PRIMARY CARE TELEHEALTH ROOM</p> <p> WZN FCT NP PRIMARY CARE NURSE RESOURCE</p> <p>EZU HSC UROLOGY CLINIC Eastern Urban Zone</p> <p> EZU AHH UROLOGY CLINIC TELEHEALTH ROOM</p>
<p><b>Mon 16 Mar at 8:30 AM</b></p> <p> <b>RCK - GENERAL GI/HEPATOLOGY</b> 30 minutes Arrive by 8:15 AM EZU HSC GASTROENTEROLOGY Eastern Urban Zone</p> <p> Gastroenterology, Physician, MD</p> <p> Referred to</p>	<p><b>Mon 16 Mar at 8:45 AM</b></p> <p> <b>RCK - GENERAL GI/HEPATOLOGY</b> 30 minutes Arrive by 8:30 AM EZU HSC GASTROENTEROLOGY Eastern Urban Zone</p> <p> Gastroenterology, Physician, MD</p> <p> Referred to</p>

7. Schedule the visit and accept the appointment review screen.
8. You will be returned to your WQ and the waiting list will fall off the WQ since the visit is now scheduled.