

Virtual Care – Scheduling External Webex

Scope: Scheduling an External Webex video visit within CorCare

Audience: Providers offering Virtual Care where advanced features (e.g., recording, breakout rooms, large group meetings, etc.) are required

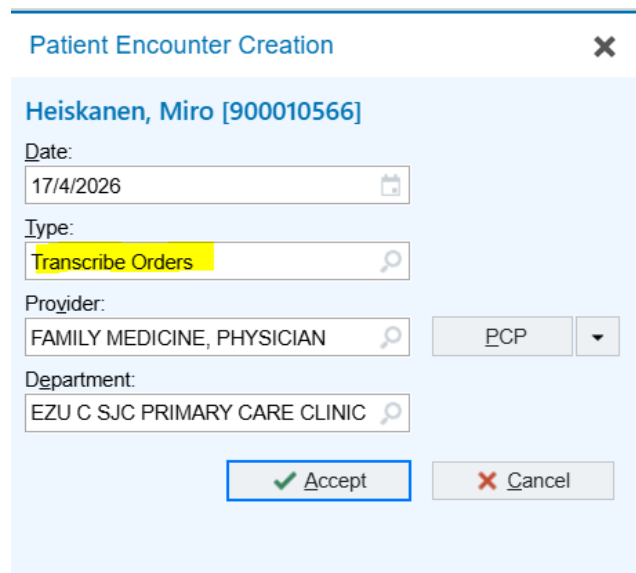
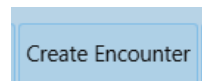
**** Note: If you are scheduling these appointments yourself without clerical support, please skip to the section titled “Book It” ****

Order an External Webex Appointment for Clerical Scheduling

- Begin by finding your patient in CorCare



- Create an encounter and click **Accept**

A light blue dialog box titled "Patient Encounter Creation" with a close button (X) in the top right corner. The patient name "Heiskanen, Miro [900010566]" is displayed at the top. Below are several input fields: "Date:" with a calendar icon and the value "17/4/2026"; "Type:" with a dropdown menu showing "Transcribe Orders" (highlighted in yellow); "Provider:" with a dropdown menu showing "FAMILY MEDICINE, PHYSICIAN" and a secondary dropdown menu showing "ECP"; and "Department:" with a dropdown menu showing "EZU C SJC PRIMARY CARE CLINIC". At the bottom, there are two buttons: a green "Accept" button with a checkmark icon and a grey "Cancel" button with an X icon.

- From this screen you can click **Add Order**



Order and SmartSet Search

follow up in gastro

SmartSets, Panels, & Express Lanes (No results found)

Medications (No results found)

Procedures

Name

FOLLOW UP IN GASTROENTEROLOGY

Order Details

- Specify the details of your order.
- For External Webex, you will need to select **Video** as the **Preferred Visit Mode**.

Reminder If the patient is coming into an NLHS facility to attend the appointment, you would select Clinic to Clinic instead and refer to that workflow rather than using External Webex

Follow Up In Gastroenterology Accept Cancel

Timing: Expected Date: 1/5/2026 Today First Available Tomorrow 1 Week 2 Weeks 1 Month 3 Months Approx.
6 Months 1 Year

Follow up with: Me Me or My Team Specific Provider

Provider: PHYSICIAN GASTROENTEROLOGY

Type of Follow Up: Recheck Recheck - Complex Liver

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

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

Requested Department: St. John's Centre Family Care Team - Pippy Place Clinic

Scheduler Comments: PLEASE SCHEDULE THIS APPOINTMENT AS EXTERNAL FULL SUITE WEBEX

Patient Comments: + Add Patient Comments

Additional Order Details

Next Required Accept Cancel

- In the **Scheduler Comments** field, you can enter a note for the scheduling staff such as “PLEASE BOOK THIS AS EXTERNAL WEBEX APPOINTMENT”

Scheduling External Webex from an Order (Clerical)

- Navigate to your Site Scheduling Worklist

APPT REQUEST WORKQUEUE - GASTROENTEROLOGY APPOINTMENT REQUESTS [7082] Refreshed at 12:54 PM

Priority	Creation Date	Last Name	First Name	MCP	Age	Specialty	Appt Requested	Schedule on Date	Requested Department	Ordering Provider	Assigned To	Order Status	Patient Phone Number	Preferred Co.
P5	25/02/2026	Boots	Nic		24		Follow Up In Gastroenterology	25/02/2026	CZINAMIGHC ACUTE	CHAMPION, PHYSICIAN				Mail
P5 (Spe)	17/04/2025	Heiskanen	Miro		26		Follow Up In Gastroenterology	01/05/2025	EZU C SJC PRIMARY CARE	FAMILY MEDICINE, PHYSICIAN			709-725-1005	Mail
	30/04/2025	Cat	Tom		28		Ambulatory referral to Gastroenterology	30/04/2025	EZU HSC GASTROENTERO	CC FAMILY MEDICINE, PHYSI...		Sent	709-555-5555	MyChart
	23/04/2025	Elizabeth	Brooke	123456789321	35		Ambulatory referral to Gastroenterology	23/04/2025	EZU HSC GASTROENTERO	CHAMPION, PHYSICIAN			709-444-5555	Do not contact

- When you inspect the appointment request for scheduling notes, you will see:

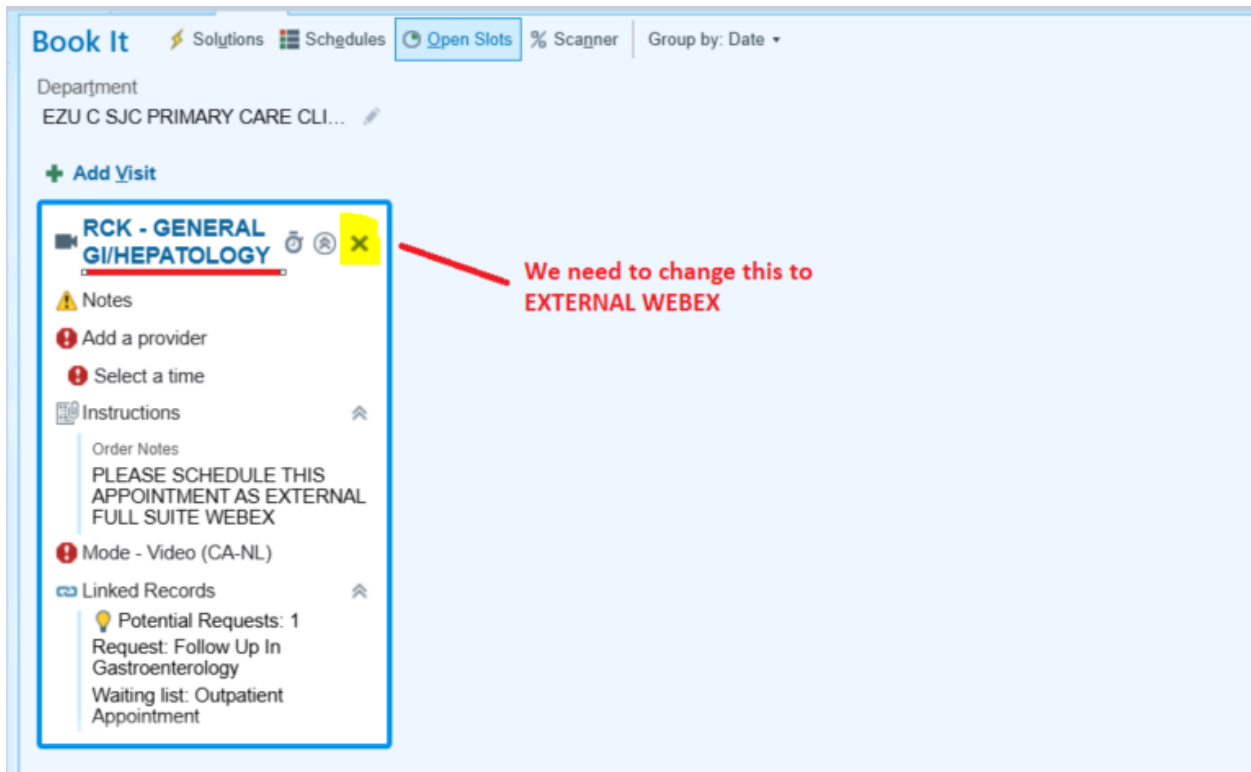
Scheduling Instructions

PLEASE SCHEDULE THIS APPOINTMENT AS EXTERNAL FULL SUITE WEBEX

- Double-click the appointment request. This brings you right to **Book It** activity.

IMPORTANT NOTE: When Book It opens from an order, a default visit type is automatically selected. You must change the visit type to External Webex.

****If this step is missed, the appointment will not be scheduled correctly!****



The screenshot shows the 'Book It' interface for a department 'EZU C SJC PRIMARY CARE CLI...'. A dropdown menu is open for the visit type, currently set to 'RCK - GENERAL GI/HEPATOLOGY'. A red arrow points to the dropdown arrow icon with the text 'We need to change this to EXTERNAL WEBEX'. The dropdown menu includes sections for 'Notes', 'Add a provider', 'Select a time', 'Instructions' (with 'Order Notes' containing the scheduling instruction), 'Mode - Video (CA-NL)', and 'Linked Records' (with 'Potential Requests: 1' and 'Request: Follow Up In Gastroenterology').

- To change the visit type, click the **X** and select **Add a visit type**

Add a visit type

Book It

- Choose **EXTERNAL WEBEX (FULL) VISIT** as the visit type
- Select your Provider, Date/Time, ensure the **Mode** of the appointment is **Video**
- This is how your screen should look when entered correctly:

Miro Heiskanen
 Male, 26 y.o., 18/07/1999
 709-725-1005
 MRN: 900010566
 MCP: No Value Set
 Your Home
 Race: White

GFR: Missing patient ID or DAT
 Physician One Family Medicine, MD
 PCP - General

IO SHOWS
 95% EZU C SJC PRIMARY CARE CLINIC
 89% All departments

NEXT APPOINTMENT
 5/5 RECHECK - PHARM
 PRIMARY CARE
 1:20 AM (in 4 weeks)
 EZU C SJC PRIMARY CARE CLINIC

ARE GAPS
 MMR Vaccines (1 of 2 - Stand...
 COVID-19 Vaccine (1 of 1 - M...

Book It Solutions Schedules
 Department
 EZU C SJC PRIMARY CARE CLI...
 + Add Visit

Mon 18 May at 2:00 PM

EXTERNAL WEBEX (FULL) VISIT
 Video
 30 minutes
 Arrive by 2:00 PM
 EZU HSC GASTROENTEROLOGY
 Eastern Urban Zone
 Gastroenterology, Physician, MD

Notes
 Gastroenterology, Physician, MD [E1004]
 Gastroenterology, Physician, MD at 2p (30 min)

Linked Records
 Request: Follow Up In Gastroenterology
 Waiting list: Outpatient Appointment

- Click “Schedule”

Schedule the Meeting in Webex

**Scheduling the appointment in CorCare creates the visit record.
 A meeting must also be scheduled in Webex to generate the patient link.**

Scheduling an Appointment in Webex: <https://virtualcarenl.ca/wp-content/uploads/2026/02/Webex-Scheduling-an-Appointment-on-a-Laptop-or-PC.pdf>

Assigning Scheduling Privileges for Clerical Staff: <https://virtualcarenl.ca/wp-content/uploads/2026/02/Assigning-Scheduling-Privileges.pdf>

Quick Tips to Ensure Success

- Always change the visit type to: **EXTERNAL WEBEX (FULL) VISIT**
- Ensure Mode is set to **Video**
- Do not use External Webex for Clinic to Clinic appointments