



PHC-FCT Clinic-to-Clinic Virtual Care Ordering, Waiting Lists, and Scheduling

Scope: FCTs offering PHC provider to clinic visits (Western RVCC/EVA, and Lab Grenfell St. Anthony, FCTNP)

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Provider Ordering Virtual Care Clinic-to-Clinic Appointment Request

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

1. 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.
2. Click the **+ ADD ORDER** Button
3. Provider will select the appointment request order that aligns with their specialty or why they need to see the patient.
4. During order entry, select the Visit Mode of Clinic-to-Clinic
5. 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

- A. Nursing support is required so **select Yes.**
 - B. For Hardware, this is for provider hardware support. You will use your own computer with webcam, so **select No.**
6. 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 coordination and scheduling.


Clerical Select the patient from a FCT Workqueue

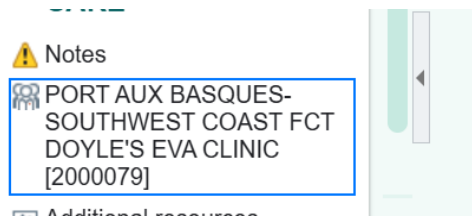
First, you will lookup the patient appointment in the Waiting List Workqueue.

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 List
3. Either Select **Fav’s**  **Eavs** to limit the WQ listing to your favorites, or select **New Filter** and search for your department’s name.
4. Double click to open your WQ
5. Select the correct Patient

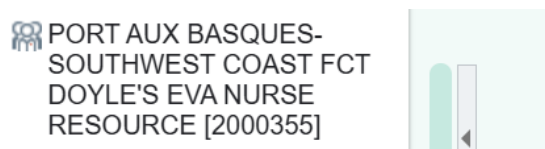
6. Click the Book button  at the top, to go into the standard scheduling workflow using Book It.

Clerical - Scheduling the Appointment with Book-It

1. Click the Book button  at the top, to go into the scheduling workflow using Book It.
2. Click Visit type and choose what is appropriate.
3. Select duration and click apply
4. Click Select a Mode and Choose Clinic to Clinic
5. Depending on what the provider ordered in appointment request, or if you are booking directly in Book-It, there are 3 schedulable resources will need to be identified
 1. Location/Device Resource the patient will attend in home DEP
There is one resource for each site offering services (For WZN, all Resources for EVA have EVA CLINIC in the name)

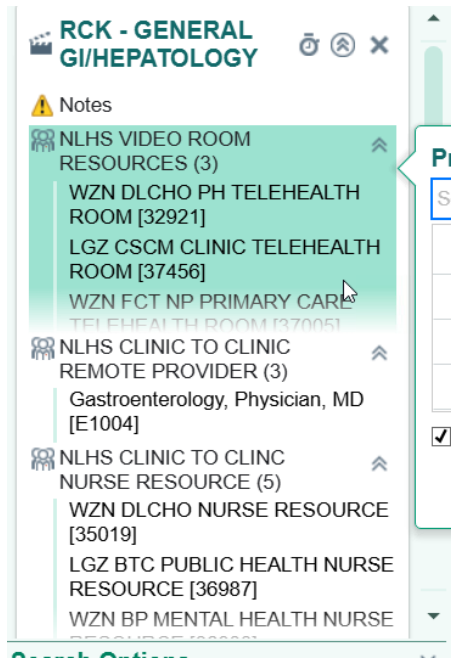


2. Provider (Remote) in home DEP
3. Nurse Resource (Generic) in Patient's DEP
There is one generic nurse resource for each site offering services. (For

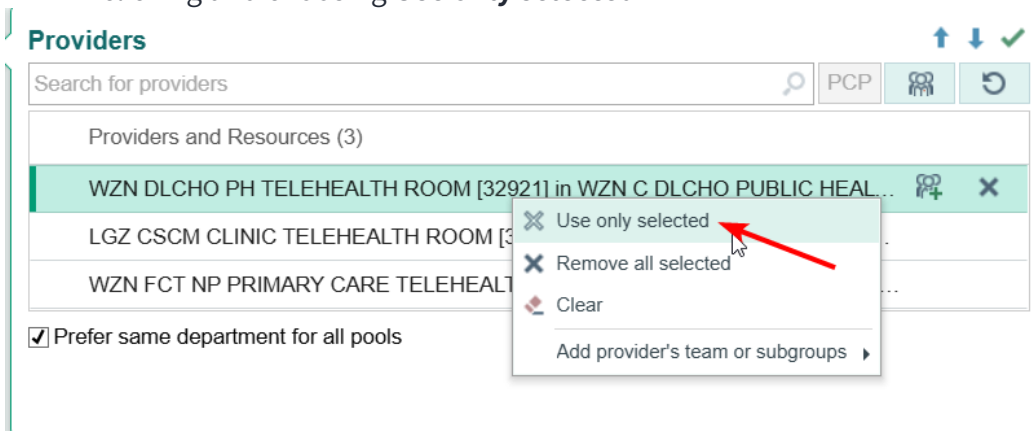


WZN, all Nursing Resources for EVA have EVA NURSE RESOURCE in the name)



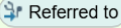


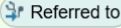


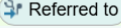


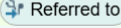
6. You may need to filter down to provider from each of the requested resources above from within book it



7. 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>Mon 16 Mar at 8:00 AM</p> <p> RCK - GENERAL GI/HEPATOLOGY 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> <ul style="list-style-type: none"> WZN FCT NP PRIMARY CARE TELEHEALTH ROOM WZN FCT NP PRIMARY CARE NURSE RESOURCE <p>EZU HSC UROLOGY CLINIC Eastern Urban Zone</p> <ul style="list-style-type: none"> EZU AHH UROLOGY CLINIC TELEHEALTH ROOM 	<p>Mon 16 Mar at 8:15 AM</p> <p> RCK - GENERAL GI/HEPATOLOGY 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> <ul style="list-style-type: none"> WZN FCT NP PRIMARY CARE TELEHEALTH ROOM WZN FCT NP PRIMARY CARE NURSE RESOURCE <p>EZU HSC UROLOGY CLINIC Eastern Urban Zone</p> <ul style="list-style-type: none"> EZU AHH UROLOGY CLINIC TELEHEALTH ROOM
<p>Mon 16 Mar at 8:30 AM</p> <p> RCK - GENERAL GI/HEPATOLOGY 30 minutes Arrive by 8:15 AM EZU HSC GASTROENTEROLOGY Eastern Urban Zone</p> <p> Gastroenterology, Physician, MD</p> <p> Referred to</p>	<p>Mon 16 Mar at 8:45 AM</p> <p> RCK - GENERAL GI/HEPATOLOGY 30 minutes Arrive by 8:30 AM EZU HSC GASTROENTEROLOGY Eastern Urban Zone</p> <p> Gastroenterology, Physician, MD</p> <p> Referred to</p>

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