







Scheduling a PHC FCT Teladoc Appointment

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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**  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  **Book** at the top, to go into the standard scheduling workflow using Book It.

Schedule the Appointment with Book It

In the Book It Window

1. Change the Visit Type
 - a. Click **Add a Visit Type**
 - b. Enter **Teladoc** and click 
 - c. Select the Visit Length (30 or 60 Minutes)
 - d. Click **Apply**
2. It will automatically bring in 3 Providers Pools  (groups of providers)
 - a. Provider Pool 1: **TELADOC** (there will be one Generic Teladoc Provider resource for the entire province), so no modifications are needed to this pool.
 - b. Provider Pool 2: **FCT SURFACE PROS** (There will be one Generic FCT Surface Pro Resource per site)
 - i. Click **FCT SURFACE PROS**
 - ii. Under Providers, there will be a list of Generic Surface Pro Resources for the Teladoc sites
 - iii. Select the correct Patient Site Surface Pro Provider Resource
 - iv. Right click **Use only selected**
 - v. Click 
 - c. Provider Pool 3: **TELADOC NURSES** (There will be one Generic FCT Nurse per site)
 - i. Click **TELADOC NURSES**

- ii. Under Providers, there will be a list of Generic Nurse Resources for the Teladoc sites
 - iii. Select the correct Patient Site Nurse Resource
 - iv. Right click **Use only selected**
 - v. Click ✓
3. Once the Provider Pools are selected above, the system will provide solutions that work for all required resources. Select one.
 - a. On the Right side, under Locations, make sure **Service Area** is selected.
 - b. At the bottom, click **✓ Schedule**
4. Appointment Review
 - a. Review the Appointment Review popup.
 - b. You should see 3 appointments listed
 - c. Once confirmed click Schedule
5. Complete your Registration