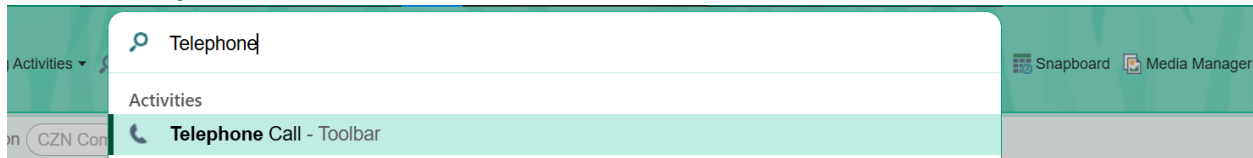


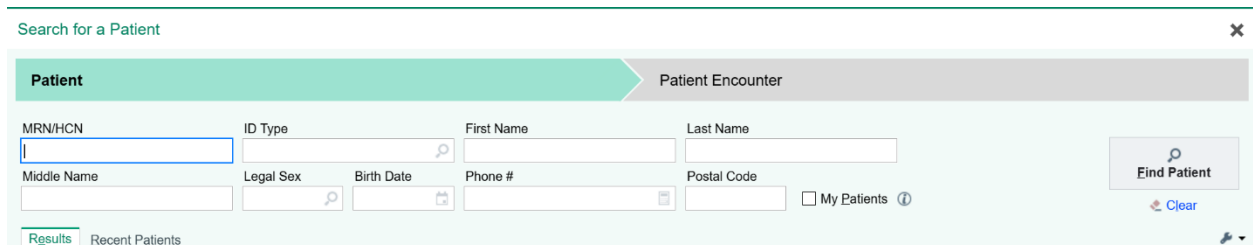
# Virtual Care Tipsheet – Documenting Ad Hoc Video Calls

There may be instances in your workday where you make ad hoc (unscheduled) video calls to a patient. This guide displays how you can properly document these consultations.

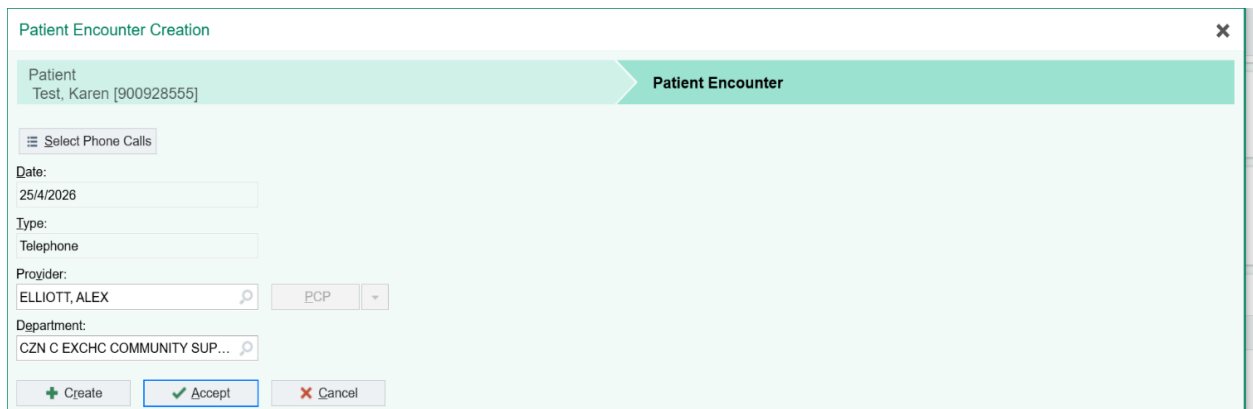
- On the top of the screen within Hyperspace, click the search bar and type **“Telephone”**



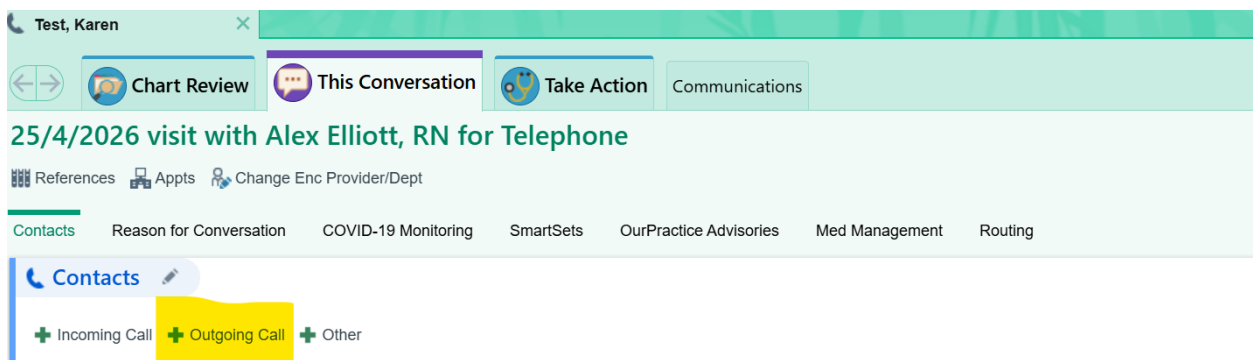
- Click on **“Telephone Call – Toolbar”**
- You can then find the patient you had the video call with



- You will be prompted to then create an encounter for that patient. Enter your department and click **Accept**



- This will open a visit encounter for the patient, click **Outgoing Call**



- Change the communication **Type** by clicking the pencil and entering **Video**. Change the date and time as well by clicking the corresponding pencil

### Communication

Type:  Phone (Outgoing)

Date/Time:  25/04/2026 05:11:57 PM NDT

### Communication

Method:   Telephone Mail Fax Pager Email

Type:   Incoming **Outgoing**

Date/Time:  25/04/2026 05:11:57 PM NDT