

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

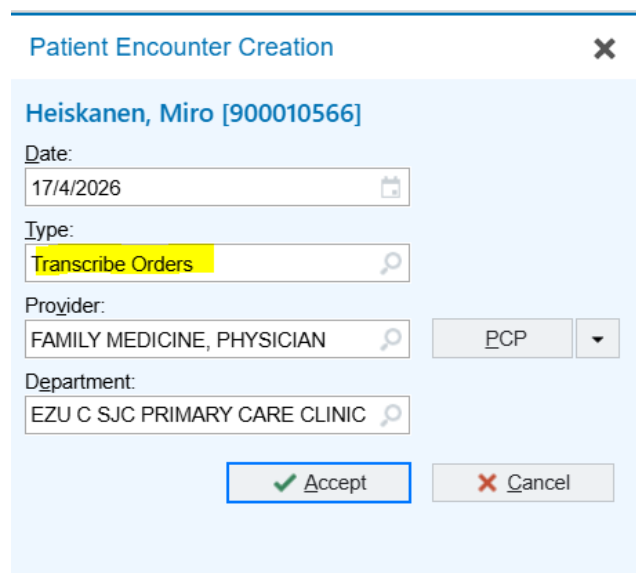
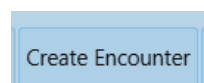
**** Note: If you are scheduling these appointments yourself without clerical support, please skip to the section titled “Book It” ****

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. It contains the following fields: "Date:" with a date picker showing "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 button labeled "PCP"; and "Department:" with a dropdown menu showing "EZU C SJC PRIMARY CARE CLINIC". At the bottom, there are two buttons: "Accept" (with a green checkmark icon) and "Cancel" (with a red 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 6 Months 1 Year ☒ Approx.

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	CZU AMIGHC ACUTE	CHAMPION, PHYSICIAN				Mail
P6 (Spe)	17/04/2026	Henkanen	Miro		26		Follow Up In Gastroenterology	01/05/2026	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	12345678901	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:

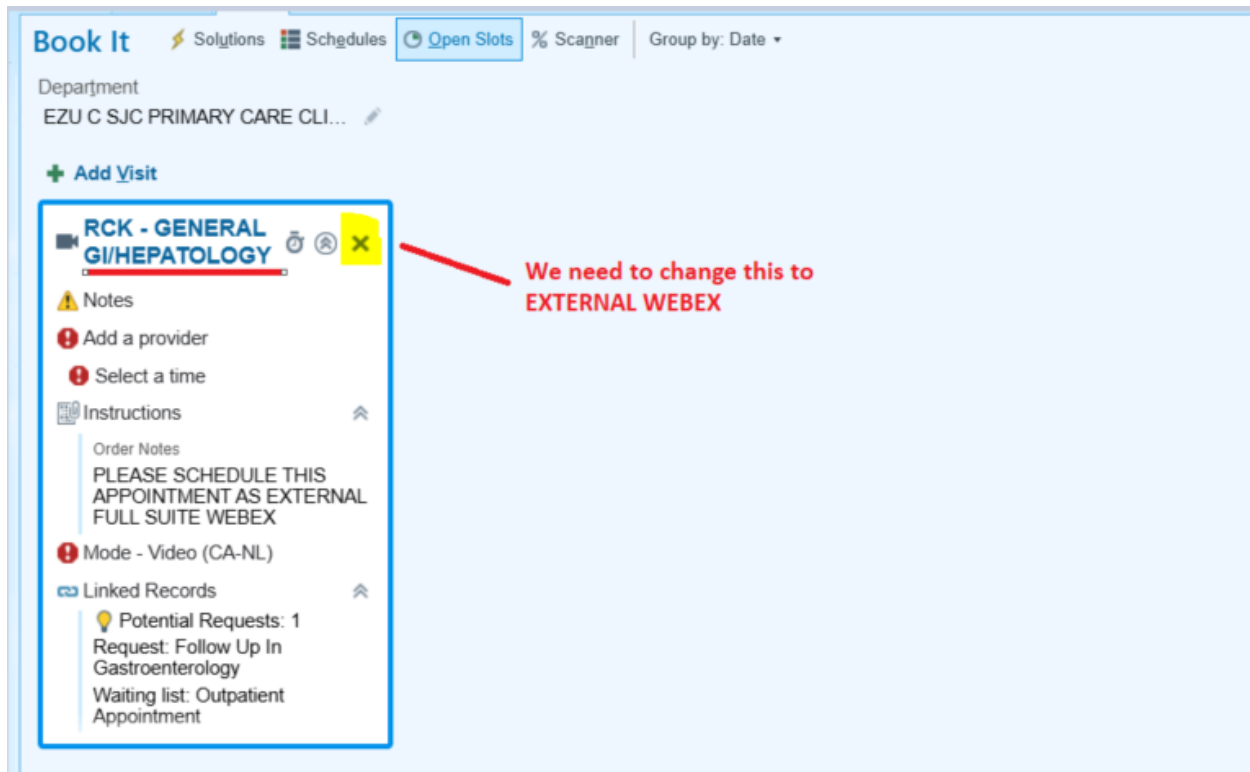
Scheduling Instructions

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!****



- 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:

The screenshot shows the CorCare interface for a patient named Miro Heiskanen. The patient's profile includes personal information (Male, 26 y.o., 18/07/1999), contact details (709-725-1005), MRN (900010566), and insurance status (MCP: No Value Set). The patient's race is listed as White. The physician is identified as Physician One Family Medicine, MD, PCP - General. The patient's current status is 95% at EZU C SJC PRIMARY CARE CLINIC and 89% at All departments. The next appointment is scheduled for 5/5 RECHECK - PHARM at the Primary Care Clinic on 1:20 AM (in 4 weeks). The patient has gaps in MMR Vaccines (1 of 2 - Stand...) and COVID-19 Vaccine (1 of 1 - M...). The appointment scheduling section shows a booking for Monday, May 18 at 2:00 PM. The appointment type is EXTERNAL WEBEX (FULL) VISIT, with a video mode and a 30-minute duration. The appointment is for EZU HSC GASTROENTEROLOGY, Eastern Urban Zone, with a Gastroenterology, Physician, MD. The appointment is linked to a record with a request for a follow-up in Gastroenterology and a waiting list for an 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