

## TELEHEALTH USER GUIDE

# iScheduler Appointment Management

## ACCESSING AND PRINTING APPOINTMENT WHITEBOARD REPORT

- The dialing information for the Telehealth call can be found in the 'Appointment Whiteboard Report'. This report can be shared with the provider. The report can only be emailed to a provider if **both the provider and sender are using secure Regional Health Authority email addresses**. To open the report, complete the following steps:

- From left side menu, click **ssrs reports**.
- Click **APPOINTMENT** subheading to view a list of appointment requests.
- Click **Appointment Whiteboard Report**.
- From the Appointment Whiteboard Report screen, fill in the following fields:
  - FROM
  - TO
  - HOST REGION (e.g., Eastern Health)
  - SITE (e.g., Community Health Building, Ropewalk Lane )
  - CONSULTANT (i.e., the name of the provider that you would like to generate a schedule for)

Click the **RETRIEVE REPORT** button.



The screenshot shows the 'Appointment Whiteboard Report' form with the following fields and values:

- FROM: 04/07/2020
- TO: 04/08/2020
- HOST REGION: Eastern
- SITE: Community Health Building, Ropewalk Lane - St. Jof
- ROOM: All Rooms
- CONSULTANT: All Consultants

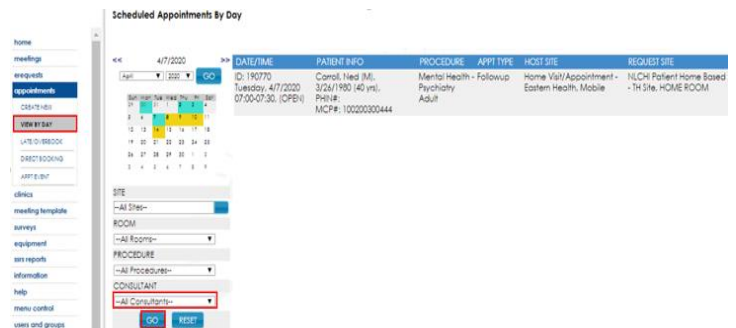
A red box highlights the **RETRIEVE REPORT** button at the bottom right of the form.

- Note the dialing information from the report. This is the information that the provider will need to gain access to the Telehealth call.
- To print the report, click the **save** icon and select the preferred format for the saved document (e.g. Word, PDF). Proceed with printing the document once it is saved.



## VIEWING APPOINTMENTS IN ISCHEDULER

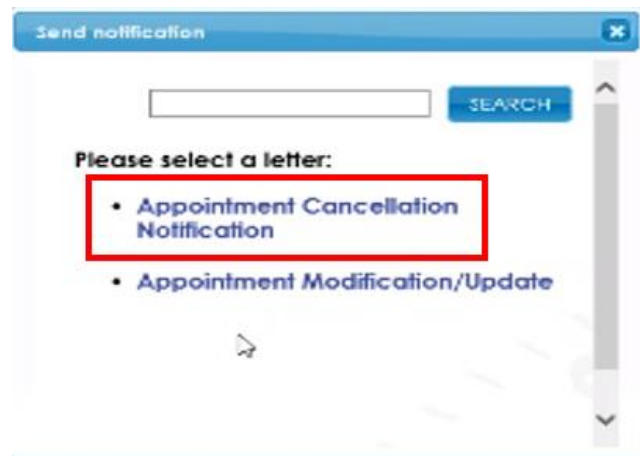
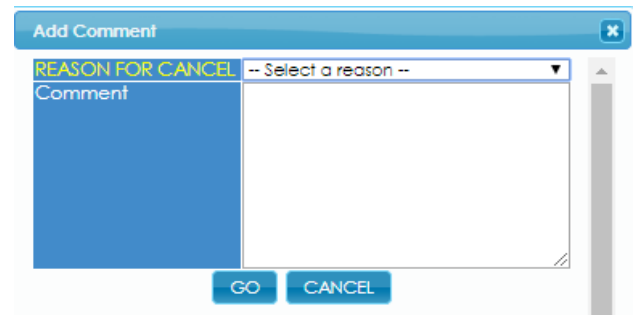
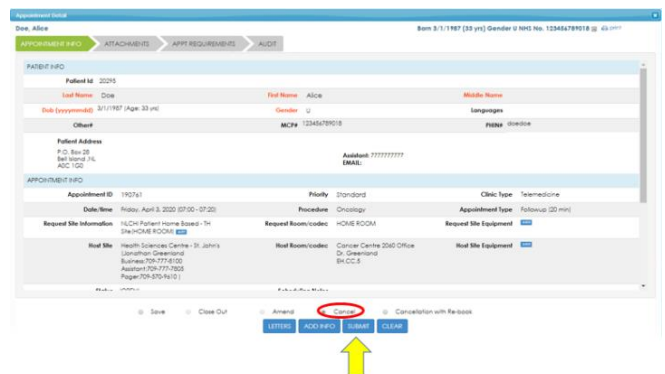
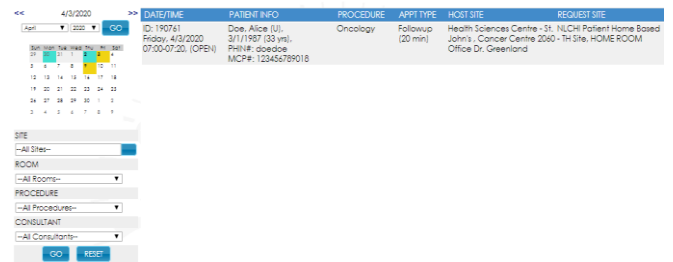
- To ensure that the Telehealth appointment has been added to the provider’s schedule, complete the following steps:
  - From left side menu, click **appointments**.
  - Click **VIEW BY DAY** subheading to view an iScheduler calendar.
  - To filter by your provider, fill in the field titled “CONSULTANT” and select the provider of interest.
  - Click the **GO** button.
  - Click on the **calendar day** of the intended appointment.



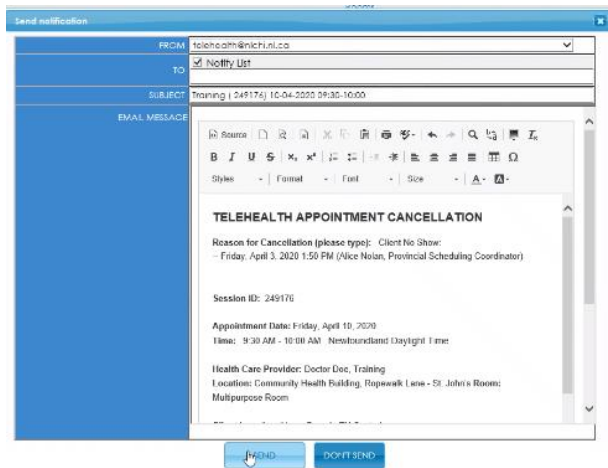
Verify that an appointment slot for the Telehealth appointment exists within the schedule.

## CANCELLING AN APPOINTMENT IN ISCHEDULER

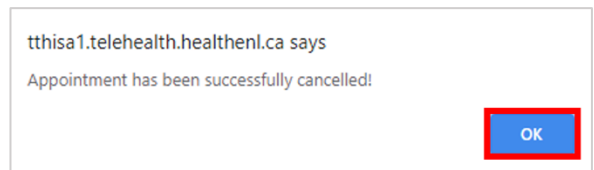
- To cancel a Telehealth home based appointment, complete the following steps:
  - Determine the name of the patient, name of the provider, and the date/time of the appointment you wish to cancel.
  - Open the “VIEW BY DAY” feature calendar as indicated above.
  - Click on the **appointment slot** to see further appointment options.
  - Once the ‘APPOINTMENT INFO’ screen is opened, click the **Cancel** bubble located at the bottom of the screen.
  - Click the **SUBMIT** button.
  
- Select a ‘REASON FOR CANCEL’ from the drop-down menu (e.g. Client No Show).
- Click the **GO** button
  
- To send a notification to the provider and/or the patient regarding the cancellation, click on **Appointment Cancellation Notification**.



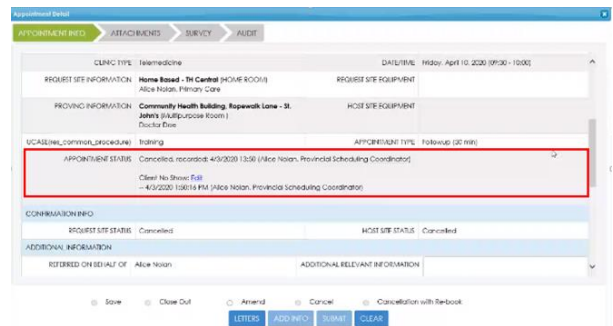
- This notification advises the provider and the patient that a Telehealth home based call has been cancelled.
  - Click the **SEND** button to send the notification to the provider and the patient.
  - Click the **DON'T SEND** button if this is not a suitable workflow for your workplace.



- Click the **OK** button.



- Verify that the appointment has been cancelled in the 'APPOINTMENT STATUS' field.



For Additional Scheduling Support:

telehealth.scheduling@nlchi.nl.ca