

How to re-route a Telemedicine Visit

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How to Re-route a Telemedicine Visit

All users can now reroute a visit to a different clinician. As long as the telemedicine visit is not initiated by the clinician it was originally routed to, the visit can be sent to a different clinician. Follow the steps below to successfully reroute a virtual visit.

- Select the visit from the waiting room.

A screenshot of a software interface with three tabs at the top: "Waiting Room" (highlighted in purple), "Instant Invite", and "Today's Visits". Below the tabs is a card for a patient. The card is divided into three columns. The first column contains the text "E F", "Account: E F", and "Big Heart Pediatrics". The second column contains "Unspecified | 33 yo | 7 lbs", "Abdominal Pain", and "Visit #208767". The third column contains the text "Routed", "VISIT REQUESTED", "Dr. James Miller", and "MD".

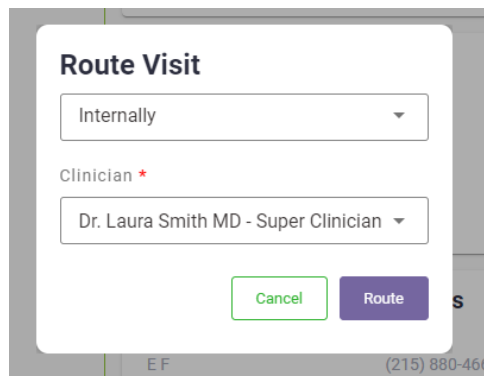
- Select Route Visit

Route Visit

- Select route the visit to Internally and select the name of the available Clinician from the drop-down list.

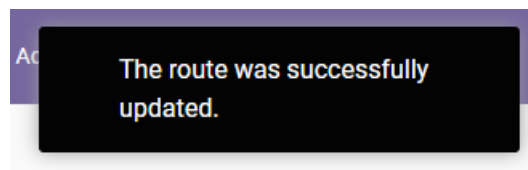
A screenshot of a "Route Visit" dialog box. At the top, the title "Route Visit" is followed by a dropdown menu currently set to "Internally". Below this is a section labeled "Clinician" with a red asterisk. Underneath is a dropdown menu currently set to "Route to All". Below that is a list of three clinicians: "Dr. James Miller MD - Super Clinician", "Jamie Joobar, CRNP", and "Dr. Laura Smith MD - Super Clinician". The first option is highlighted with a blue background.

- Once you have made the correct selection, click Route



A screenshot of a 'Route Visit' dialog box. It features a title 'Route Visit' at the top. Below the title is a dropdown menu currently showing 'Internally'. Underneath is a label 'Clinician' followed by a red asterisk, and another dropdown menu showing 'Dr. Laura Smith MD - Super Clinician'. At the bottom right of the dialog are two buttons: a green 'Cancel' button and a purple 'Route' button. The dialog is overlaid on a blurred background of a patient record.

- You will see a pop up notifying you that the visit has been routed to the new clinician.



- You will be able to see the new Clinicians name on the visit in the Waiting Room.

EF	Unspecified 33 yo 7 lbs	Routed
Account: EF	Abdominal Pain	VISIT REQUESTED
Big Heart Pediatrics	Visit #208767	Dr. Laura Smith MD