

Clinician Waiting Room Messenger

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Clinician Waiting Room Messenger

- Clinicians will have a new messaging feature that will allow them to communicate with their patients in the waiting room who are currently waiting for the Clinician to begin their telemedicine visit.
- The Clinician can message patients in the waiting room by clicking on “waiting room” that is located on their telemedicine visit screen.

Visit Info

Symptoms:

Current Medications:

Chat Images Clinical Notes Admin Notes Parent **Waiting room**

STEVIE FOLEY
Account: Eileen F
1231231231

2 mins 🕒

Select Message ▼

Submit

- The patient from the waiting room will not be able to chat back and forth with the Clinician, but the Clinician will be able to send them messages.
- Once the Clinician selects the waiting room, the Clinician will be able to see the patients that are currently in the waiting room, along with the time that shows how long the patient has been waiting.
- The Clinician will need to select the patient they would like to speak with from the waiting room.

Once the patient has been selected, the Clinician will have the option to send an automatic message or write their own message to the patient.

The screenshot shows a patient selection interface. At the top, patient information for 'Eileen Test' is displayed, including Name, DOB (9/19/10), Allergies, and Other. Below this is a 'Visit Info' section, followed by 'Symptoms:' and 'Current Medications:'. A navigation bar contains tabs for 'Chat', 'Images', 'Clinical Notes', 'Admin Notes', 'Parent', and 'Waiting room'. The 'Waiting room' tab is active, showing a list of patients. The first patient is 'STEVIE FOLEY', with account 'Eileen F' and ID '1231231231'. A '2 mins' timer and a refresh icon are next to the name. Below the list is a dropdown menu labeled 'Select Message' with a downward arrow. The dropdown is open, showing three options: 'Select Message' (highlighted in blue), 'Hello, I am finishing with a previous patient and I will be with you soon. Sorry the clinician is running behind, they will be with you soon.', and 'Type my own message'. To the right of the dropdown is a purple 'Submit' button.

- The waiting room messenger will only appear if you have a patient in your waiting room. If the waiting room is empty, the waiting room messenger will not appear during the telemedicine visit.

The screenshot shows the same patient selection interface as above. The 'Waiting room' tab is active, and the patient list is empty. A message is visible in the chat area: 'Someone will be with you shortly.' Below this, a system message reads 'System - 5:07:10' and another message reads 'Hello, someone will be with you shortly.' The navigation bar at the bottom shows tabs for 'Chat', 'Images', 'Clinical Notes', 'Admin Notes', and 'Parent'.