

Schedule Initial Consult

PURPOSE


1. Schedule patient's Initial Consult.
2. Provide assistance if patient has difficulty scheduling.

PROCEDURE

1. Patient receives secure message/email with the link to schedule their Initial Consult.
2. Patient clicks link and is directed to the login page of the Patient Portal.
3. Patient logs in.



Appointments

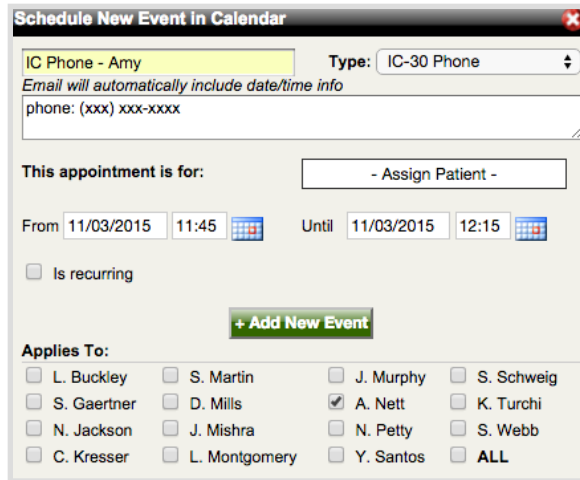
4. Patient clicks on  Appointments
5. Patient selects their provider.
6. Patient chooses Initial Consult as appointment type (will have choice of phone or Chiron video).
7. Available dates/times for Initial Consult are shown.
8. Patient makes their selection.
9. Patient hits Request Appointment.
10. Incoming patient appointments are shown in the EHR in the Appointment Requests Box. Appointment requests should be processed within 48 hours of the request.
11. Admin staff clicks on the date shown for the appointment to enter appointment details and schedule new event.

Title: Initial Consult [Phone/Chiron] – clinician initials

Type: IC-30 Phone or IC-30 Chiron

Event details: Enter the patient's preferred phone number.

12. Click “add new event.” Example below:



Schedule New Event in Calendar

IC Phone - Amy Type: IC-30 Phone

Email will automatically include date/time info

phone: (xxx) xxx-xxxx

This appointment is for: - Assign Patient -

From: 11/03/2015 11:45 Until: 11/03/2015 12:15

Is recurring

+ Add New Event

Applies To:

<input type="checkbox"/> L. Buckley	<input type="checkbox"/> S. Martin	<input type="checkbox"/> J. Murphy	<input type="checkbox"/> S. Schweig
<input type="checkbox"/> S. Gaertner	<input type="checkbox"/> D. Mills	<input checked="" type="checkbox"/> A. Nett	<input type="checkbox"/> K. Turchi
<input type="checkbox"/> N. Jackson	<input type="checkbox"/> J. Mishra	<input type="checkbox"/> N. Petty	<input type="checkbox"/> S. Webb
<input type="checkbox"/> C. Kresser	<input type="checkbox"/> L. Montgomery	<input type="checkbox"/> Y. Santos	<input type="checkbox"/> ALL

13. Patient will immediately receive confirmation by email.

Confirmation will include a reminder about the Cancellation Policy and a link to the clinic website with information on how to prepare for the Initial Consult.

14. Patient will receive an appointment reminder by email four days prior to appointment.

15. Proceed to **NP Onboarding Schedule Initial Consult Follow-up**.