

How to re-route a Telemedicine Visit

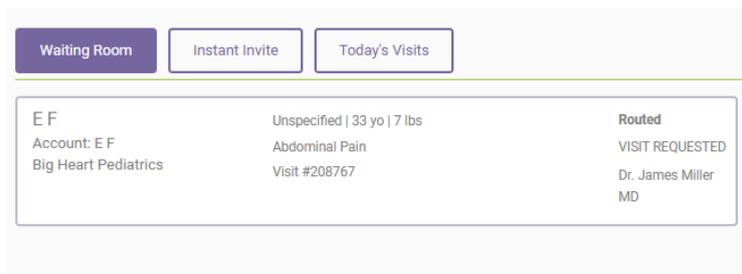
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How to Re-route a Telemedicine Visit

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.

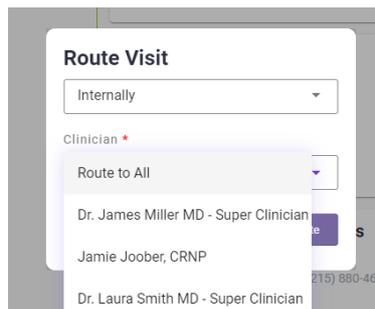
- Select the visit from the waiting room.



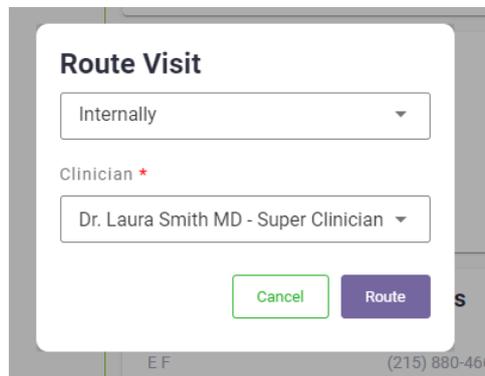
- Select Route Visit



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

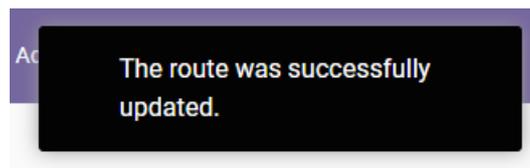


- Once you have made the correct selection, click Route



The image shows a 'Route Visit' dialog box. It has a title 'Route Visit' at the top. Below the title is a dropdown menu with 'Internally' selected. Underneath is a label 'Clinician *' followed by another dropdown menu with 'Dr. Laura Smith MD - Super Clinician' selected. At the bottom of the dialog are two buttons: a green 'Cancel' button and a purple 'Route' button. The dialog is overlaid on a blurred background that shows 'E F' and '(215) 880-466'.

- 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.

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