

Notifications and Routing with Front Desk Mode

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Notifications and Routing

- Practice is in [Front Desk mode](#):
 - Scheduled and On Demand visits go to the virtual waiting room of the admin only (superusers are admins)
 - On Demand
 - visits stay in the waiting room until the visit is routed
 - Route to all –
 - All toggled on clinicians receive a notification
 - Any of those clinicians can take the virtual visit
 - Route to 1 clinician
 - Only this clinician receives a notification
 - Only this clinician can have the virtual visit
 - All clinicians can still see the patient in the waiting
 - Scheduled Visit
 - visits stay in the waiting room until the visit is routed to the clinician
 - The visit can be routed to a different clinician if they are toggled available. It can also be routed to all if needed
 - The clinician who it is routed to will receive a notification
- Practice is not in Front Desk mode

- On Demand-
 - A clinician must be toggled available for an On Demand visit to be available. The hours must be set to open.
 - Patient request a visit
 - All available clinicians (toggled on) receive a notification
- Scheduled visit
 - The clinician gets a notification even if they are not toggled on.
 - On demand hours do not need to be set to open