

# 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