

# Understanding Front Desk Mode

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## Hot Minute Tips - Front Desk Mode

Front desk mode is a really great tool to help your office manage incoming telehealth visits. It allows staff in your office to triage patients through chat and video and helps to manage patients while providers are busy.

When front desk mode is on, clinicians set up as a clinician user type will not see their scheduled appointments in their waiting room until the patient has been routed to them. If there are questions on why patients are not showing up in a certain user's waiting room, front desk mode is the first place to check.

Learn all you need to know about Front Desk Mode by watching the quick 30-second video below.

Your browser does not support HTML5 video.