

A Resource for Care Teams

Check In for Virtual Care Appointments

This is a resource to support care teams with check in for virtual care appointments in Epic.

Check in must be completed for all virtual care appointments. If check in is not completed for a delivered virtual care appointment, the patient will automatically be misidentified as a “no show” 3 days after the appointment date.

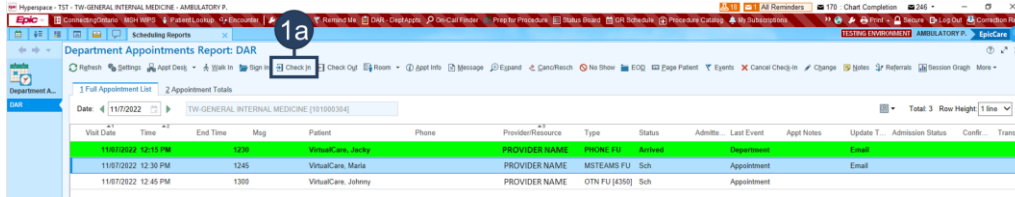
1.0 Admin / Clerical Staff Supported Check In (Recommended)

If your clinic has admin / clerical staff support for check in, please use the below process to check in virtual care appointments. This is the recommended process.

1. Admin / clerical staff completes check in

- a. Complete *Check In* for all virtual care appointments per usual clinic process

Note. Virtual care appointments will be listed in the *Department Appointments Report (DAR)*, and can be identified using the *Visit Type* column



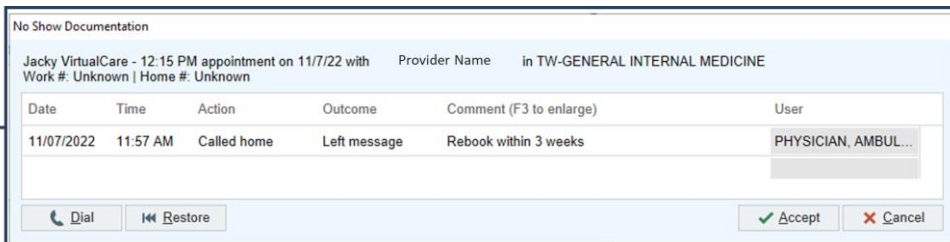
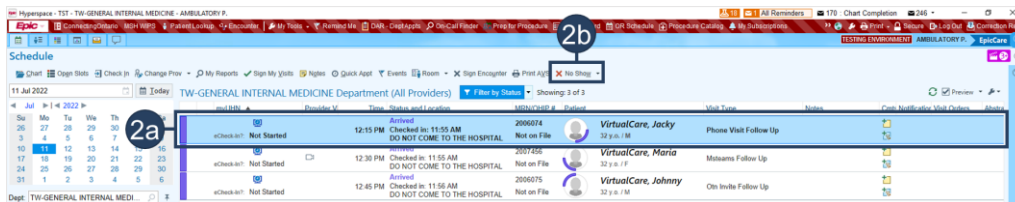
2. Care provider conducts virtual appointment / documents no show

2.1 Patient Attends the Virtual Care Appointment

- a. No additional action required, conduct virtual care appointment per usual clinical process

2.2 Patient No Shows for the Virtual Care Appointment

- a. Select the patient appointment in your Epic *Schedule*
- b. Select *No Show* from the banner above your *Schedule*
- c. Complete *No Show Documentation* pop-up
 - *Action:* Select from drop down menu
 - *Outcome:* Select from dropdown menu
 - *Comments:* Free text, viewable by care team
- d. Complete any additional documentation required per usual clinical process



2.0 Care Provider Supported Check In

If your clinic does not admin / clerical staff support for check in, please use the below process to check in virtual care appointments.

1. Care provider completes check in, and conducts virtual appointment / documents no show

1.1 Patient Attends the Virtual Care Appointment

- Select the patient appointment in your Epic *Schedule*
- Select *Check In* from the banner above your *Schedule*
- Complete *Check In*
 - Review Check In information as required
 - Select *Check In* from the *Express Check In Sidebar*
- Conduct virtual care appointment per usual clinical process

1.2 Patient No Shows for the Virtual Care Appointment

- No additional action required, complete any documentation required per usual clinical process
- Note.** Appointment will be automatically marked as a No Show by automated *end of day batch*