

*A Resource for Schedulers*

## Quick Tips: Scheduling OTN Site Hosted Visits through Epic

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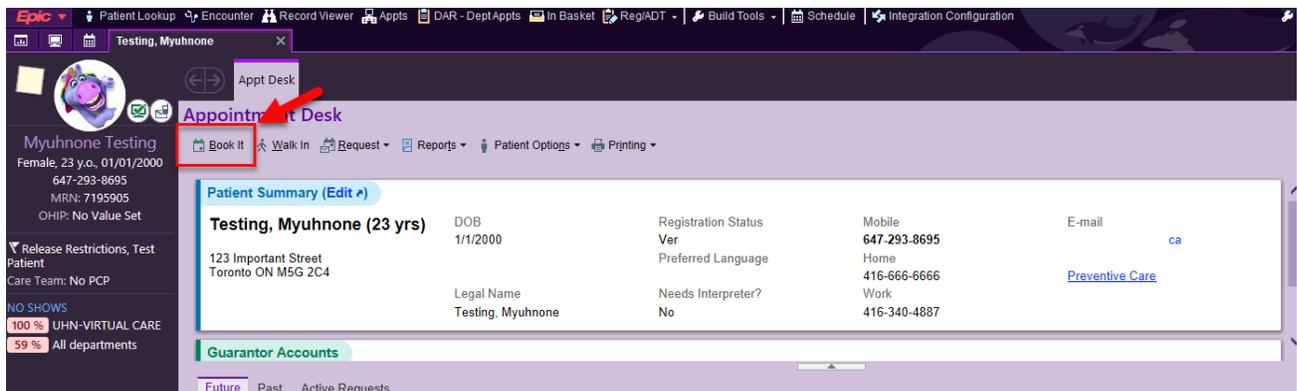
### SCHEDULING A SITE-HOSTED OTN APPOINTMENT

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In order to schedule an appointment with the Virtual Care department to make use of the OTN Site-Hosted visits, the scheduler will schedule a visit through the patient’s appointment desk. They will select the appropriate visit type, which will automatically add Virtual Care to the appointment, and answer a number of questions.

### BOOKING THE APPOINTMENT

- Open the patient’s appointment desk and click “**Book It**”



- Select the provider’s usual **department**.
- Select visit type: “**OTN SITE HOSTED NEW PATIENT**” or “**OTN SITE HOSTED FOLLOW UP.**”

- Complete the pop-up questionnaire with the applicable information and click “Continue.”

Which UHN site? PMH TGH TWH

What is the location of the appointment?

Diagnosis?

What is the UHN contact information (name and phone number) of the scheduler of the appointment?

Is the patient an inpatient? If so, specify hospital location, unit, and contact information.

What are the clinical requirements? Indicate only the necessary requirements, as this impacts the location of the site.

**Results - Continue Scheduling**

No results to apply.

- Click **OTN IN DEPARTMENT (1)** to select a **provider**. Notice that “**UHN VIRTUAL CARE**” is also defaulted (2).

Book It

Department: UHN-OUTPATIENT TESTING DEPARTMENT

+ Add Visit

**OTN SITE HOSTED FOLLOW UP (2)**

Notes

OTN (1)

OTN SITE-HOSTED VISIT

**OTN IN DEPARTMENT (0)**

Additional resources (2)

OTN Tech

Virtual Care Room

Linked Records

**Providers (1)**

Search for providers

Providers and Resources (0)

Prefer same department for all pools

- Select the date (1) and appointment time (2) and click **Schedule** (3).

- Complete scheduling as normal.

## CONFIRMATION OF THE APPOINTMENT

Do not consider the appointment as “ready to go” until the Virtual Care department has confirmed it. Once they have done so, it will show up as “Confirmed.”

End Time	Msg	Patient	Phone	Provider/Resource	Type	Status	Admitte...	Last Event	Appt Notes	Update T...	Admission Sta...	Confir...	Transp
1400		Cadence_Demonstration	Hm: 555-555-5555	BAILIE, NEIL	OTN SH FU	Sch		Appointment				✓	