UHN | Virtual Care
A Healthier World is Within Our Reach

A Resource for Schedulers

Quick Tips: Scheduling OTN Site Hosted Visits through Epic

Table of Contents

SCHEDULING A SITE-HOSTED OTN APPOINTMENT

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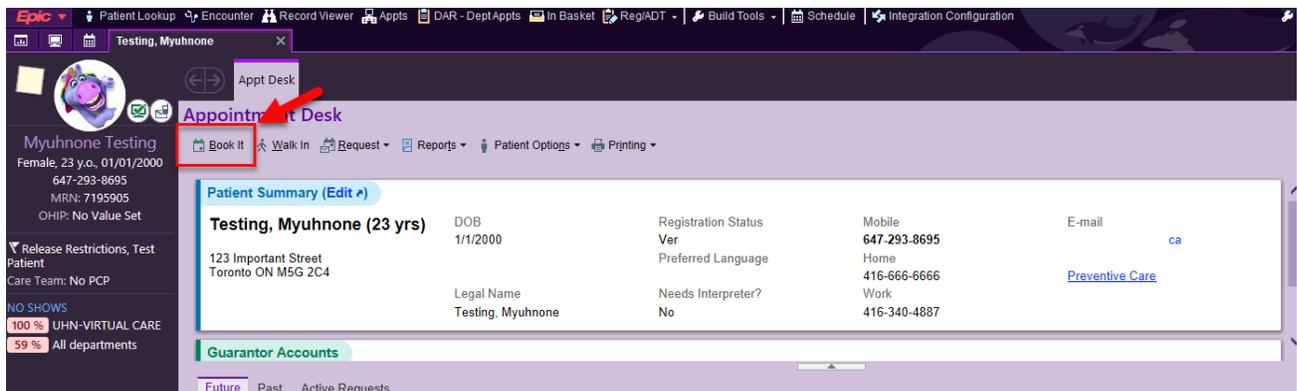
- Select the provider's usual **department**.
- Select visit type: "**OTN SITE HOSTED NEW PATIENT**" or "**OTN SITE HOSTED FOLLOW UP.**"

- Complete the pop-up questionnaire with the applicable information and click "**Continue**."

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

- 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."