

## TELEHEALTH USER GUIDE

## iScheduler eRequests

## GETTING STARTED

Select the 'eRequest' option in the navigation menu on the left of the Home Screen.



A drop-down menu will appear. Under eRequest, select 'Create'.



## CREATING AN EREQUEST

In the screen that appears on the right of the menu, click the blue boxes to generate a drop-down menu:

1. Select the site where the health care provider will be located.
2. Select the site where the patient will be located.
3. Select the provider's discipline (or program area) and name.

*\*If the host name is not on the list, enter the name in the space provided.*

4. Click 'Create Request'.

1. SELECT THE PROVIDER SITE

PROVIDER SITE   1

2. SELECT A PATIENT SITE

PATIENT SITE   2

3. SELECT A PROVIDER PROGRAM OR DISCIPLINE

PROVIDER PROGRAM OR DISCIPLINE   3

4. SELECT A PREFERRED PROVIDER

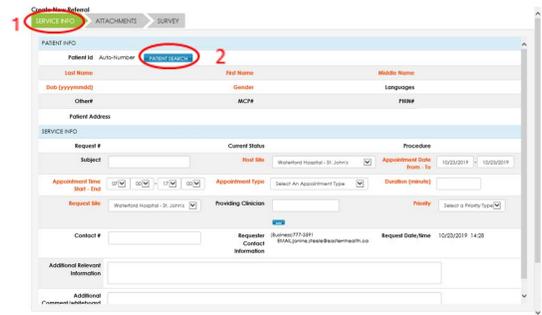
HEALTHCARE PROVIDER   3

Other Preferred Doctor:

**4** 

## CREATE NEW REFERRAL

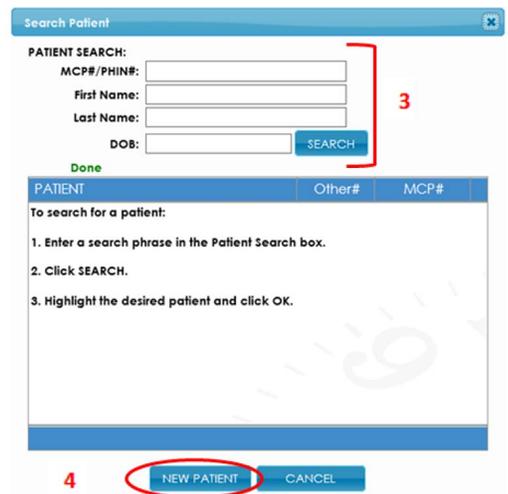
1. Create New Referral window will then appear. This allows creation of an online request for a Telehealth appointment or meeting.
2. Under the Service Info tab, select 'Patient Search' to look up a patient, or to enter a new patient.



## NEW PATIENTS

3. If you enter the patient identifiers (such as MCP) and there is no match, this patient has not had a previous Telehealth appointment and is not in the iScheduler system.
4. Select 'New Patient' at the bottom of the Search Patient window to enter the patient's information.

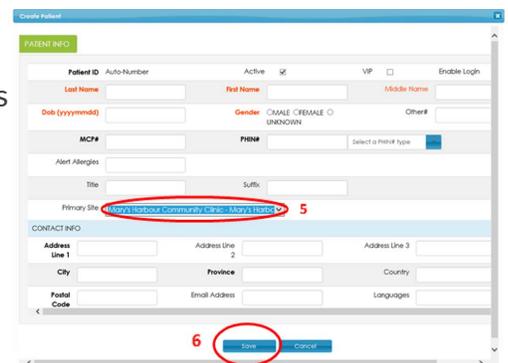
*\*When adding a new patient in the Patient Info window, all items highlighted in red must be filled in, as well as MCP number, address, phone numbers, and email if available (and if needed for Home Based Telehealth).*



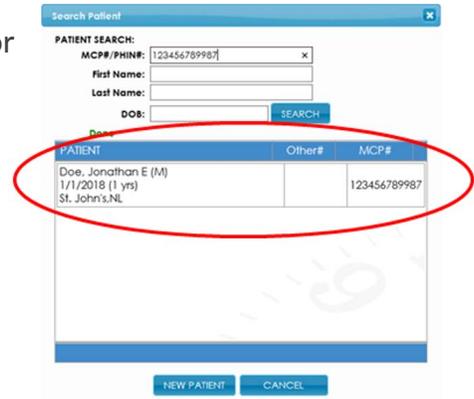
## SELECTING A PRIMARY SITE

5. If you know a Telehealth site that is near the patient's home address, enter it as the 'primary site'.
6. Click 'Save' and close the window.

*\*Alternatively, you can leave this field blank and the Provincial Scheduling Coordinators will assign.*

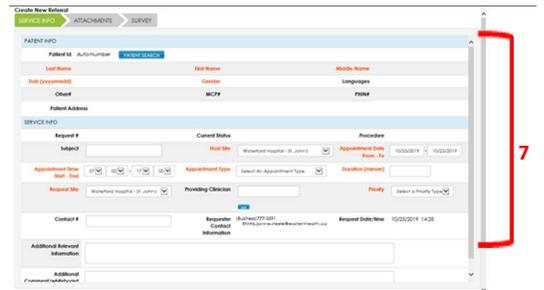


Once back to the Create New Referral window, search for the patient again and select the correct patient from the drop-down menu. Patient information will be added to your referral.



## SERVICE INFORMATION

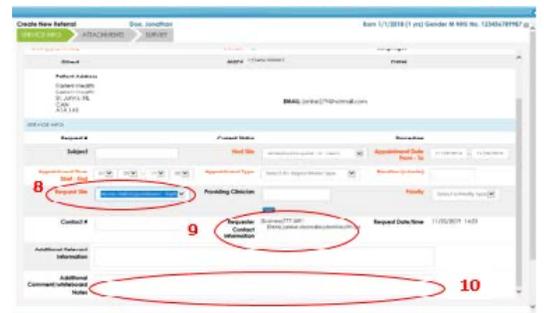
- Service information can now be entered. All items highlighted in **red** are mandatory fields.



## HOME VISIT

\*Before proceeding to book a Home Based appointment, the patient's profile needs to be updated to enable 'homecare'. [Click here](#) to learn how to enable Home Based Telehealth in the patient profile.

- If requesting a Home Based Appointment, select '**Home Visit/Appointment**' as the Request Site (identify the appropriate RHA based on patient's address).



If you want the patient to receive the automated email From iScheduler, ensure you have entered the patient’s valid email in the **patient profile**.  
If you do not want the patient to receive the email directly, leave this field blank.



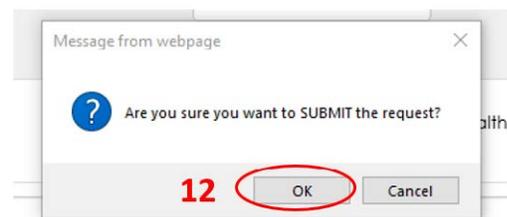
**9. Ensure your Requester Contact Information is current.**

\*If the Requester is not the host provider, and you want the email notification to go to the host and site contact, make a note in the comments section.

**10. Add comments in the provided section, for example "client has mobility issues".**

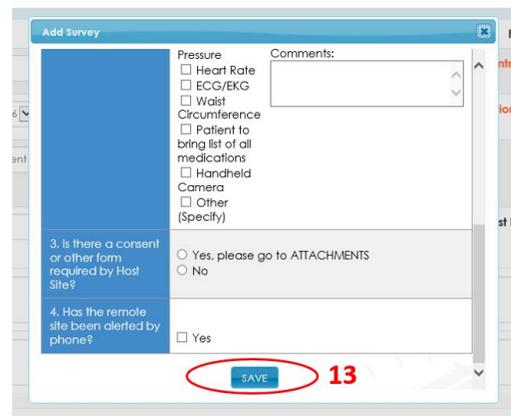
**11. Click 'Submit'.**

**12. In the pop-up window, select 'OK' to submit the request.**



**13. The Add Survey window appears, allowing you to add further information to the appointment request. Click 'Save' when complete.**

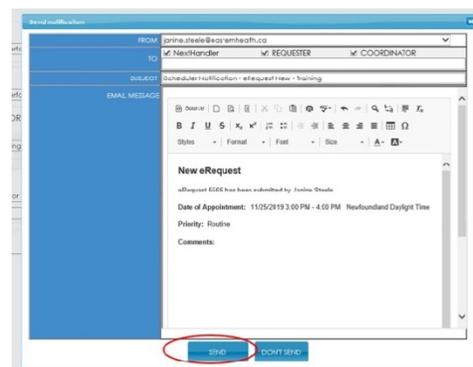
\*Once this information is added a pop-up will indicate that your survey responses were saved successfully.



**SEND NOTIFICATION**

**Send Notification:** sends the eRequested appointment to the Provincial Telehealth Scheduling Coordinators. No changes need to be made at this point.

Click 'Send'.



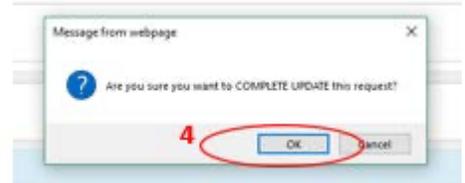
## EDIT REFERRAL

Edit Referral outlines what has been requested and provides the option to attach files.

Attaching a file from your computer:

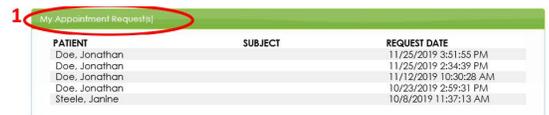
1. Click the **Attachments** tab.
2. Click **'Add New'**.  
\*Upload a document from your computer (similar to adding an attachment to an email).
3. Select **'Complete Update'** at the bottom of the window.
4. Select **'OK'** in the pop-up window that appears.  
\*If you attach an item to the appointment request, you will need to complete the **'Survey Details'** again to indicate you have added an attachment. Make sure to select **'Save'** once complete.

**'Send Notification'** email to indicate there are changes made to the request.



## VIEWING YOUR REQUESTS

1. Select **'My Appointment Requests'** on the home page.
- OR
2. Select **'eRequests'** on the main menu and click **'My Requests'**.



## REQUEST STATUS

### PENDING REQUEST

- Has not been reviewed by Provincial Scheduling Coordinator.

### CLOSED BY COORDINATOR

- Request has been entered into iScheduler.
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## WHAT HAPPENS NEXT?

- Once your eRequest has been entered into iScheduler by the Provincial Scheduling Coordinator, the appointment has to be actioned (accepted or declined) by the patient site.
- You will receive email notifications when any action is taken on your requested appointment (i.e. accepted, declined, or modified).
- Once you receive the 'Appointment Acceptance' email notification from the patient site, you then notify the patient that the appointment is confirmed. Give the patient specific instructions about the appointment, date, time, location, registration, and any further instructions.
- For Home Based appointments, upon processing by the Provincial Scheduling Coordinator, an email, including the unique appointment link, will be generated and sent to selected individuals. Ensure the necessary information is communicated to patients.

**For the purpose of this document and within the iScheduler system, Patient refers to Patient, Client, and/or Resident.**

If you have questions or concerns, please contact the Telehealth Program at [info.telehealth@nlchi.nl.ca](mailto:info.telehealth@nlchi.nl.ca).