



RELEASE NOTES

Reassign a Patient in the Waiting Room

Summary

Having the ability to chat with a patient in the Waiting Room allows for staff members to collect information and understand who the patient might need to see next - all from our Waiting Room. Today once this information has been collected the staff member has to join the visit and then tell the patient that they are going to route them to the appropriate place. In some cases this is a good workflow but in others it causes an extra step and a potential delay in time. Now staff can reassign the patient to the right provider without entering the visit in order to reduce the time the patient is waiting and steps that the staff have to do when not necessary for their workflow.

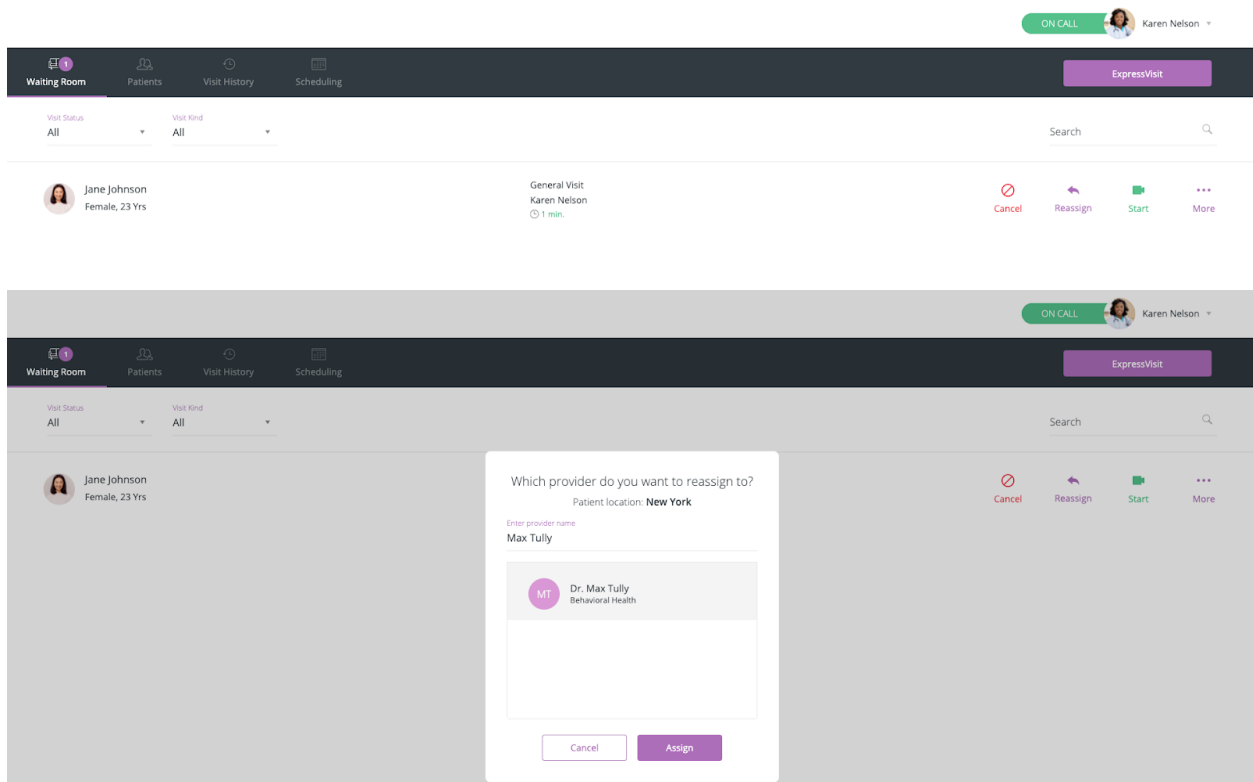
Problems Solved

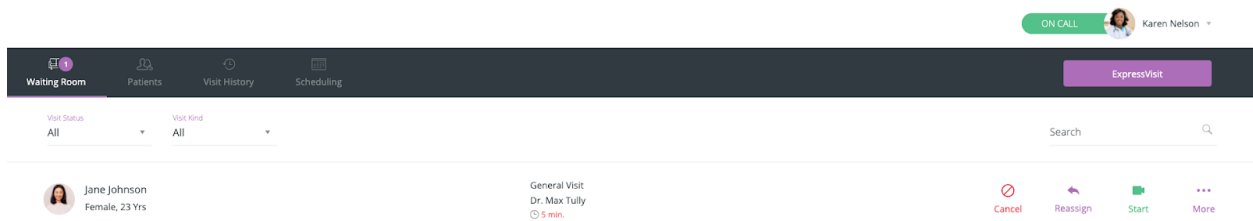
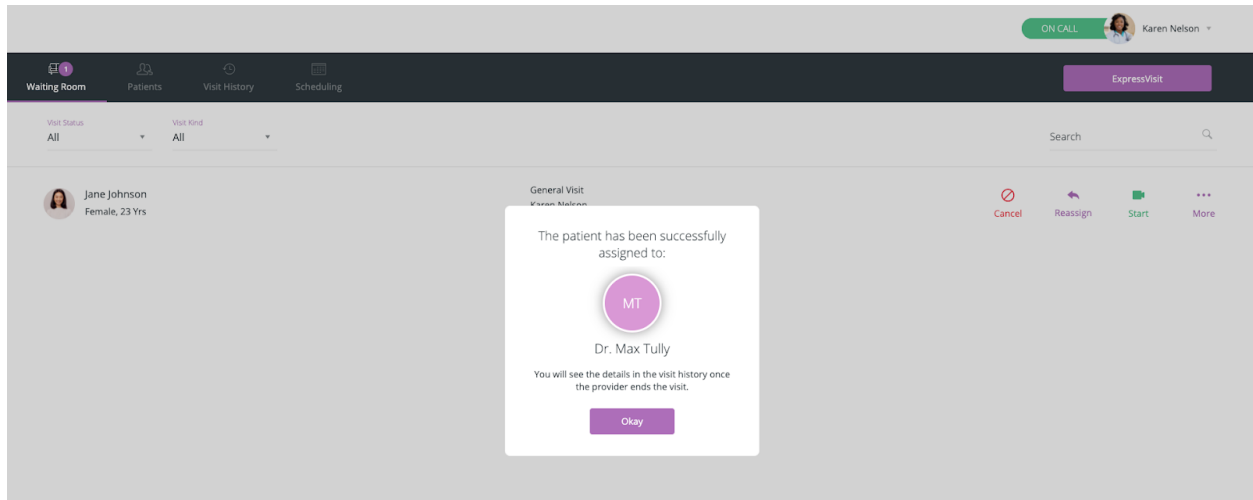
- Staff having to join a visit just to reassign it to someone else.
- Patient frustration thinking that the staff member is the provider only to have to be put back in the waiting room again.
- Provider's receiving a visit and after reviewing the visit or chatting with the patient needing to send it to someone else and still having to join the visit only to reassign to a different person based on the patient's needs.

Feature Overview

The Waiting Room will have the following:

- A new button on the visit row called reassign.
- When the reassign button is selected it will display the same window that is seen in the visit today.





What you need to do

This feature will be automatically available to any customers with Reassign enabled. If you do not currently have Reassign enabled then you will need to contact Support or Customer Success.