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### A. OVERVIEW:

The Telehealth Saskatchewan Online Clinical Booking Form was developed by eHealth Saskatchewan as a tool for health partners and stakeholders to securely and standardly book Telehealth appointments. This online booking site is the only way to send and receive clinical Telehealth requests and alternate booking methods have been retired. Please contact your respective agency or eHealth Saskatchewan to obtain access to the Online Clinical Booking Form.

### B. ACCESSING THE ONLINE CLINICAL BOOKING FORM

1. Enter website below to access the Telehealth Online Booking Form and login using your SHA or myehealth account credentials. Bookmark this page for easy access:  
<https://collaboration.web.ehealthsask.ca/sites/telehealth/booking/SitePages/Home.aspx>
2. The “Home Page” of the Online Clinical Booking form is a portal to access both the online clinical booking form and Provider/Coordinator Landing Pages. Access levels are granted depending on users’ needs and will appear listed on the Home Page as the below example.
  - Click on Provider name link for listing of all clinical bookings.

Welcome to the Telehealth Saskatchewan Clinical Booking Form

To submit a booking form, please click [Clinical Booking Form](#)

To view the Clinical Booking Form User Guide, click [CBF - Coordinator User Guide](#) or [CBF - Provider User Guide](#)

To view the support directory for Clinical Provider Offices, click [Clinical Provider Support Directory](#)

To view a Provider or Group Landing Page, please select from the list below.

✓ URL ↑

ABCC

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Click link below to see the bookings you submitted for “Other” Consultants:

[Other Consultant](#)

### C. SUBMITTING A CLINICAL BOOKING FORM

1. Click on “**Clinical Booking Form**” hyperlink on the “Home Page” to access new booking form.
2. **IMPORTANT:** if clinical request is for a URGENT or SAME DAY appointment (< 72 hours before start of clinic date), you **MUST** call the receiving partner to ensure they can accommodate the clinic **PRIOR** to submitting the clinical booking form.
3. Complete the Clinical Booking Form – all fields with RED \* are mandatory.

## CLINICAL BOOKING FORM

SCHEDULING			
Appointment Date (mm/dd/yyyy)*: <input style="width: 150px;" type="text"/>		TMS ID: <input style="width: 100px;" type="text"/>	
Start Time (SK)*: <input style="width: 50px;" type="text"/> (HH:MM)	End Time (SK)*: <input style="width: 50px;" type="text"/> (HH:MM)	Reference: <input style="width: 100px;" type="text"/>	
Patient Site*: <input style="width: 150px;" type="text"/>	Telehealth Partner:		
Consultant*: <input style="width: 100px;" type="text"/>	Consultant Specialty:		
Consultant Telehealth Site*: <input style="width: 150px;" type="text"/>	Other Site:		
Consultant Phone*: <input style="width: 100px;" type="text"/>	Fax: <input style="width: 100px;" type="text"/>		

PATIENT INFORMATION			
Patient Name*: <input style="width: 150px;" type="text"/>	Primary Phone*: <input style="width: 100px;" type="text"/>	Secondary Phone: <input style="width: 100px;" type="text"/>	
DOB (mm/dd/yyyy)*: <input style="width: 50px;" type="text"/>	HSN*: <input style="width: 50px;" type="text"/>		
Address*: <input style="width: 500px;" type="text"/>			
Alternate Contact: <input style="width: 100px;" type="text"/>	Relationship: <input checked="" type="radio"/> Please select a value... <input style="width: 100px;" type="text"/>	<input type="radio"/> Other	
Alternate Contact Phone: <input style="width: 100px;" type="text"/>			

#### a) SCHEDULING:

- **TIME** is a 24-hour clock, use this format (HH:MM).
- **TMS ID and REFERENCE** fields are used as identifiers for ease in managing the bookings. Data in the **Reference** field will appear in the subject line of your email notifications.
- **PATIENT SITE** – Once chosen, Telehealth Partner is auto filled.
- **CONSULTANT** – Once chosen, specialty is auto filled.
  - If there is a “one time provider” that does not show up on the consultant dropdown, choose “other” and place the name of the provider in additional information section under “Clinical Requirements”.
  - These bookings will appear on your landing page as a link called "Other Consultant".
- **CONSULTANT TELEHEALTH SITE** - If choosing “Pexip”, need to know which user account to add to the TMS. Place this information in the “Other site” box to the right.

b)

### b) PATIENT INFORMATION

- Complete all mandatory fields (\*)
- Preferred name format is **LASTNAME, FIRSTNAME**

### c) CLINICAL REQUIREMENTS

- Talk Only (no assessment needed) - select “Yes” and move on next section.
- If assessments are needed prior to clinic – select “No” and complete the “Assessments Required” section as per below details:
  - If you have an APPROVED form to be completed, select “assessment form specific to clinic attached” and click “Add Attachment”. Multiple can be added.
  - If you DO NOT have an approved form, select from the “Assessments Required” menu and use “Additional Information” section to communicate how this information is to be provided (eg: assessments given verbally at the beginning of the clinic or faxed to a specific location). This text box can also be used to request other assessments or needs.

**CLINICAL REQUIREMENTS**

**Talk Only** \*: ☐ Yes ☐ No

**Assessments Required:**

☐ Assessment form specific to clinic attached

☐ Vital Signs (BP/Pulse/O2/Temperature)

☐ Medication List

☐ Ht

☐ Wt

☐ Others (list below)

Select a file

Name

The maximum file size allowed is: 250 MB

Additional Information relevant to this appointment (ie: specific infectious concerns with the Patient)

### d) OTHER

- The sender name and date will auto populate; you must enter your phone number and email address. This is important to ensure the TH Coordinator can reach you if any questions arise.
  - If you are using Chrome – select Chrome settings - Autofill - Addresses and More – Add
4. Once the form is completed, click “Submit” at the bottom. The form will automatically submit to the correct agency (SHA Central Scheduling, the respective First Nation site/agency, Saskatchewan Cancer Agency, or Athabasca Health Authority). If the form is not complete (meaning not all “mandatory fields” are filled out), it will not let you submit.

Submit

Cancel

5. You will receive an email stating the form has been successfully submitted and the Coordinator is notified:

Appointment Date 4/1/2025 at 09:00 Site Carrot River by Provider Odogwu, Edward Reference: test

SP2013\_uat@ehealthsask.ca  
To: Hychuk, Michelle eHS

Reply Reply All Forward

Wed 3/12/2025 11:38 AM

Workflow Notification

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Telehealth Clinical form is submitted successfully and the Coordinator is notified.

Appointment Date	Patient Site	Start Time
4/1/2025	Carrot River	09:00

6. Coordinator will “Approve” or “Reject” the booking depending on availability of the patient site requested:

**APPROVED** - you will receive an email notification.

APPROVED Telehealth SK Booking for Carnduff on 4/6/2025 with Odogwu, Edward

SP2013\_uat@ehealthsask.ca  
To: Hychuk, Michelle eHS  
Cc: Kaur, Ravneet eHS

Reply Reply All Forward

Thu 3/27/2025 4:08 PM

Workflow Notification

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The following Telehealth Saskatchewan Clinical Booking Form has been reviewed and APPROVED.

[Click here to view the form details.](#)

Status: Approved

Telehealth Partner: SHA Central Scheduling

TMS ID: 123456

Patient Site: Carnduff

Appointment Date: 4/6/2025

Start Time: 09:00

End Time: 09:30

Consultant: Odogwu, Edward

**IMPORTANT** - It is the responsibility of the clinician office to notify the patient of the appointment

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Thank you for your email. This is to confirm that we have received your booking request and it is completed. Please contact the patient directly to notify about the appointment and provide the wayfinding instructions, which are found below.

If you have any other questions, please email us at [VirtualCareClinicalBooking@saskhealthauthority.ca](mailto:VirtualCareClinicalBooking@saskhealthauthority.ca) or phone us at: 1-833-337-6602.

Endpoint Name: Regina RGH Suite B

For Troubleshooting on day of clinic call: 306-766-3400

Location: Regina General Hospital (1440 14th Ave, Regina)

Have patient register at admitting and instructions will be provided.

Comments: Talk Only: Arrive 15 minutes before appt.

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7. If any CHANGES are made to the clinical booking form, an email notification will be sent to both the Coordinator and the Provider.

CHANGE to Approved TelehealthBooking for Cabri on 4/24/2025 with Consultant Barker, Horace

SP2013\_uat@ehealthsask.ca  
To: Hychuk, Michelle eHS

Reply Reply All Forward

Wed 4/9/2025 11:53 AM

Workflow Notification

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A CHANGE has been made to the following approved Telehealth SK Clinical Booking Form. Update your files to reflect the most current information.

Status: Rejected

Appointment Date (mm/dd/yyyy): 4/24/2025

Start Time: 10:00

End Time: 10:30

Patient Site: Cabri

Consultant: Barker, Horace

Comments:

Telehealth Partner: SHA Central Scheduling

TMS ID:

Reference:

Click [here](#) here to view the form

- Once approved, the status field will change to “Approved” in both the Coordinator and Provider landing pages.
- If the STATUS FIELD is blank, this means that the Coordinator has not yet responded to the booking.

Collaboration Portal   Telehealth   eHS Network  

### Telehealth

Telehealth Partner	Patient Site	Patient Name	Consultant	Consultant Specialty	Appointment Date	Start Time	Status	ReferenceNo	Created	Created By	TMS ID	Other Specialty	Workflow to send w
<a href="#">SHA Central Scheduling</a>	Arcola	Test	Lawson, Tammy	Diabetes	4/16/2025	10:00	Approved		4/3/2025 1:03 PM	Kaur, Ravneet eHS			<a href="#">Completed</a>
<a href="#">SHA Central Scheduling</a>	Cabri	Test - sender email	Barker, Horace	Anesthesiology	4/24/2025	10:00	Rejected	SD: 12547	2/18/2025 9:39 AM	Hrychuk, Michelle eHS	456289		<a href="#">Completed</a>

[Add new item](#)

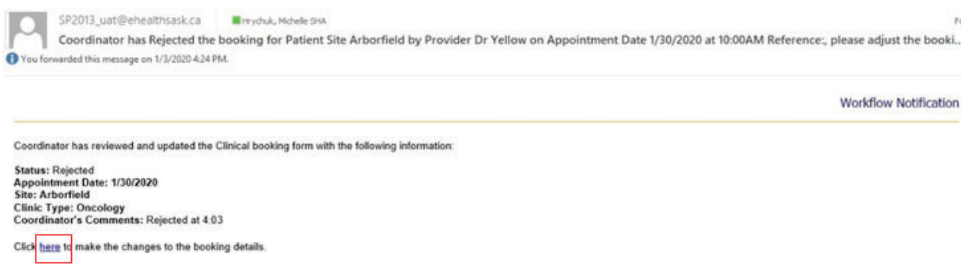
**REJECTED** - you will receive an email notification, which could include alternative availability along with information on who to contact. See example below:

*Thank you for your booking. This is to confirm that we have received your booking request. We are unable to accommodate the requested booking. Alternate times available that day are .... Please submit a revised booking*  
*If you have any other questions, please email us at*  
[VirtualCareClinicalBooking@saskhealthauthority.ca](mailto:VirtualCareClinicalBooking@saskhealthauthority.ca).  
*Or phone us at: 1-833-337-6602.*

- You may opt to select a new date and time for the appointment by following Section D below.

## D. MODIFYING REJECTED CLINICS

1. Providers can only modify a **REJECTED** request.
2. Open your email containing the rejection notice. To select a new date or time for the clinic press the word “here” (see example below).



3. Modify the booking with new date/time and click “OK”

### Modify the Appointment details

Appointment Date

Start Time (SK)  (HHMM)

End Time (SK)  (HHMM)

If you have any questions or concerns, please call the Service Desk 1-888-316-7446 (local 306-337-0600)

4. The form will be submitted again for coordinator approval with the new date and time.
5. If approved, you will receive a new email notification & your landing page will be updated.
6. Be sure to “refresh” your landing page often. Modified bookings will only populate once you refresh.

### E. EDITING APPROVED CLINICS

1. **Coordinators** are the only ones who can edit an **already approved** booking.
2. If you need to make any modification (eg: adjusted date/time), email the correct agency to request this adjustment. Once the change has been made you will receive an email from the Coordinator confirming the change (this will NOT be an auto-generated email). Your landing page will update and may require a refresh.

**NOTE:** If the change is significant, you may be asked to submit a new clinical booking form.

### F. CREATING A DUPLICATE BOOKING FORM

1. The “Create Duplicate” feature allows you to save a copy of a specific patient’s form for rebooking in the future. When completing a form, select “Create Duplicate” box near the bottom before submitting.

**OTHER**

Sender Name: Hrychuk, Michelle KTHR      Date (mm/dd/yyyy): 12/18/2019

Sender's Phone Number \*: 306-862-7983      Email Address \*: mlhrychuk@gmail.com

☒ Create Duplicate

2. A duplicate form will appear under the “Duplicate Booking” area at the bottom of your landing page.

Below are the Duplicate Bookings you have submitted. To delete a Duplicate entry, please send a request to [VirtualCareClinicalBooking@saskhealthauthority.ca](mailto:VirtualCareClinicalBooking@saskhealthauthority.ca)

Find an item		Patient Name	Patient Site	Patient Phone	Primary Contact
✓ Telehealth Partner	...	SHA Central Scheduling	TEST Oct 22	Carlyle	222-999-8525

3. Next time you need to rebook that patient, open their duplicate from “Duplicate Booking”:
  - a. Click “...” beside patient name
  - b. Choose “Edit Item” from menu
  - c. The clinical booking form will open and you can edit all fields except the patient 's DOB and HSN #

4. IMPORTANT - you must select “Create Duplicate” each time you submit a form for that patient to keep a copy for future bookings (only the last duplicate booking with the same DOB and HSN will be kept).
5. Once booking form is complete, click “Submit”.

### G. PRINTING/SAVING CLINICAL BOOKING FORM

1. If you need to print/save a copy of the booking form.
2. Click “Print to PDF” to print or save.

Additional Information relevant to this appointment (ie: specific infectious concerns with the Patient)

**OTHER**

Sender Name: Hrychuk, Michelle KTHR	Date (mm/dd/yyyy): 12/16/2019
Sender's Phone Number *: <input type="text" value="222-999-8888"/>	Email Address *: <input type="text" value="michelle.hrychuk@saskhealthauthority.ca"/>

☐ Create Duplicate
 

Submit

Cancel

Print to PDF

3. Following clinic, destroy all copies of the form as per your organization’s policies.

### H. CANCELLING A CLINIC

1. If for any reason the clinical appointment needs to be canceled, either by the patient or provider, communication must go to all involved (provider office and approving Coordinator).
2. Email is the preferred method of communication for more than 3 business days in advance of appointment, if less than 72 hrs, you must phone to notify all parties involved.
3. The Coordinator will cancel the booking and appointment will disappear from both Coordinator and Provider landing pages. Once the cancellation has been made, you will receive an email from the Coordinator confirming the cancellation (this will NOT be an auto-generated email). Your landing page will update and may require a refresh.