

# Saskatchewan Virtual Visit Provider User Guide



Canada

Saskatchewan

Saskatchewan  
Health Authority

eHealth  
Saskatchewan

Sask  
cancer  
AGENCY

SMA | SASKATCHEWAN  
MEDICAL ASSOCIATION

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lumeca+



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# 1. SK Virtual Visit Application Overview

- ❑ A virtual visit system that allows scheduling of Video and Audio consultations and meetings between Healthcare Providers and their patients/colleagues.
- ❑ Healthcare Providers and their clinic care team access the system via a dedicated webapp. No new software needs to be installed.
- ❑ Patients access the system via a dedicated webapp, Android mobile app or iOS (Apple) mobile app.
- ❑ Role-based permissions allow the clinic care team to see and/or control as much of the workflow as needed.
- ❑ Patients are seen in a private virtual exam room where they can be communicated with, others (family members, caregivers or other healthcare providers) can be invited to join in (with permission), and all can come and go as needed.



# User Guide Overview

The intent of this document is to support the training sessions; this document should be used to supplement the training you have already received and be utilized as a reference. This User Guide **should not** replace training being provided by your Health System Partner's designated Trainer.

Please ensure you have the most recent User Guide by visiting <https://skvirtualvisit.zendesk.com/hc/en-us/articles/7310475144347-Where-can-I-access-Training-Material->

## 2. Create an Account



# Becoming Part of a Virtual Clinic

\*A 'virtual clinic' is a grouping of healthcare providers who are sharing a same patient set.

Once you have completed your training you will receive a Welcome email indicating that you have been invited to join a virtual clinic via the SK Virtual Visit App.

- If you have not received the email, please contact your HSP Lead
- Review your email, and click on "[click this link](#)" under 'Get Started'



You have been invited to join \_\_\_\_\_Clinic via the SK Virtual Visit App.

## Get Started

Please [click this link](#) to join Beajay UAT Test Clinic.

After you accept your invite, you will be able to provide services in SK Virtual Visit for \_\_\_\_\_Clinic:

- **Scheduling:** Care provider schedules are set when they are accepting consultations virtually, physically, or both, as well as the time interval in which they wish to allocate for each patient. Patients can then book appointments in-line with a care provider's schedule. Note is configurable for each clinic and is set to "off" by default. Contact your SK Virtual Visit representative if you wish to turn this on.
- **Patients:** Invite patients by sending them a link through email and/or text message. If you don't have this information, you can give them a unique code. Patients use this link or code to be added to your clinic.
- **Connect:** Chat with your patients via chat, audio, or video!

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## Need Assistance?

If you have any questions or concerns, feel free to contact your SK Virtual Visit representative or email [virtualvisit@ehealthsask.ca](mailto:virtualvisit@ehealthsask.ca) for support.

## Start Creating Your Account

Once you click the link in the email, it should navigate to the SK Virtual Visit Portal Welcome Page

- ❑ Click 'I Don't Have an Account'

**Note:** You will only be required to complete this step once...you can belong to multiple clinics across the system using a single account

Saskatchewan  
Combined Clinic

You Have Been Invited to Join a Clinic.

Do you have an account?

If you are the creator of this clinic and have not signed up for an account yet, please select "I Don't Have an Account."

I Have an Account

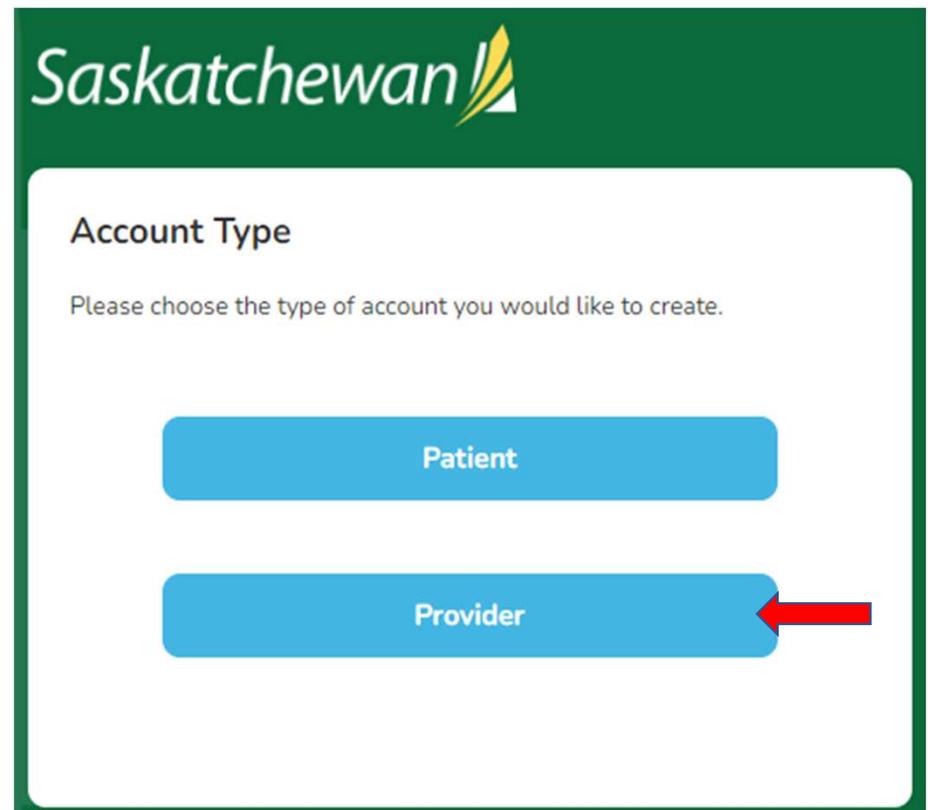
I Don't Have an Account

## Create a Provider Account

In some rare instances you may be presented with a screen asking you what kind of account you want to create – Patient or Provider.

If you see this screen, the account creation has not directed you to the right place.

- ❑ Click '**Provider**' (do not click Patient) and you will be redirected.



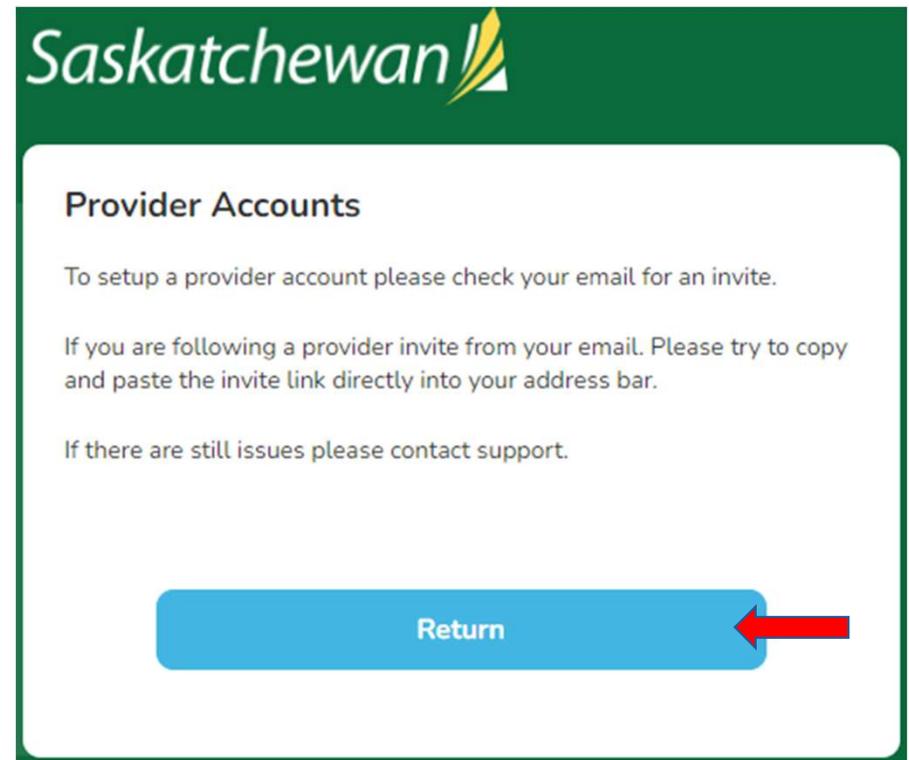
## Create a Provider Account

Read the directions, then click **'Return'**.

As directed, navigate back to your Welcome email and try **'click this link'** under 'Get Started' again.

If that does not work, copy (Ctrl+c) the **'click this link'** hyperlink from the email and paste (Ctrl+v) into your laptop/computer browser's address bar. You should be directed to the proper screen.

Click **'I Don't Have an Account'**



## Account Information

- ❑ Enter **your** account information
  - **All fields are mandatory**
  - '**Display Name**' is what your clinic care team and the patients see when they use the system
  - Use your **work email**, as that is your approved email address. These must be unique as they are used as account login identifiers. Do not use a personal email address.
  - Your **mobile number** must be a unique (not shared) cell number, not a landline, as it is used for mandatory two-factor authentication. Your cell number is never shared with or visible to patients.

The screenshot shows a registration form for the Saskatchewan Combined Clinic. The form is titled 'Account Information' and includes the following fields:

- First Name \***: A text input field.
- Last Name \***: A text input field.
- Display Name (what patients will see)**: A text input field with the example text 'Dr. Smith'.
- Email \***: A text input field with the example text 'email@example.com'.
- Mobile Phone \* (Mobile number is required for 2FA and isn't displayed to patients.)**: A text input field with the example text '(XXX) XXX-XXXX'.
- Gender**: A dropdown menu with 'Male' selected.

## Choose a Password

- Follow the requirements for choosing a strong, secure password
- Read and agree to  the 'Access and Use Policy' and 'Consent Form'
- Click '**Continue**'

**Choose a Password**

Password

Confirm Password

I have read and agree to the [Access and Use Policy](#)

I have read and agree to the [Consent Form](#)

**Continue**

**Password Requirements**

- At least 8 characters
- At least 1 capital letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (\*, %, !, etc...)
- Confirmation password matches

# YOU ARE NOW READY TO ACCESS YOUR CLINIC !

- Click on '**Go to Your Clinic**'

### 3. Login & Logout



### Log In

Email

Password

[Forgot Password?](#)

[Help](#)

Login 

Need to register a new account?

Create Account

Have a meeting invite?

Join Meeting Now

## Account Login

- Enter the email address and password you used to set up your SK Virtual Visit account.
- Click '**Login**'

Link to SK Virtual Visit System

<https://virtualvisit.saskatchewan.ca/>

**BOOKMARK THE LOGIN PAGE FOR EASY ACCESS**

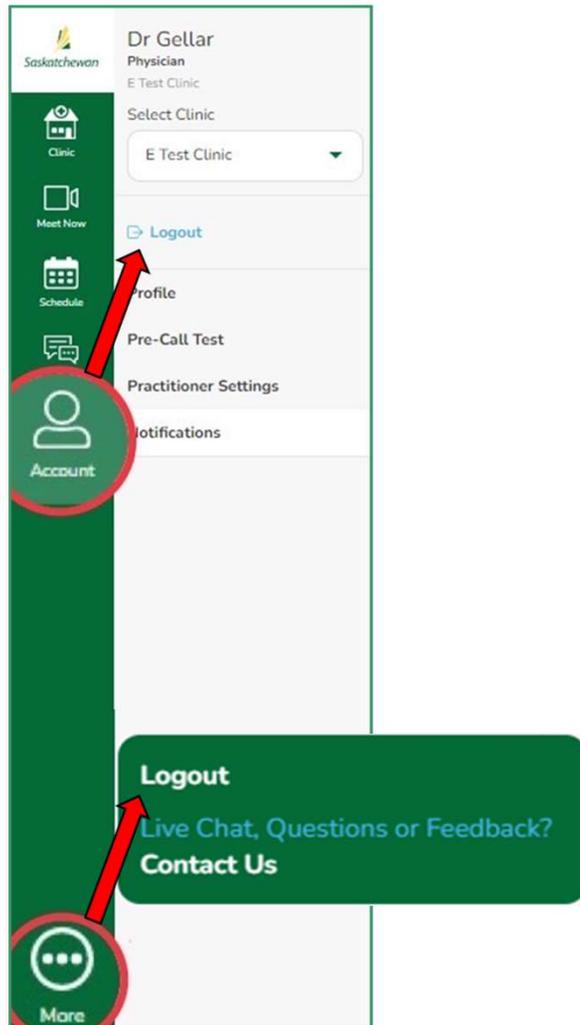
## Account Logout

For security purposes, it is important to properly Logout, rather than simply closing your browser.

It is also advisable to clear your history at the end of each shift.

There are two areas you can Logout:

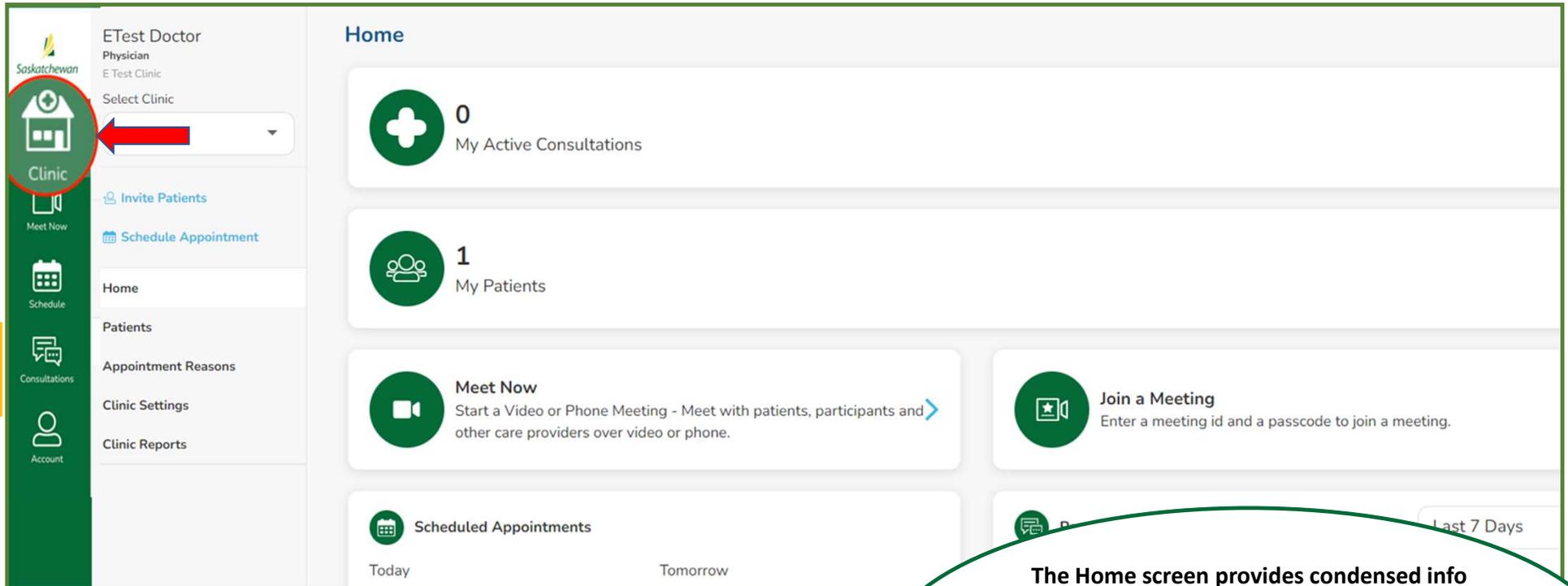
- Under 'Account' > Logout
- Under 'More' (3 dots) > Logout



# 4.Home Screen



# Home Screen



- ❑ To return to the Home screen, at any time click 'Clinic' in the dashboard

**The Home screen provides condensed info about your clinic, which is populated from other areas in the platform.**

**You cannot change info here.**

**'Meet Now' and 'Join a Meeting' will take you directly to those features**

## 5. Select a Clinic



## Select a Clinic

The screenshot displays the user interface of the SK Virtual Visit Application. On the left is a dark green sidebar with navigation icons for Clinic, Meet Now, Schedule, Consultations, and Account. The main content area is titled 'Home' and shows the user's profile as 'E Test Doctor, Physician, E Test Clinic'. A dropdown menu labeled 'Select Clinic' is open, with 'E Test Clinic' selected and highlighted by a red box and a red arrow. The main area contains several cards: 'My Active Consultations' (0), 'My Patients' (1), 'Meet Now' (Start a Video or Phone Meeting), 'Join a Meeting' (Enter a meeting id and a passcode), 'Scheduled Appointments' (Today, Tomorrow), and 'Past Appointments' (Last 7 Days).

- ❑ If you are part of more than one clinic, use the '**Select Clinic**' dropdown to choose your current clinic location.

## 6. Your Profile Information



# Your Profile Information

Saskatchewan  
ETest Doctor  
Physician  
E Test Clinic  
Select Clinic  
E Test Clinic  
Logout  
Profile  
Pre-Call Test  
Practitioner Settings  
Notifications  
Account

ETest Doctor  
Change Profile Picture  
Change Password

### Account Information

**Display Information**  
Display Name (Displayed to patients)  
ETest Doctor

**Contact Information**  
Email: er :a.com  
First Name: Test  
Last Name: Doctor1  
Mobile Phone (Used for Two-Factor authentication.): (306)

**Address**  
Province: Saskatchewan

**Age and Gender**  
Gender: Female

All changes to your Account Information must be requested - please see next page.

You can however:

- Change your Display Name
- Add or change a profile picture (optional)
  - Change Password

❑ Select '**Account**' in the Dashboard, then click '**Profile**'

## Your Profile Information

- ❑ Non-SHA users can request changes to their profile here:

<https://www.ehealthsask.ca/services/Documents/SK%20Virtual%20Visit%20User%20Account%20Request%20Form%20%281%29.pdf>

- ❑ SHA users can find more information about updating their profiles on the SHA intranet page located here:

<https://www.saskhealthauthority.ca/intranet/departments-programs/infrastructure-information-support/digital-health/virtual-care/saskatchewan-virtual-visit>

Or can make a request by emailing [virtualcare@saskhealthauthority.ca](mailto:virtualcare@saskhealthauthority.ca)

# 7. Pre-Call Test



# Pre-Call Test

**Pre-Call Test**

Test your audio and video quality

This test will evaluate your connectivity, camera, microphone, and quality.  
Note: This test will take approximately 30 seconds.

**Start Test**

**Before it starts**

1. Make sure that you are connected to the internet.
2. Make sure that you camera and microphone are connected.
3. Make sure that no other apps on your device are currently using the camera or microphone.

**What to expect**

1. Your browser may prompt you to allow us to access your microphone and camera. This is necessary to complete the test. Please click 'allow'.
2. Test the hardware & software setup (Camera, Microphone, Browser).
3. Test connectivity to our servers.
4. Collect bitrate statistics.

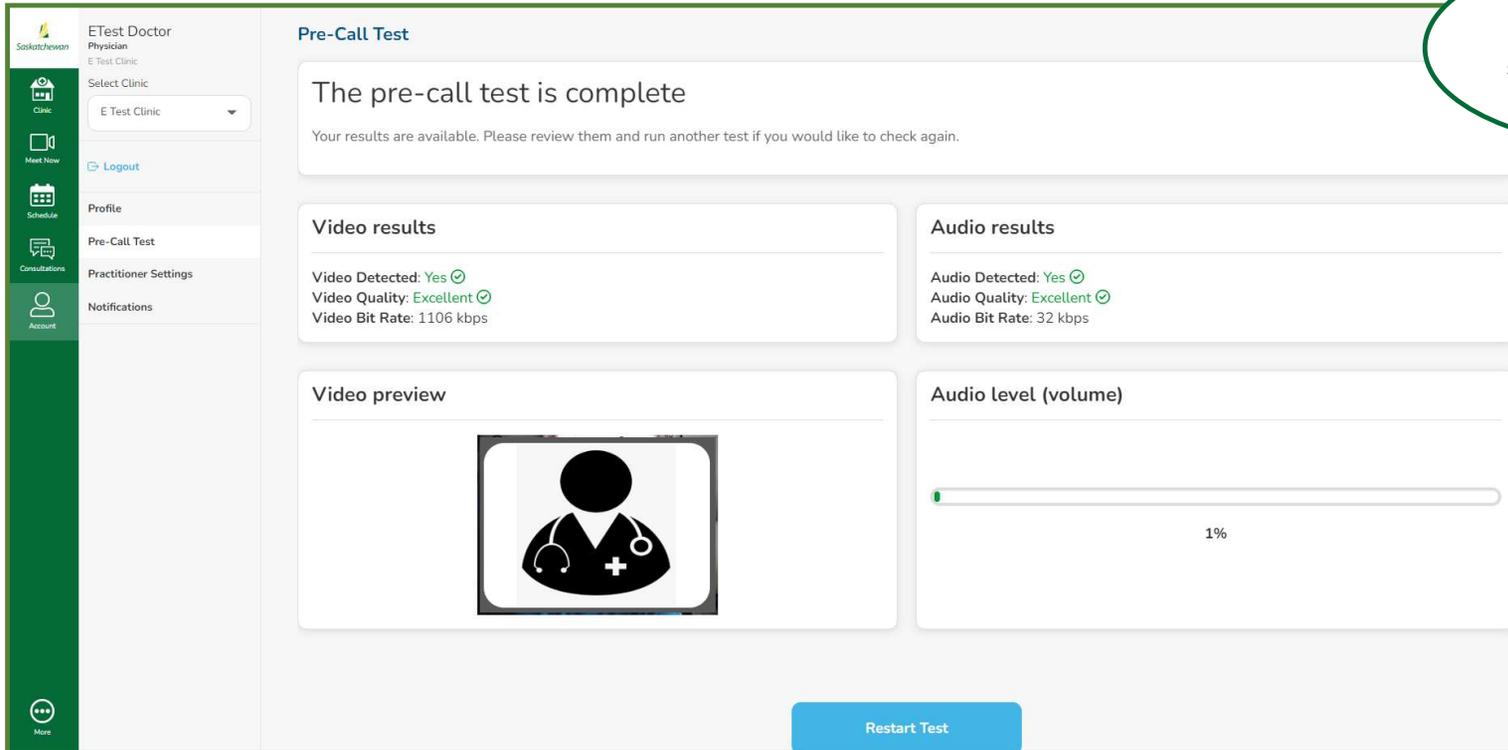
It is important to perform this test before starting virtual consultations or meetings, to allow time to get things working if required.

It is recommended that you do a 'Pre-Call Test' each time you log into your account, to ensure that your technical equipment/ devices and connections are working properly.

- ❑ Select '**Account**' in the Dashboard, then '**Pre-Call Test**'
- ❑ Click '**Start Test**' (the system may prompt for video and camera permission the first time you utilize this feature; press 'Allow' for both)

# Pre-Call Test Results

The test will take approximately 30 seconds, then will time out automatically



## ❑ If the Pre-Call test results are good:

- Proceed to conducting virtual consultations or meetings.

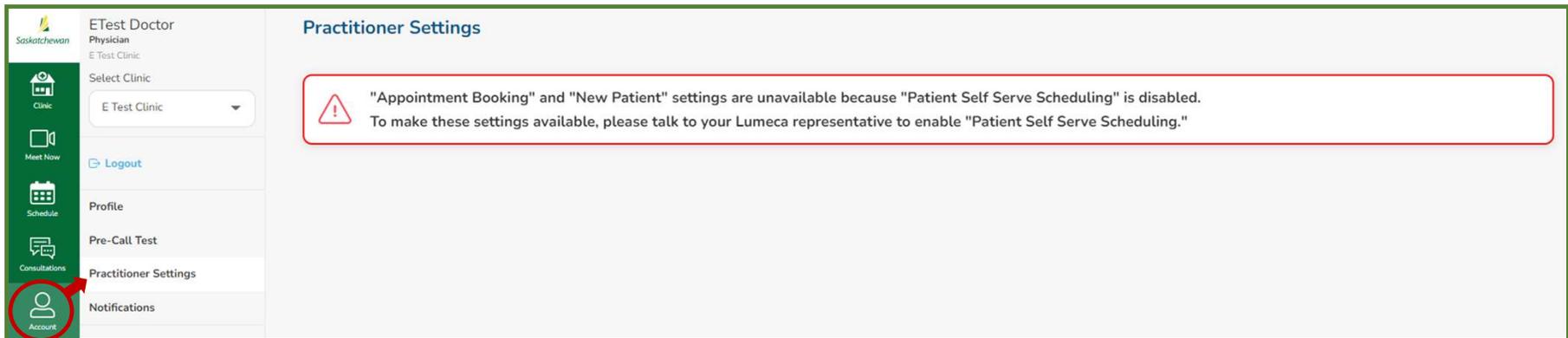
## ❑ If the Pre-Call test fails or the results are bad:

- Make sure other applications on your computer are closed
- Double-check your internet connection
- If possible, use an ethernet or wired connection instead of wireless
- Make sure your microphone and camera are plugged in and set as a system default.

# 8.Updating Settings & Notifications



# Practitioner Settings



There are two Practitioner Settings available and ONLY for clinics that have 'Patient Self-Booking' enabled. As patient self-booking is not enabled in your clinic, the above message will appear.

If enabled, however, the settings would be:

- **Lead Time** - the minimum amount of time before a patient can book an appointment.
  - **Health Provider Selection** - a healthcare provider can select other healthcare providers within their clinic whom their patients can book appointments with.
- Select '**Account**' from the Dashboard, then click '**Practitioner Settings**'.

# Appointment Notifications

(Notifications to Clinic)

The screenshot shows the 'E Test Doctor' interface for a physician at 'E Test Clinic'. The left sidebar contains navigation options: Clinic, Meet Now, Schedule, Consultations, and Account (circled in red). The main content area is titled 'Notifications for E Test Clinic'. It displays contact information for email (emarshall+doctor1@lumeca.com) and SMS (306) 434-5335. Below this, there are two sections: 'Appointments' and 'Appointment cancelled'. Each section has checkboxes for 'Email' and 'SMS (text message)'. A 'Save' button is located at the bottom right of the form.

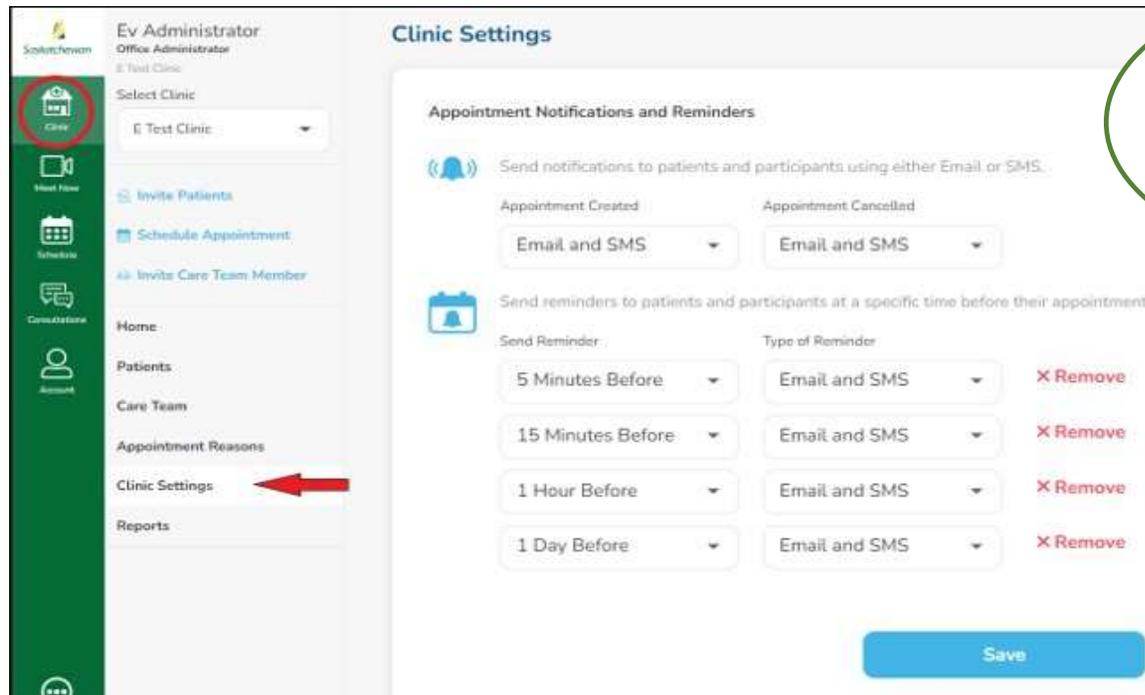
Notifications are applied on a per clinic user basis and may be set by either healthcare providers or the office administrator on behalf of the healthcare provider

Your clinic has the option to receive patient appointment notifications – when created and/or when cancelled (recommended). These settings initially default to off, however, can easily be turned on. They can be received by email only, text only or both.

- Select '**Account**' from the Dashboard, then click '**Notifications**'.
- If you are an office administrator, click the drop-down to select the provider whose settings you are managing. If you are the healthcare provider, this drop-down will not appear.

# Clinic Settings

(Notifications to Patients/Participants)



These settings are set for the entire clinic; not for individual users. Any changes will impact all clinic users.

Your clinic has the option to send patients/participants appointment reminders (by email and/or text). These are beneficial and recommended.

- Select **'Clinic'** in the dashboard, then **'Clinic Settings'**
- 'Add Reminder'** or **'x Remove'**
- Choose **'Email and SMS (text)'**, **'Email only'** or **'None'**
- Select **'Save'** to save your selections/changes

# Clinic Settings

## (Quick Messages to Patients/Participants)

Quick Messages

Add, customize, and remove quick messages. You can create message templates using a Provider's Name variable. When a provider uses the message, their name will be automatically used in place of the macro. In addition, you can create a personal message for a provider. Each provider can have up to 10 personal messages.

Provider

Quick Message	Provider		
Hello - I'm ahead of schedule. Can you talk now?	All	Edit	Remove
Hello - Apologies but I'm running 15 minutes late.	All	Edit	Remove
Hello - Apologies but I'm running 30 minutes late.	All	Edit	Remove
Hello - Apologies but I'm running 45 minutes late.	All	Edit	Remove
Hello - Apologies but I'm running an hour late.	All	Edit	Remove
Hello - I'll be there shortly. Please make sure you are in a private setting.	All	Edit	Remove

First Previous 1 Next Last

Add Message

Although there are preset Quick Messages available, new ones can be created for the entire clinic OR individual healthcare providers. These may be created by either healthcare providers themselves or their office administrator on behalf of the healthcare provider

- Options include:
- Add new
  - Search existing
  - Edit existing
  - Remove existing

Quick Messages are viewed, added or removed here, however are used in the 'Active & Pending' screen.

These help the healthcare provider or office administrator manage appointments by communicating with patients before the consultation begins.

Patients receive these messages within the consultation itself as a chat message.

## Add a New Quick Message

- ❑ Select '**Clinic**' in the dashboard, then '**Clinic Settings**'.
- ❑ Scroll down to '**Quick Messages**' and click '**Add Message**'.
- ❑ If you are an office administrator, Under '**Provider**', select a particular healthcare provider **or leave blank for all** healthcare providers in the clinic. If you are the healthcare provider, this drop-down will not appear.
- ❑ When creating a new message for 'All' providers, you have an option to add a provider's name into the quick message. To do this, click '**Insert Provider Display Name Variable**' in the spot where you want their name to appear. Type the new message.
- ❑ Click '**Add Quick Message**'

**Add Message**

Provider

Practitioners

Lorelie Doctor

Jessica Doctor1

Test Doctor1

Julie Doctor

**Jeff Peters**

Test Doctor2

**Add Quick Message**

If you want to create a message for all providers, you can use the provider's name variable. Simply click Insert Provider Display Name Variable where you want the provider's name to be dynamically inserted.

Provider

All

Message

{Provider Display Name} has been called away due to an emergency, please call the clinic directly to reschedule your appointment.

Insert Provider's Display Name Variable

**Add Quick Message**

Cancel

# 9. Inviting Patients



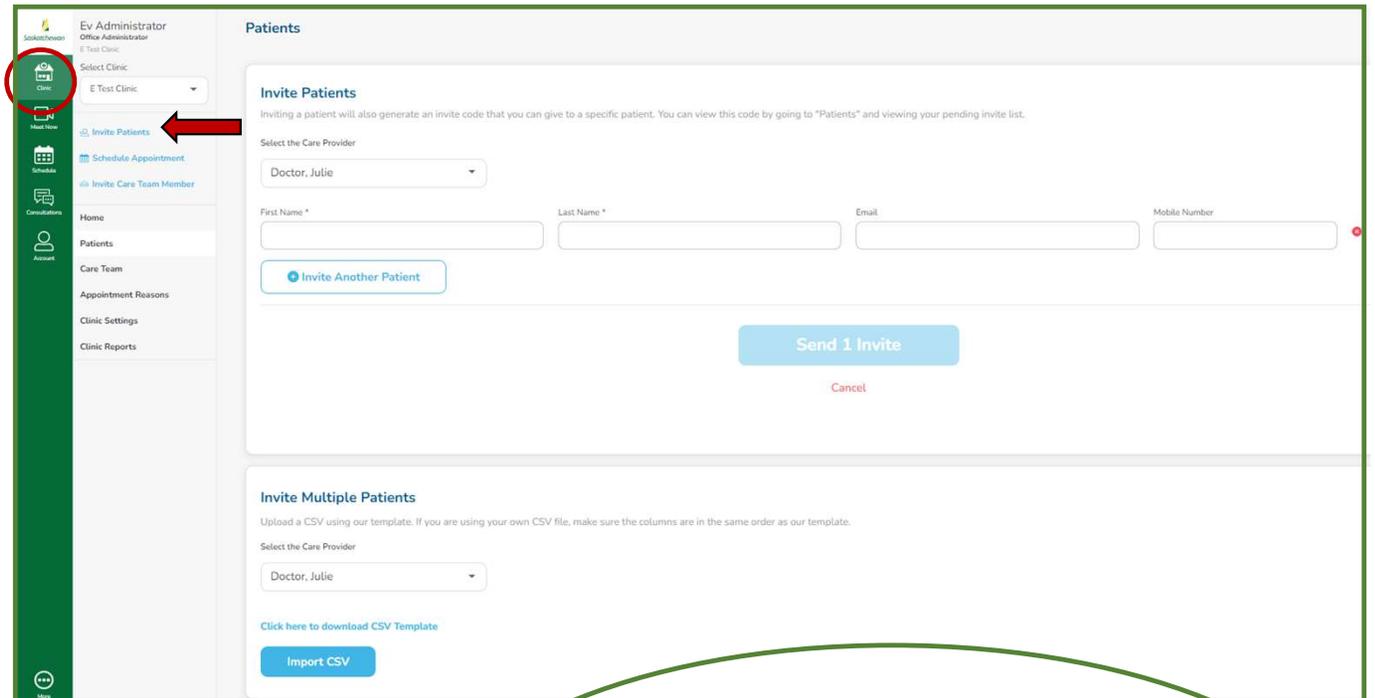
# Inviting Patients

Patients do not have access to your virtual clinic without being invited. This helps protect your clinic and also ensures your virtual clinic does not have a flood of patients that were not expected.

There are 3 ways to invite patients:

1. Inviting one patient or a small batch
2. Inviting via an Invite Code
3. Importing a CSV file

☐ Select '**Clinic**' in the dashboard, then click '**Invite Patients**'.



**Office Admins can invite patients on behalf of healthcare providers by following the same steps outlined on the next pages.**

**They must select the physician from a drop-down menu that will be visible to them.**

**Healthcare providers will not see the drop-down.**

## Patient Self Scheduling

There is a feature in SK Virtual Visit that allows for patients to self-schedule appointments based on a calendar that you set.

This feature is turned off for all SHA clinics but there are some items that you will see in the application that are oriented towards this feature.

For example:

- **Appointment Reasons** – there are default reasons in the system and because patient self scheduling is turned off, there is less reason to modify these.
- **Notifications for appointments created by patients** - because self scheduling is turned off, these are not available to change.

**Even though self scheduling is turned off, your patients still need to be invited to join your virtual clinic.**

## Method 1: Inviting one Patient or a Small Batch

- ❑ Type in the patient's first and last name, and either their email address or mobile number (or both)
- ❑ If you have more than one patient to add during this time, click **'Invite Another Patient'** and repeat the above step.
- ❑ Click **'Send # Invite'**

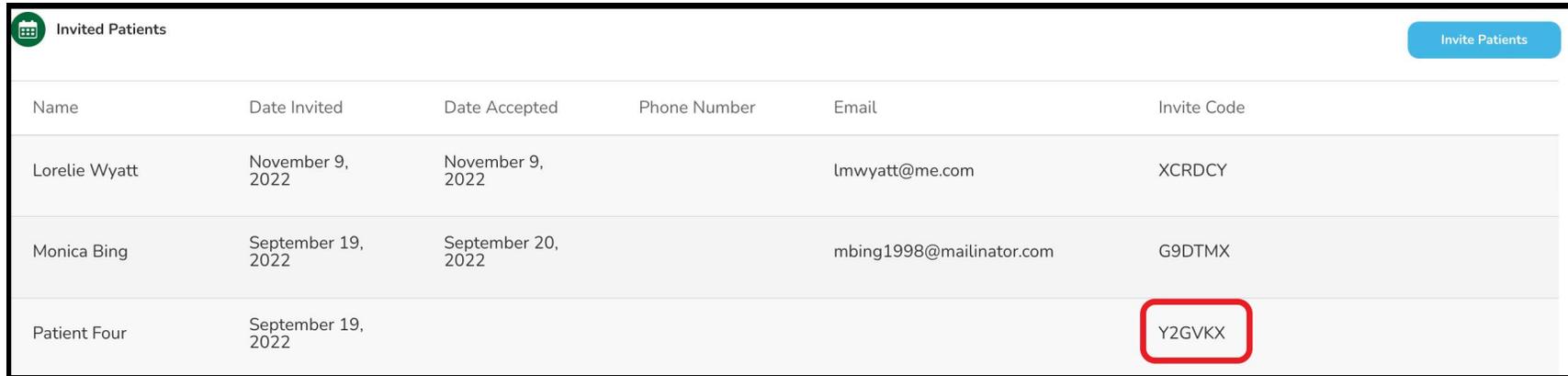
The screenshot displays the 'Patients' section of the application. The 'Invite Patients' form includes fields for 'First Name \*', 'Last Name \*', 'Email', and 'Mobile Number'. A red arrow points to the 'First Name' field, and another red arrow points to the 'Send 1 Invite' button. Below the form is an 'Invite Another Patient' button. The 'Invite Multiple Patients' section includes an 'Import CSV' button and a link to download a CSV template. A 'Patient Invite Results' pop-up screen is shown in the foreground, displaying a table with the following data:

Sent Successfully		
First Name	Last Name	Email
Phoebe	Buffet	p.buffet@mailinator.com

A green oval callout points to the pop-up screen with the text: "If the invitation(s) sent successfully, this pop-up screen will appear with your patient invite results." A 'Close' button is located at the bottom of the pop-up screen.

## Method 2: Invite Code (when an email address or mobile number is not available)

- Follow Method 1
- Scroll down the page to **'Invited Patients'**
- Locate the invited patient; note the **'Invite Code'** and share this with the patient along with the SK Virtual Visit app information available from the Google Play/Apple Store and/or the web address



Name	Date Invited	Date Accepted	Phone Number	Email	Invite Code
Lorelie Wyatt	November 9, 2022	November 9, 2022		lmwyatt@me.com	XCRDCY
Monica Bing	September 19, 2022	September 20, 2022		mbing1998@mailinator.com	G9DTMX
Patient Four	September 19, 2022				Y2GVKX

## Method 3: Import a CSV File with a Large Group of Patients

- For PC and MAC Users if Excel is Used -

- ❑ Scroll down to **'Invite Multiple Patients'**.
- ❑ If you are the office administrator with more than one healthcare provider, **'Select the Care Provider'** from the drop-down.
- ❑ Select **'Click here to download CSV Template'**.
- ❑ **Leave Row 1 (headings) intact**, and add patient information to the CSV file. If information is unknown, leave the field blank. The phone number should contain no dashes or parenthesis.
- ❑ Save the CSV template to a secure folder, by clicking **'Save As'**, give it a file name (ensure the extension remains as **.CSV**), then **'Save'**.
- ❑ Click **'Import CSV'**, locate the CSV file you saved and select it. The invitations to your patients will be sent and a pop-up screen will appear stating that your CSV upload sent successfully.

**Invite Multiple Patients**

Upload a CSV using our template. If you are using your own CSV file, make sure the columns are in the same order as our template.

Select the Care Provider

Doctor1, Test

[Click here to download CSV Template](#)

Import CSV

	A	B	C	D	E	F	G	H	I	J
1	first_name	last_name	email	phone						
2	Dad	Patient	<a href="mailto:Dad@email.com">Dad@email.com</a>	3065511234						
3	Mom	Patient	<a href="mailto:Mom@email.com">Mom@email.com</a>							
4	John	Patient	<a href="mailto:John@email.com">John@email.com</a>							
5	Jane	Patient	<a href="mailto:Jane@email.com">Jane@email.com</a>							
6	Aunt	Patient		3065515555						
7	Uncle	Patient		3065551111						
8										
9										
10										

File name: Ev Doctor1 patient-invite-June09-2022

Save as type: CSV (Comma delimited)

Tools Save Cancel

**Note: Previously invited patients will not receive an additional invitation**

# Method 3: Import a CSV File with a Large Group of Patients

- For MAC Users Without Excel Installed -

- ❑ Scroll down to '**Invite Multiple Patients**'.
- ❑ If you are the office administrator with more than one healthcare provider, '**Select the Care Provider**' from the drop-down.
- ❑ Select '**Click here to download CSV Template**'.
- ❑ Go to your '**Downloads**' folder and select the CSV template and '**Save**'. **Leave Row 1 (headings) intact**, and add patient information to the CSV file. If information is unknown, leave the field blank. The phone number should contain no dashes or parenthesis.
- ❑ Click '**Export To**', choose '**CSV**', then '**Next**'. **DO NOT click 'Include Table Names'**.
- ❑ Give it a file name and choose the location to save it.
- ❑ Click '**Import CSV**', locate the CSV file you saved and select it. The invitations to your patients will be sent and a pop-up screen will appear stating that your CSV upload sent successfully.

**Note: Previously invited patients will not receive an additional invitation**

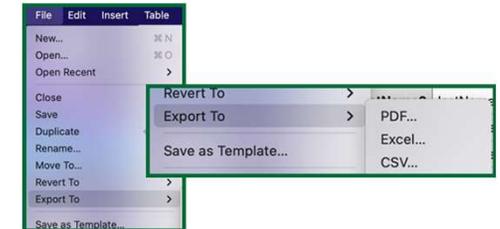
**Invite Multiple Patients**  
Upload a CSV using our template. If you are using your own CSV file, make sure the columns are in the same order as our template.

Select the Care Provider  
Doctor1, Test

[Click here to download CSV Template](#)

Import CSV

	first_name	last_name	email	phone
1	firstName1	lastName1	email1@email.com	
2	firstName2	lastName2	email2@email.com	
3	firstName3	lastName3	email3@email.com	
4	firstName4	lastName4	email4@email.com	
5	firstName5	lastName5	email5@email.com	



Export Your Spreadsheet

PDF Excel CSV TSV Numbers '09

Include Table Names

Advanced Options

? Cancel Next...

# Invited Patients

This is a list of patients who have been invited to your virtual clinic.

- ❑ Patient's name, phone number and email (if entered at time of invite)
- ❑ The date that the invitation was sent, as well as the date the invitation was accepted by them. Accepted invites do not immediately disappear from this list but remain for a period of time, if necessary for review.
- ❑ The 'Invite Code', which can be shared with patient(s) along with the SK Virtual Visit app information available from the Google Play/Apple Store and/or the web address
- ❑ If the information remains showing under this section, it means that the patient has not created an account and the invitation will either have to be **resent**, or you can **remove** it completely (in the event you have entered in the wrong details).

The screenshot shows a table titled 'Invited Patients' with a blue 'Invite Patients' button in the top right. The table has columns for Name, Date Invited, Date Accepted, Phone Number, Email, and Invite Code. Red arrows point to the 'Date Invited' and 'Date Accepted' headers. For 'Patient One', red arrows point to 'Resend Invite' and 'Remove Invite' buttons. The table contains the following data:

Name	Date Invited	Date Accepted	Phone Number	Email	Invite Code
Lorelie Wyatt	November 9, 2022	November 9, 2022		lmwyatt@me.com	XCRDCY
Monica Bing	September 19, 2022	September 20, 2022		mbing1998@mailinator.com	G9DTMX
Patient Four	September 19, 2022				Y2GVKX
Patient One	September 19, 2022			patient1@mailinator.com	HXC24T
Patient Three	September 19, 2022		(306) 555-0000		JHBTXT
Patient Five	September 19, 2022			patient5@mailinator.com	6M4C9X

# 10. Searching for Patients



# Patient Search

Dr. Deepti Yadawad  
Physician  
Deepti UAT Test Clinic

Select Clinic  
Deepti UAT Test Clinic

Invite Patients  
Schedule Appointment

Home  
Patients  
Appointment Reasons  
Clinic Settings  
Clinic Reports  
Consultation Feedback

### Search for a Patient

Patient Name, ID or Health Card Number

Granger

Search

Reset Search

### Search Results

Patient	Birthdate	Last Consultation Date	Consultation Status
Hermione Granger	Jan 21, 1979	Jul 19th, 2022	Archived

1 to 1

- ❑ Select '**Clinic**' in the dashboard, then click '**Patients**'.
- ❑ Type in the patient's first and/or last name or health card number.
- ❑ Click '**Search**'
- ❑ Once you locate the correct patient, click on their name.

# Patient Search

The screenshot displays the user interface for a physician, Dr. Deepti Yadawad, at the Deepthi UAT Test Clinic. The patient profile for Hermione Granger is shown, including her photo, ID (85), and Health Card Number (123456789). A 'New Consultation' button is visible. The patient's contact information, age and gender (43 years old, Non), and location (Saskatoon, Saskatchewan) are also displayed. Below the profile, sections for 'Upcoming Appointments' and 'Consultations Requiring Follow-Up' both show 'No upcoming appointments.' and 'No consultations requiring follow-up.' respectively. A sidebar on the left contains navigation options like 'Home', 'Patients', and 'Appointment Reasons'.

## You will see the following:

- Patient Information
- Upcoming Appointments
- Consultations Requiring Follow-Up
- Past Medical/Surgical History\*
- Allergies\*
- Prescription History\*
- Past Consultations

\*dependent on manual population within the application

You may:

- Verify the patient is associated with your clinic. If you could not find a patient, they may not have been invited or have not accepted the clinic invite yet.
- View additional information about the patient
- Schedule a **'New Consultation'**
- 'Deactivate Patient'** (patients may also be reactivated)

# 11.Appointment Reasons



# Adding & Removing Appointment Reasons

This feature is designed for patient self scheduling which is turned off for all SHA clinics, however, your clinic may choose to use these when scheduling virtual appointments.

The screenshot shows the 'Clinic Settings' page for Dr. Kullar Singh at Neeru SHA Test Clinic. The 'Appointment Reasons' section is active, displaying a table of reasons and their durations. A red arrow points to the 'Appointment Reasons' option in the left sidebar. A green callout bubble highlights the 'Remove' button for each reason, stating: 'These settings are set for the entire clinic; not for individual users. Any changes will impact all clinic users.'

Reason	Duration	Action
Congested Cough & Fever	15 minutes	Remove
Follow-Up	10 minutes	Remove
Labs / Testing / Review	10 minutes	Remove
Mental Health	10 minutes	Remove
Other	10 minutes	Remove
Prescription Refill	10 minutes	Remove
Referral Requests	10 minutes	Remove
Sick Notes	10 minutes	Remove
Upper Respiratory Infection	10 minutes	Remove

- Select 'Clinic' in the dashboard, then click '**Appointment Reasons**'.
- Select '**Add Reason**'.
- Type in the new appointment reason, a duration that is suitable, then click '**Add Reason**'.
- '**Remove**' will remove an appointment reason that is not applicable to your clinic.
- Editing is NOT an option.

## 12. Scheduling: Viewing & Updating Calendars



## Viewing Schedules

❑ Select 'Schedule' in the dashboard.

### MONTHLY View:

- click on an individual day
- see how booked any day is, by the shade of green, by hovering over a date the number of appointments scheduled as well as the percentage of the day that is booked is displayed

### WEEKLY View:

- 7-day view of the schedule
- appointments that are booked
- click on each appointment to see the availability type of the consultation, the patient's name, health card number, date of birth, and appointment time/length.

### DAILY View:

- see each appointment type & time, their status, as well as the type of consultation that is scheduled (single or recurring)
- edit or delete a shift

**Your clinic's regular EMR system should be used.**

**Office admins can view and update calendars on behalf of the healthcare providers within their clinic. They must select the healthcare provider's name from the 'Select Schedule' drop-down.**

**Healthcare providers will not see this drop-down.**

## Add a Shift

- ❑ Select '**Schedule**' in the dashboard.
- ❑ Click '**Add Shift**'.
- ❑ Select the **day** you wish to add the shift.
- ❑ Select the **from/to time**.
- ❑ Select the **type of care** (virtual, in-person, or both)
- ❑ Choose the '**Occurrence**'.
- ❑ Choose an **end date** (if recurring occurrence).
- ❑ Click '**Add Shift**'.

The screenshot shows the 'Ev Administrator' interface. On the left sidebar, the 'Schedule' icon is circled in red. A red arrow points to the 'Add Shift' button in the main area. Another red arrow points to the 'Select Schedule' dropdown menu, which is currently set to 'Doctor, Julie'. Below this, the 'Availability Types' are listed: Virtual, In-Person, and Both Virtual and In-Person. A calendar view for October 2022 is shown, with the 25th highlighted. The date 'Sunday October 23' is also visible. A callout bubble on the right contains the text: 'Office admins can view and update calendars on behalf of the healthcare providers within their clinic. They must select the healthcare provider's name from the 'Select Schedule' drop-down. Healthcare providers will not see this drop-down.'

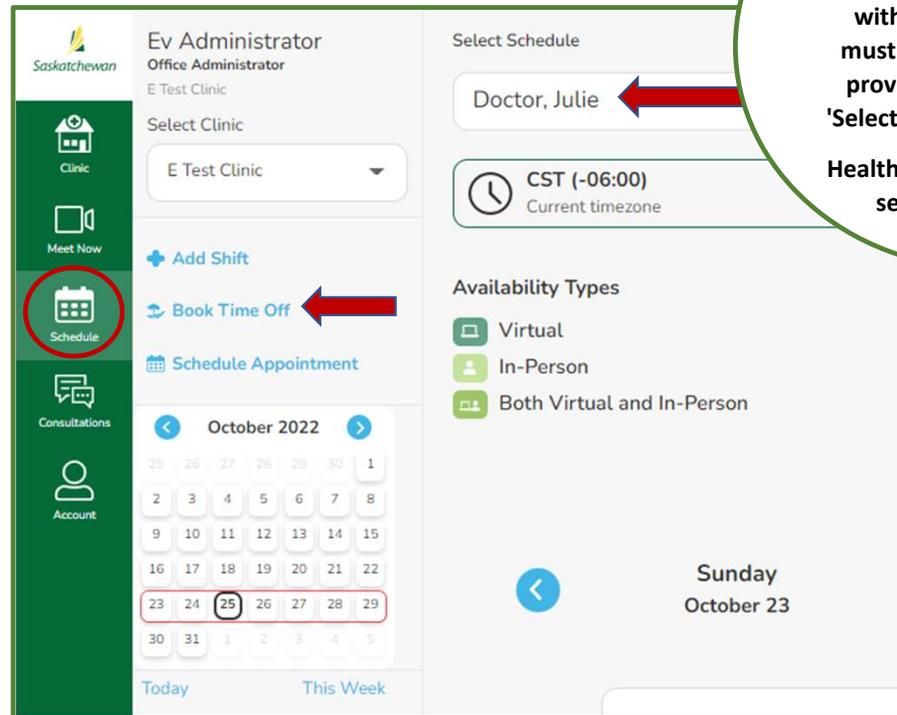
The 'Add Shift for Dr Kullar Singh' form includes the following fields:

- Select Day: Monday, June 06, 2022
- From: 8:00 AM
- To: 5:00 PM
- Type of Care: Type of Care
- Occurrence: Choose Occurrence
- End Date: Wednesday, July 06, 2022

Buttons: Add Shift for Dr Kullar Singh, Cancel

# Book Time Off

- ❑ Select '**Schedule**' in the dashboard.
- ❑ Click '**Book Time Off**'.
- ❑ Select the **day** you wish to add the time off.
- ❑ Select the from/to **time**.
- ❑ Choose the '**Occurrence**'.
- ❑ Choose an **end date** (if recurring occurrence).
- ❑ Click '**Book Time Off**'.



Office admins can view and update calendars on behalf of the healthcare providers within their clinic. They must select the healthcare provider's name from the 'Select Schedule' drop-down.

Healthcare providers will not see this drop-down.

This feature should be used for coffee and lunch breaks as well.

## 13. Scheduling Consultations

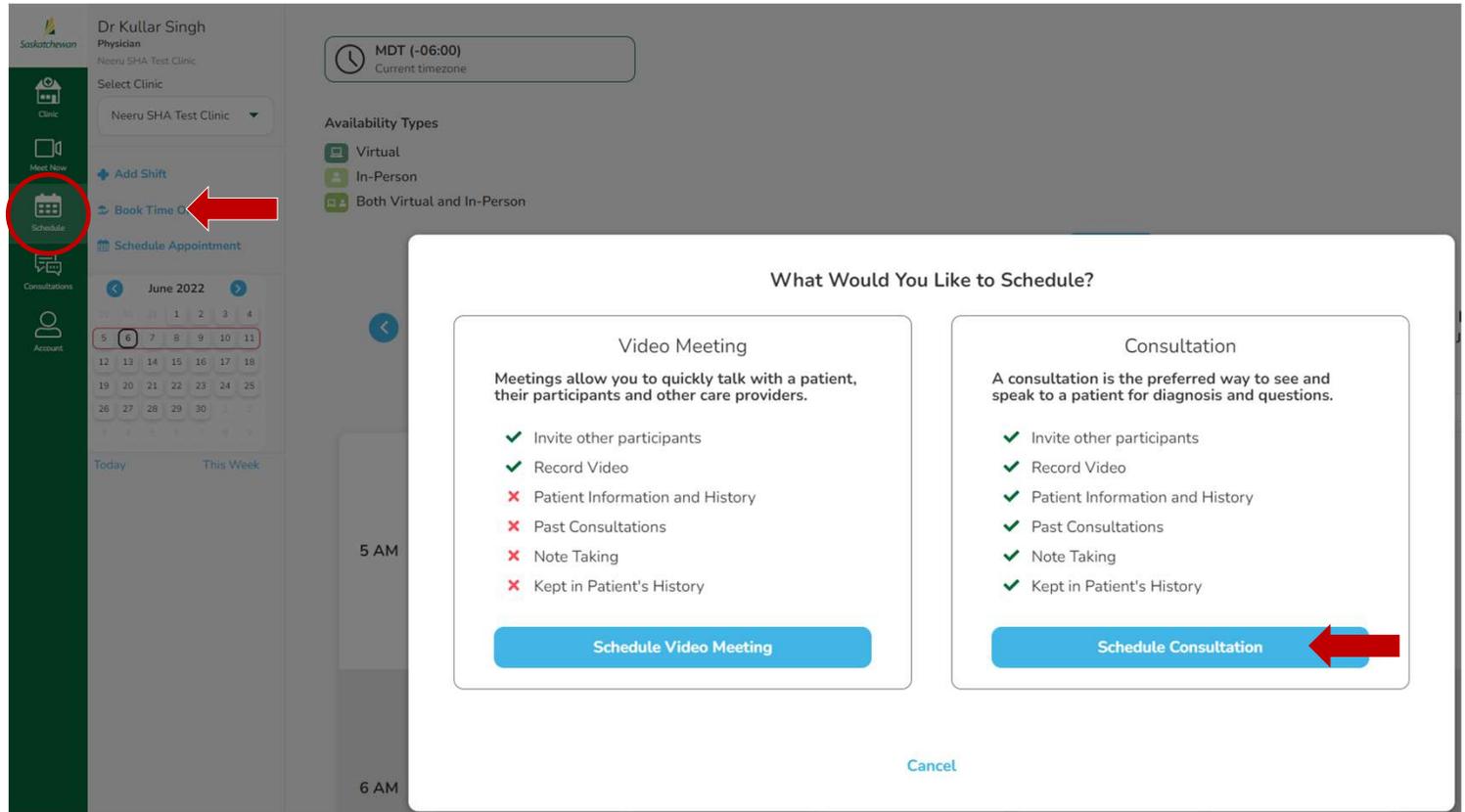


# Schedule a Consultation (Appointment) Step 1

❑ Select 'Schedule', in the dashboard.

❑ Click 'Schedule Appointment'.

❑ Click 'Schedule Consultation'.



## Schedule a Consultation (Appointment) Step 2

- ❑ Type in the patient's Health Card Number or First / Last Name (a list will start to appear)
- ❑ Choose the patient, then click **'Select Patient'**

**Select Patient**

Search for and select a patient to schedule an appointment for them.

Search by first name, last name, or health card number.

monica

Monica Bing DOB: (May 15, 1970)

Select Patient

Cancel

## Schedule a Consultation (Appointment) Step 3

The image displays three sequential screenshots of the 'Schedule Appointment' form for Monica Bing, illustrating the steps in Step 3:

- First Screenshot:** Shows the 'Select Provider' dropdown menu with 'Doctor1, Test' selected. A red box highlights the dropdown label, and a red arrow points to the selected provider name.
- Second Screenshot:** Shows the 'Type of Care' dropdown menu with 'Virtual' selected. A red box highlights the dropdown label, and a red arrow points to the selected care type.
- Third Screenshot:** Shows the 'Select Appointment Reason' dropdown menu with 'Feeling Ill or Infection' selected. A red box highlights the dropdown label, and a red arrow points to the selected reason.

- ❑ Office admins can schedule consultations on behalf of the healthcare providers within their clinic. They must select the healthcare provider's name from the '**Select Provider**' drop-down. Healthcare providers will not see this drop-down.
- ❑ Select the '**Type of Care**' being scheduled (Virtual or In-Person)
- ❑ Select '**Appointment Reason**' from the drop-down menu
- ❑ Click '**Next**'

# Schedule a Consultation (Appointment) Step 4

## When the Healthcare Provider's schedule IS NOT entered in the SK Virtual Visit calendar....

- Select **'Switch to Specific Time Input'**
- Select **'Date'**
- Select a **'Start Time'** and enter a time based on availability shown in the clinic EMR system
- Select **'Appointment Length'** based on how long is needed
- Click on **'Select Time'**

Schedule Appointment  
for Monica Bing

**One Time** Recurring

Enter an exact date, starting time and appointment length.

[Switch to List of Available Times](#)

CST (-06:00)  
Current timezone

Date  
Tuesday, October 25, 2022

Start Time  
6:00 PM

Appointment Length

Select Time

Cancel

## When the Healthcare Provider's schedule IS entered in the SK Virtual Visit calendar...

- Select whether the appointment will be a **'One Time'** or **'Recurring'**
- 'Select Date'** and **'Length'** based on how long is needed
- Select a **'Time'** from the available times that appear
- Click on **'Select Time'**

Schedule Appointment  
for Monica Bing

**One Time** Recurring

Search for and select a time that works best. Times shown are within your available hour ranges per day.

[Switch to Specific Time Input](#)

CST (-06:00)  
Current timezone

Select Date  
October 25, 2022

Appointment Length

Select a date and appointment length to search for available time slots.

Select Time

Cancel

# Cancelling Consultations

- ❑ Select **'Schedule'** in the dashboard
- ❑ Find and click on the consultation you want to cancel
- ❑ Select **'x Cancel Consultation'**
- ❑ A pop-up will appear asking you confirm cancelling the consultation. Select **'Cancel Consultation'** again.

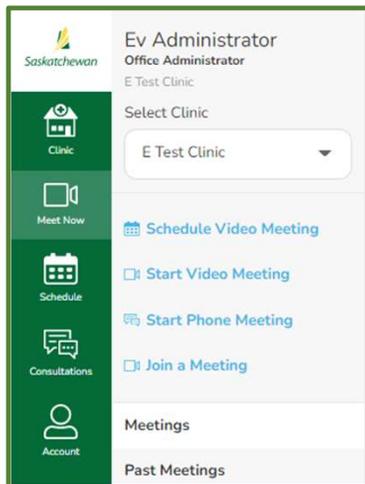
The screenshot displays the 'Deepti Office Admin' dashboard. The 'Schedule' icon in the sidebar is circled in red. The main area shows a calendar for July 2022 with the 20th highlighted. A consultation for 'Hermione Granger' is selected, showing details like 'Virtual', '123456789', and '08:00 - 08:05'. A red arrow points to the 'Cancel Consultation' button in the consultation details. Another red arrow points to the 'Cancel Consultation' button in the confirmation dialog box. The dialog box text reads: 'Cancel Virtual Consultation. Cancelling this appointment for Monica Bing will remove it from the schedule. Monica Bing will receive a notification of the cancellation.' The dialog box has a red 'Cancel Consultation' button and a blue 'Close' button.

**Note: Consultations cannot be revised; they must be cancelled and rescheduled.**

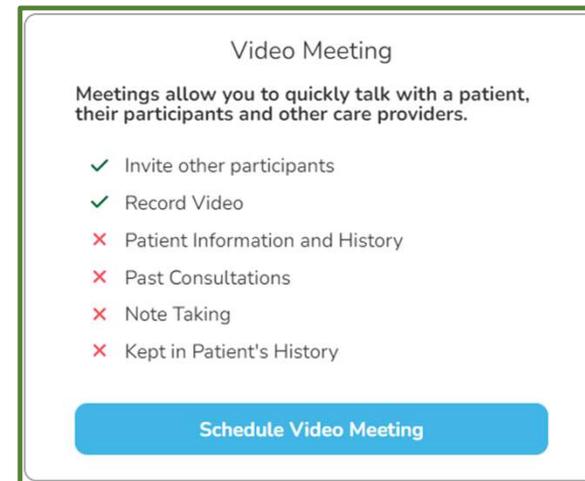
## 14. Meet Now (Quick Meetings or Quick Phone Calls)



## Meet Now – 3 Options for Conducting Quick Meetings

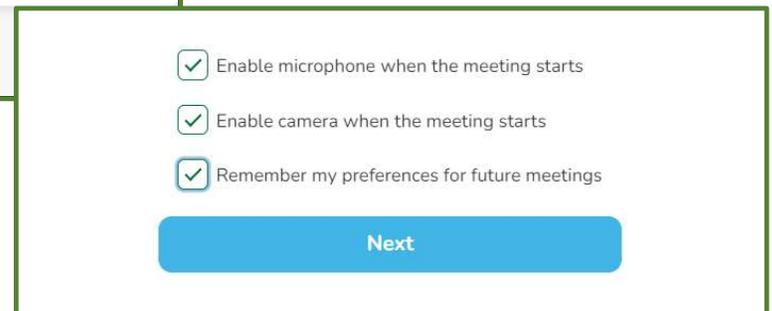
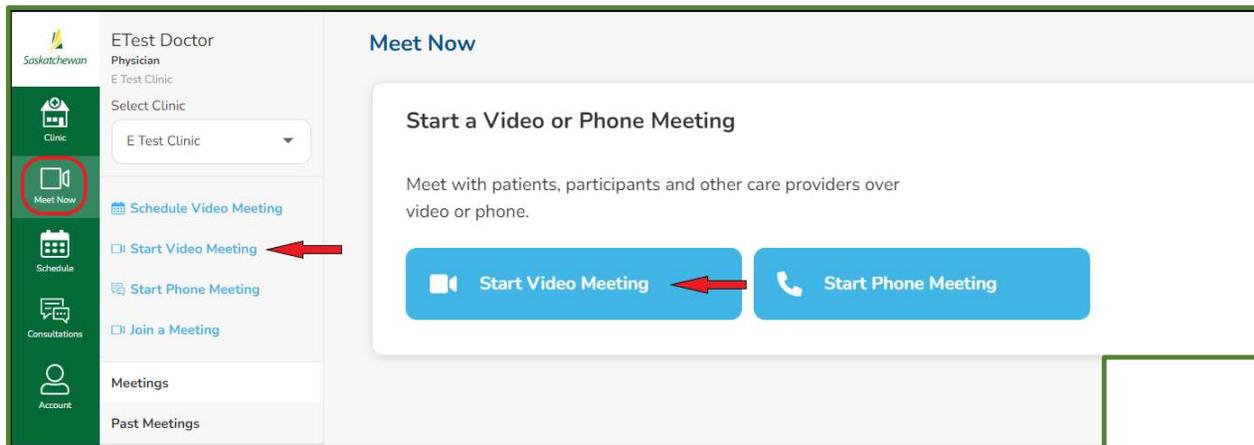


1. Start an Immediate Video Meeting
2. Start an Immediate Phone Meeting
3. Schedule a Video Meeting



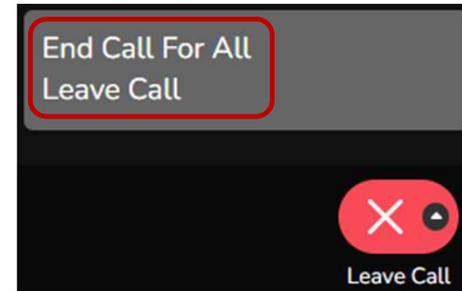
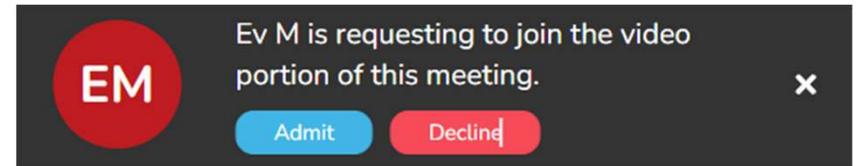
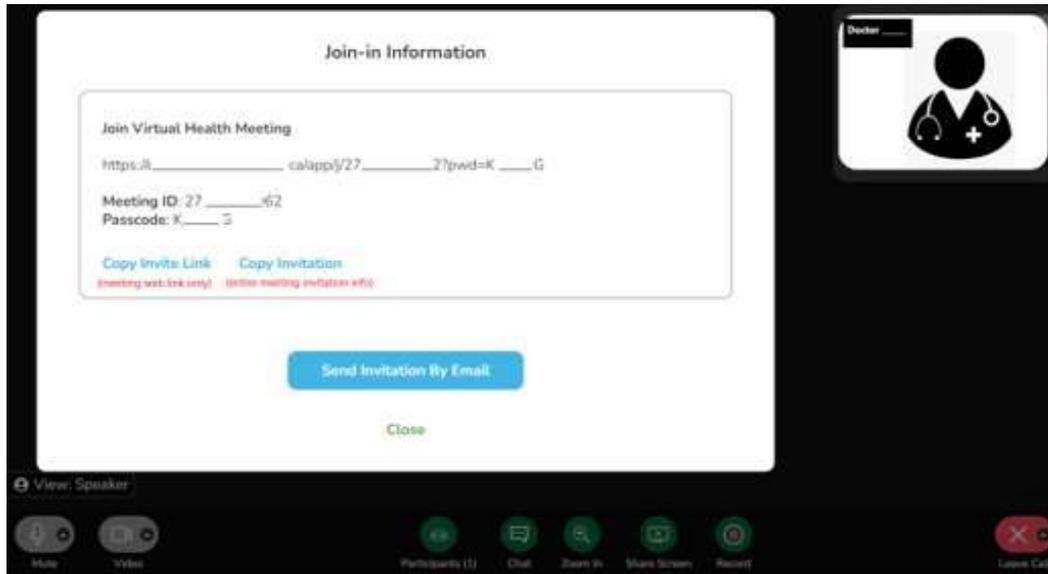
- ❑ These meetings allow you to quickly consult with a patient, their family or caregivers, other healthcare providers, specialists or members of your clinic's care team by video or phone, without scheduling a consultation and without them requiring an account with SK Virtual Visit.
- ❑ Quick meetings do not contain patient, medical history, or past consultation information.
- ❑ You may enter a short note once the meeting is complete for referencing in the future, however no personal health information should be added into the note.

# Start an Immediate Video Meeting – Step 1



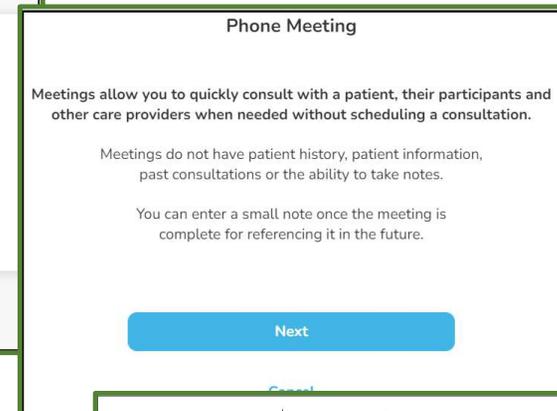
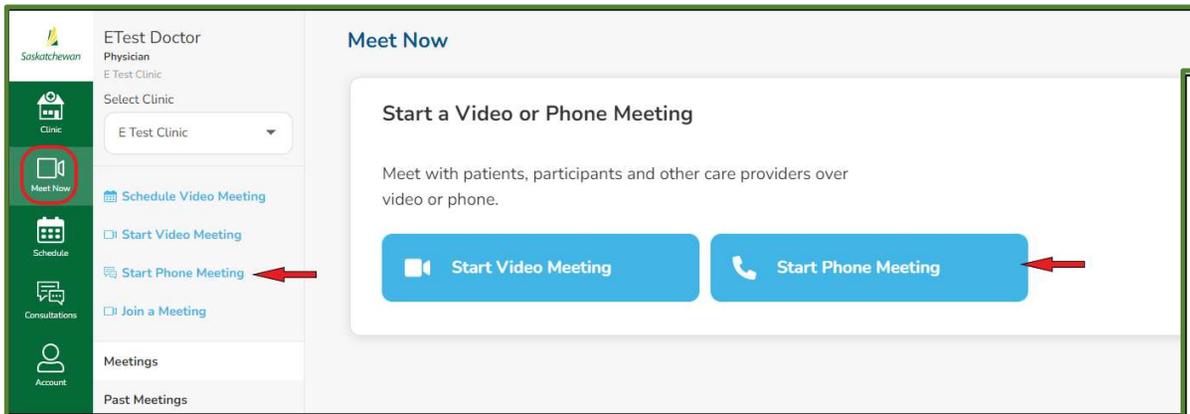
- Select '**Meet Now**' in the dashboard
- Click '**Start Video Meeting**'
- Enable your microphone, camera and select whether you wish to save these preferences for future meetings
- You will be taken directly into the video meeting to invite and wait for participants to arrive.

## Invite Guests to a Video Meeting – Step 2



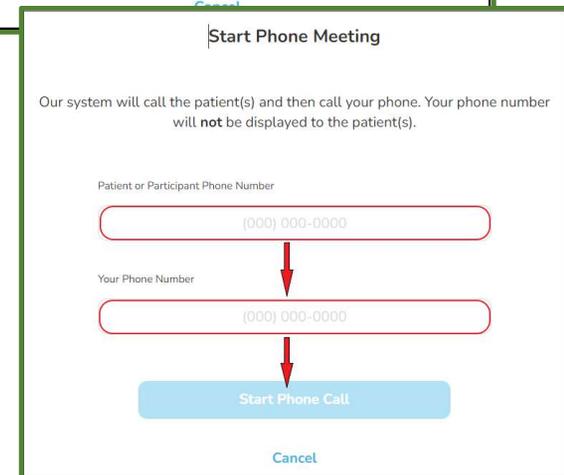
- The '**Join-In Information**' screen will appear. Click either '**Copy Invite Link**' (meeting web link only) or '**Copy Invitation**' (entire meeting invitation info) and email to the participant(s) you wish to invite to this meeting. Up to 50 may be invited and they do not require an account with SK Virtual Visit.
- As participants arrive, the meeting host must either '**Admit**' or '**Decline**' them.
- The meeting host is the only one who can completely end the meeting.

# Start an Immediate Phone Meeting



- ❑ Select **'Meet Now'** in the dashboard, then click **'Start Phone Meeting'**
- ❑ Click **'Next'**
- ❑ Enter the patient or participant's phone number and your number (Note: your number is never displayed and remains completely anonymous)
- ❑ Click **'Start Phone Call'** (The guest's phone will ring first, once they are on the line, then the automatic calling system will call the meeting host's number back)

**Phone Meetings only happen between two people,  
the meeting host and one other person**



## Schedule a Video Meeting – Step 1

❑ Select **'Meet Now'** in the dashboard

❑ Click **'Schedule Video Meeting'**

Saskatchewan  
Ev Administrator  
Office Administrator  
E Test Clinic

Select Clinic  
E Test Clinic

Schedule Video Meeting

Start Video Meeting

Start Phone Meeting

Join a Meeting

Meetings  
Past Meetings

### Meet Now

#### Start a Video or Phone Meeting

Meet with patients, participants and other care providers over video or phone.

Start Video Meeting

Start Phone Meeting

❑ Click **'Schedule Video Meeting'**

### Video Meeting

Meetings allow you to quickly talk with a patient, their participants and other care providers.

- ✓ Invite other participants
- ✓ Record Video
- ✗ Patient Information and History
- ✗ Past Consultations
- ✗ Note Taking
- ✗ Kept in Patient's History

Schedule Video Meeting

## Schedule a Video Meeting – Step 2

Screenshot of the 'Schedule a Video Meeting' form. The form contains the following elements:

- Meeting Title: Team Meeting
- Select Provider: Doctor1, Test
- Next button
- Cancel link

Participants may be invited at time of scheduling the meeting (while taking these steps), or just before the meeting, from the Active & Pending screen

- Type in a '**Meeting Title**' for the meeting you wish to book
- Office admins can schedule meetings on behalf of the healthcare providers within their clinic. They must select the healthcare provider's name from the '**Select Provider**' drop-down.

Healthcare providers will not see this drop-down.

- Click '**Next**'
- Select '**Switch to Specific Time Input**'
- Select '**Date**'
- Select a '**Start Time**' and enter a time based on availability shown in the clinic EMR system
- Select '**Appointment Length**' based on how long is needed
- Click on '**Select Time**'

Scheduled Meetings are accessed in the Active & Pending screen

# Past Meetings

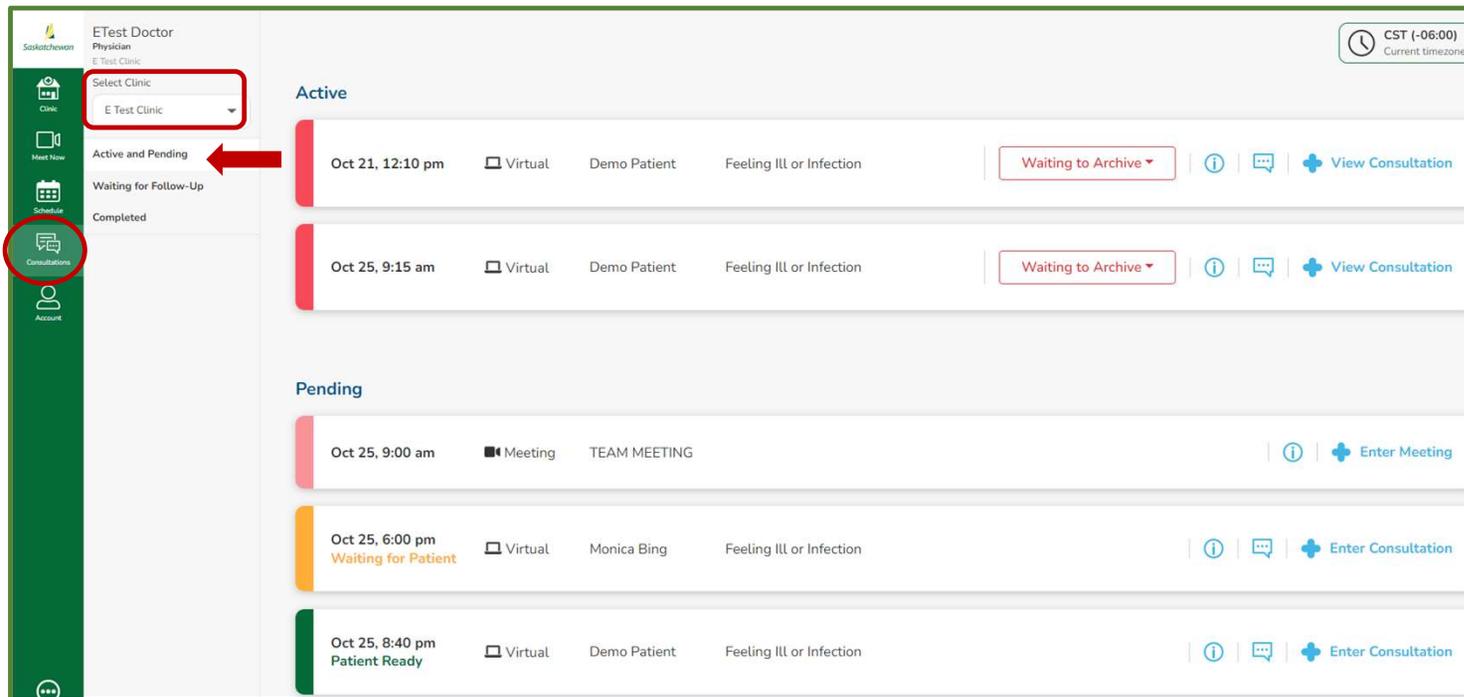
The screenshot displays the 'Past Meetings' section of the application. On the left sidebar, the 'Meet Now' icon is circled in red. Below it, the 'Past Meetings' menu item is also circled in red with a red arrow pointing to it. The main content area features a search bar with four filters: Participant Name, Date Range, Care Team Member, and Type. The search bar includes a 'Search' button and a 'Reset Search' link. Below the search bar, there are two meeting entries listed in a table format. The first entry is a 'Video' meeting with 'ev, ETest Doctor' as participants, dated 'Oct 21, 2022 - 12:12 pm'. The second entry is a 'Video' meeting with 'Dr Gellar' as participants, dated 'Sep 14, 2022 - 03:10 pm'. Each entry has an 'Add Note' button below it. The table has columns for 'Type', 'Participants', and 'Date'. Navigation buttons for 'First', 'Previous', '1', 'Next', and 'Last' are visible at the top right of the table.

- ❑ Select '**Meet Now**' in the dashboard, then click '**Past Meetings**'. The most recent meetings will be listed.
- ❑ Use the '**Search**' criteria to find a specific meeting:
  - Participant Name
  - Date Range
  - Care Team Member (only available to Office Administrators)
  - Type (video or phone)

# 15. Active & Pending Appointments



# Starting a Patient Consultation



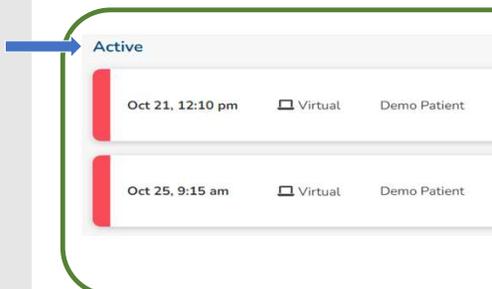
- ❑ Select **'Consultations'** in the dashboard
- ❑ Click **'Active & Pending'**
- ❑ If the healthcare provider works out of more than one clinic location, they must select the correct clinic from the **'Select Clinic'** drop-down

# Active & Pending Screen Headings & Color Schemes

## Active:

Consultations you have entered and started communicating in:

- Completed and 'Archived'
- Active & not yet 'Archived'
- Active where a patient has not arrived or responded to you

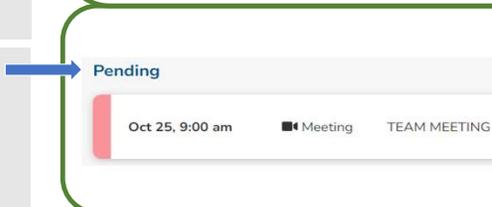


**RED** – this indicates 'Waiting to Archive'; the provider has completed the consultation and has nothing further to add, so it can be closed out. There is a delay of 3 hours in which this type of consultation will remain open, in the event there needs to be amendments made. It can also indicate 'Scheduled Quick Video Meeting'

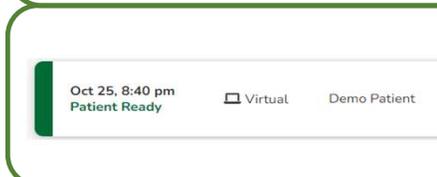
## Pending:

Consultations scheduled into your day:

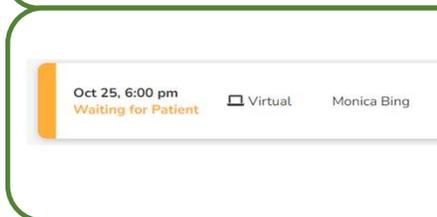
- 'Patient is Ready'
- 'Waiting for Patient'
- Scheduled Video Meeting



**PINK** – this indicates a scheduled Meeting



**GREEN** – this indicates 'Patient Ready'; the patient is marked as ready and is available for their appointment.



**GOLD** – this indicates 'Waiting for Patient' and is always showing this colour in the 'Waiting Room' section until a patient marks themselves as ready; the patient has an appointment booked for that specific day.

## Active & Pending Screen Features



- ❑ The 'Active & Pending' screen will show patients that are scheduled for today and will be indicated in GOLD under the 'Pending' section.
- ❑ Within 10 minutes prior to their scheduled consultation, a patient will be able to mark themselves as 'READY'. If they don't mark themselves ready, you have the option to message them by using the 'Quick Message' drop-down (indicated by the speech bubble icon)

**Note** – when the healthcare provider or their office admin messages the patient before they indicate they are ready, the patient has the option to enter the consultation without clicking the 'I'm Ready for My Appointment' button. If this happens, the consultation status will not change to the green "Patient is Ready" status but will remain as gold "Waiting for Patient".



- ❑ If you wish to send other participants an invitation to join the consult PRIOR to the appointment, you can click on the shareable consultation or meeting link, copy the link or invitation, and send it via email.

Office Admins will be able to view and manage each healthcare provider's waiting room on their behalf.



- ❑ You may view the consultation PRIOR to the appointment by clicking 'Enter Consultation', then, when you are ready to begin speaking with your patient, you will click 'Enter Consultation' from within the chat (the status in the 'Waiting Room' will now change to 'Active').



- ❑ When the consultation is complete & the practitioner has no further engagement with the patient, they can mark the status as 'Archive Consultation' from, either, within the consult or in the Waiting Room.

## 16. Starting a Patient Consultation



# Starting a Consultation – Step 1

The screenshot shows the ETest Doctor dashboard for a physician. The left sidebar contains navigation options: Clinic, Most Now, Schedule, Consultations (highlighted with a red circle), and Account. The main area is divided into 'Active' and 'Pending' sections. The 'Active' section lists two consultations, both with a 'Waiting to Archive' button. The 'Pending' section lists three consultations, with the bottom one having an 'Enter Consultation' button highlighted by a red arrow. The top right corner shows the current time zone as CST (-06:00).

Time	Mode	Patient	Reason	Action
Oct 21, 12:10 pm	Virtual	Demo Patient	Feeling Ill or Infection	Waiting to Archive, View Consultation
Oct 25, 9:15 am	Virtual	Demo Patient	Feeling Ill or Infection	Waiting to Archive, View Consultation
Oct 25, 9:00 am	Meeting	TEAM MEETING		Enter Meeting
Oct 25, 6:00 pm Waiting for Patient	Virtual	Monica Bing	Feeling Ill or Infection	Enter Consultation
Oct 25, 8:40 pm Patient Ready	Virtual	Demo Patient	Feeling Ill or Infection	Enter Consultation

- Select '**Consultations**' in the dashboard
- Click '**Active & Pending**'
- Click on '**Enter Consultation**'

## Starting a Consultation – Step 2

The screenshot displays the ETest Doctor interface for a consultation with a demo patient. The left sidebar shows navigation options: Clinic, Meet Now, Schedule, Consultations, and Account. The main content area is titled 'Consultation for Demo Patient' and shows the patient's age (22 years old) and ID (132). A red arrow points to the 'Enter Consultation' button, which is highlighted in blue. Below the button, a message states: 'ETest Doctor has been assigned to the consultation.' followed by 'This consultation is for Demo Patient. Health Card: 123456789 | DOB: Jan 01, 2000.' and 'Appointment Reason: Feeling Ill or Infection'. The right sidebar contains patient information, including contact details and location.

**Consultation for Demo Patient**  
Age: 22 years old Patient ID: 132  
Assigned - Created October 25, 2022

**Enter Consultation**

**Patient Information**

**Demo Patient**  
Patient ID: 132 Health Card #: 123456789  
Contact Information  
emarshall+patient5@lumeca.com  
Mobile Phone: (306) 434-5335  
Home Phone:  
Age and Gender  
Born on January 1, 2000  
22 years old  
Male  
Location  
Box 10, Regina, Saskatchewan, S4S 4P4  
Preferred Pharmacy

- ❑ When you first enter the consultation, the patient is not yet aware you have arrived.
- ❑ Once you are ready to begin, click '**Enter Consultation**'

## Starting a Consultation – Step 3

The screenshot displays the ETest Doctor interface for a consultation with a demo patient. The central chat area shows a message from the doctor: "Hello Demo Patient. I am Dr ETest. Are you in a private and quiet area and ready to begin our video chat?". The right-hand panel contains patient information, including Patient ID, Health Card #, Contact Information, Age and Gender, and Location. A green circle highlights the 'Patient Information' section, with a callout box stating: "Patient Information was entered by the patient when they set up their account and can only be changed by the patient." Red arrows point to the 'Video Chat', 'Phone Call', and 'Alert Patient' buttons, and another red arrow points to the 'Send' button.

- ❑ The consultation will begin, with the following options available:
  - Chat Messaging – i.e., introduce yourself to the patient, etc.
  - Video Chat – begin the video portion of the consultation
  - Phone Call – may be used if video chat does not work
- ❑ Once ready to proceed, click '**Video Chat**'

## Starting a Video Chat

- ❑ Check the boxes to enable your microphone, camera and remember your preferences for future video chats (optional)
  - Note: You may prevent certain participants from joining the video by clicking '**Prevent Other Consultation Participants From Joining**', then unchecking their name. You can start as many videos during the active consultation as necessary, adding and preventing participants as desired.
- ❑ When ready, click '**Start Video Chat**'.

Start Video Chat

Please select who you would like to join the video chat for **Baby Patient1** under **Pt1 (dad)**.

Guardian

Dad Patient1

Care Team

Test Doctor1 PRIMARY

Prevent Other Consultation Participants From Joining

Enable microphone when the meeting starts

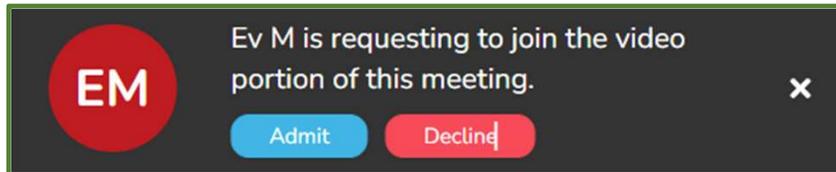
Enable camera when the meeting starts

Remember my preferences for future meetings

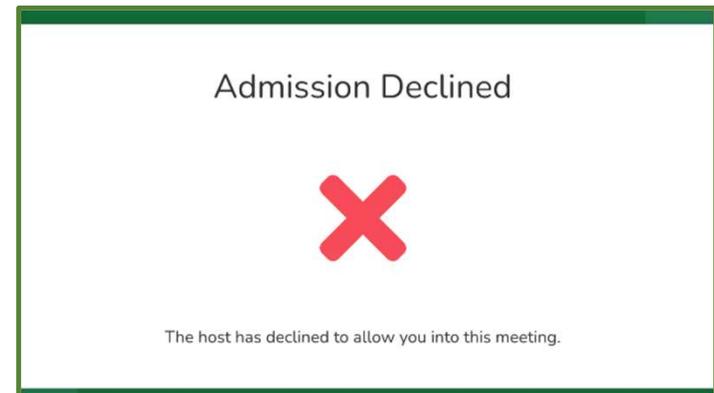
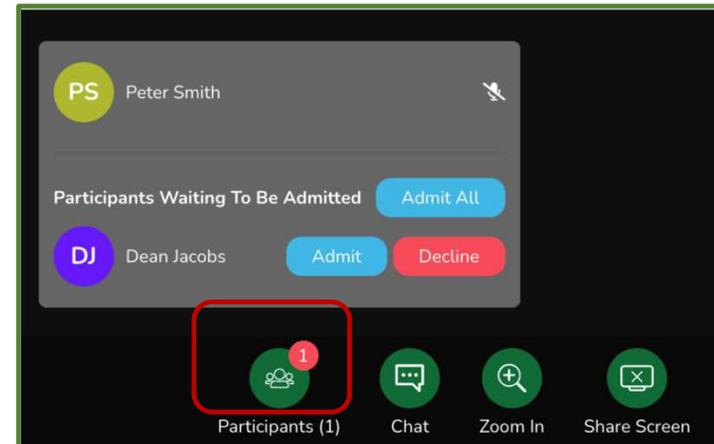
**Start Video Chat**

Cancel

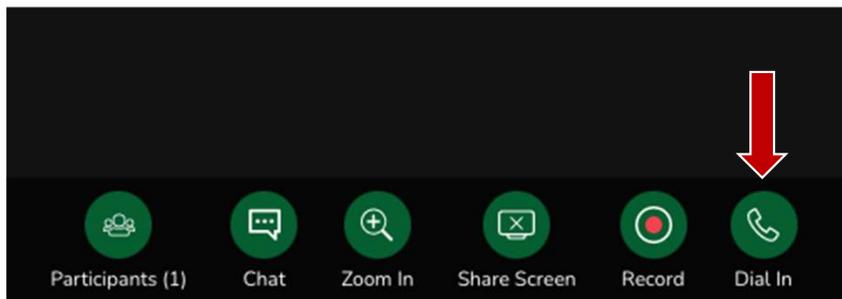
## Ability to 'Admit' or 'Decline' Users into the Video Chat



- ❑ All healthcare providers at the clinic in the video call can 'Admit' or 'Decline' participants from entering the video call. This can be done via the pop-up that appears over the video, or from the Participants button.
- ❑ If a user is 'Declined' from joining the call, they will be notified and unable to re-join.
- ❑ Note: the ability to 'Admit' users is also available for quick video calls (Meet Now).



## Dial a Phone Guest Into the Video Chat

A screenshot of a dialog box titled 'Dial In Participant To Video Chat'. The dialog contains the following text and fields:

Dial In Participant To Video Chat

Participants that are dialed in will be disconnected when the video chat ends.

Participant's Display Name  
(how their name will appear in the video chat)

Display Name

Participant's Phone Number

Phone #

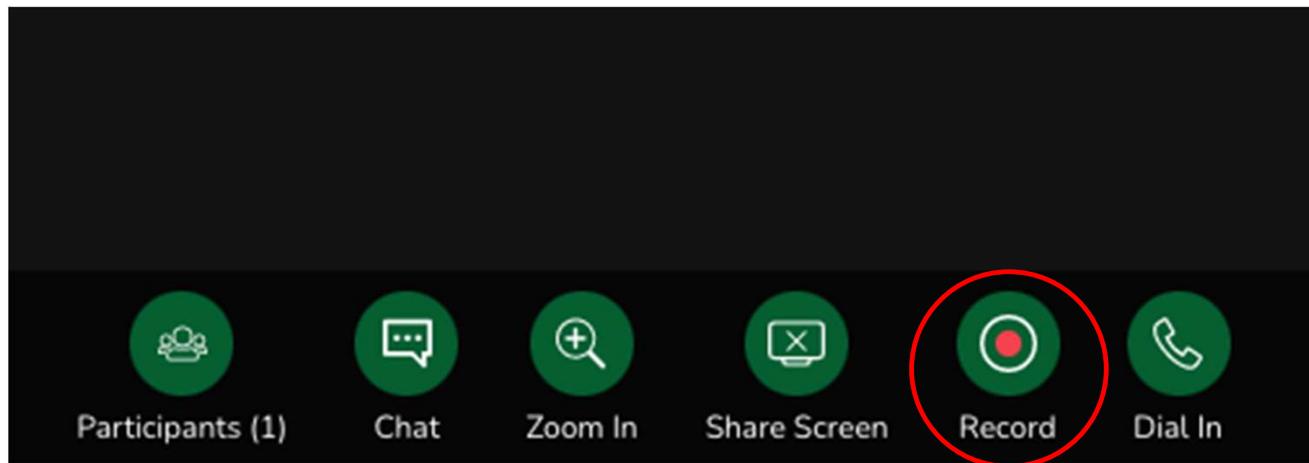
Dial In Now

Cancel

Two red arrows point to the 'Display Name' and 'Phone #' input fields.

- Once in the video chat, click '**Dial In**'
- Enter the '**Participant's Display Name**' (*how their name will appear in the video chat*)
- Enter the '**Participant's Phone Number**'
- Click '**Dial In Now**'
  - All participants in the video chat will hear the dialed-in person's phone ring and once they answer, will be able to hear them speak.
  - If an answering machine is picked up, it will be up to the video call host to remove the participant from the call.
  - Multiple people can be dialed into a video call - simply repeat the process for multiple participants.
  - The Dial-In feature is available for quick video calls as well (Meet Now).

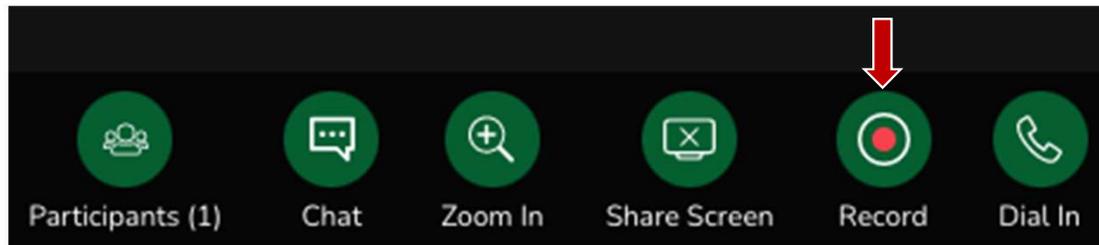
## Recording a Video Call



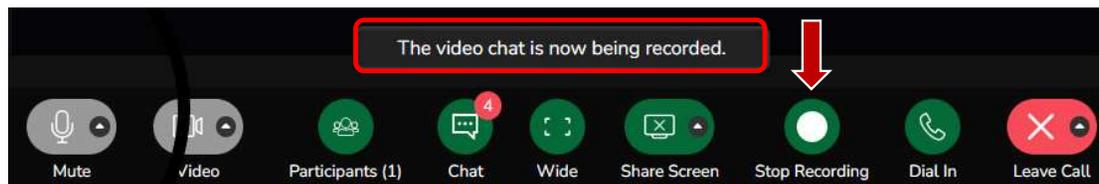
The 'Record a Video Call' feature is **turned off by default** and requires a request to your Organizational Approver to be turned on. *This button will not appear if the feature is disabled.*

- ❑ Forward your request via email:
  - SHA – [virtualcare@saskhealthauthority.ca](mailto:virtualcare@saskhealthauthority.ca)
  - SCA – [virtual.care@saskcancer.ca](mailto:virtual.care@saskcancer.ca)
  - SMA – [emr@sma.sk.ca](mailto:emr@sma.sk.ca)
  - ISC – [ehealthisc@canada.ca](mailto:ehealthisc@canada.ca)
  - Users other than the HSPs mentioned above, contact [servicedesk@ehealthsask.ca](mailto:servicedesk@ehealthsask.ca)

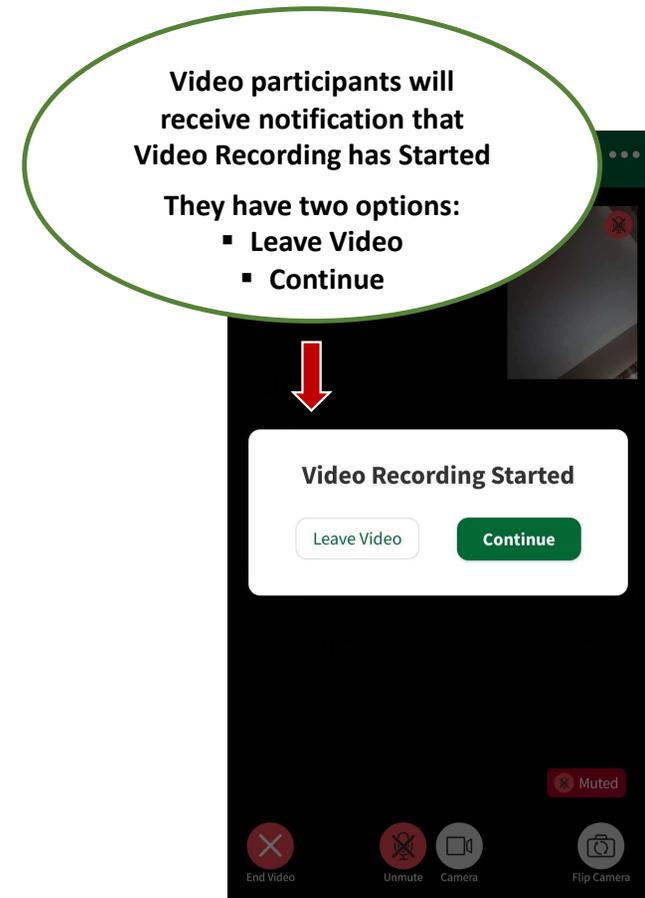
## Recording a Video Call



- ❑ To begin recording, click '**Record**'. A message will appear letting you know recording has begun.



- ❑ To end recording, click '**Stop Record**'. A message will appear letting you know recording has stopped.



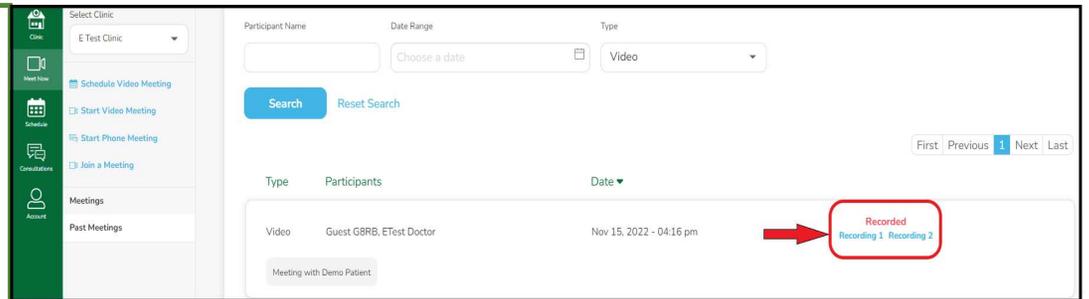
# Finding Recorded Videos

Up to approximately an hour after video recording has stopped, it will be available to view.

## 'Meet Now' Meetings

Video Recordings can be found under:

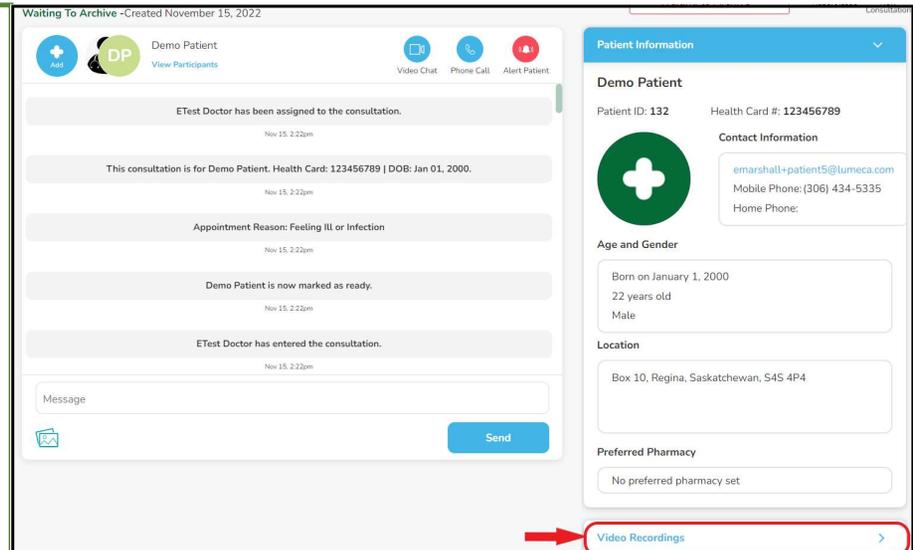
- Meet Now > Past Meetings
- Select the meeting from the list or search for it.
- Click the Recording you wish to review.



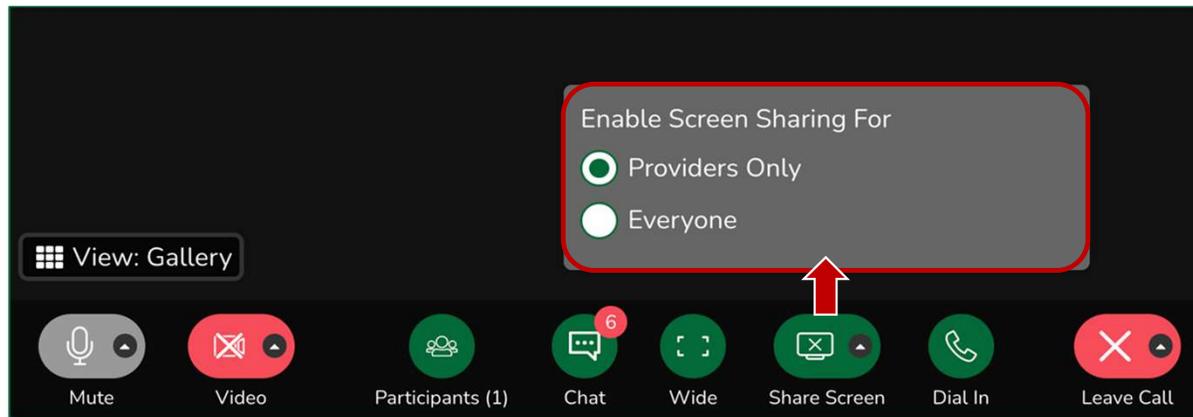
## Patient Consultations

Depending on whether they have been Archived or not, Video Recordings can be found under either:

- Consultations > Active & Pending
- Consultations > Completed
- Click 'View Recording'



## Sharing a Screen Within a Video Chat



All participants within the video call can share their screens and annotate, if enabled by the video chat host.

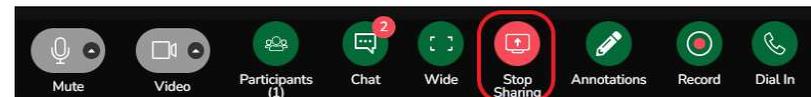
- ❑ The host would click '**Share Screen**', then choose '**Providers Only**' or '**Everyone**'

Once the screen is shared and visible, new buttons appear along the bottom of your video screen:

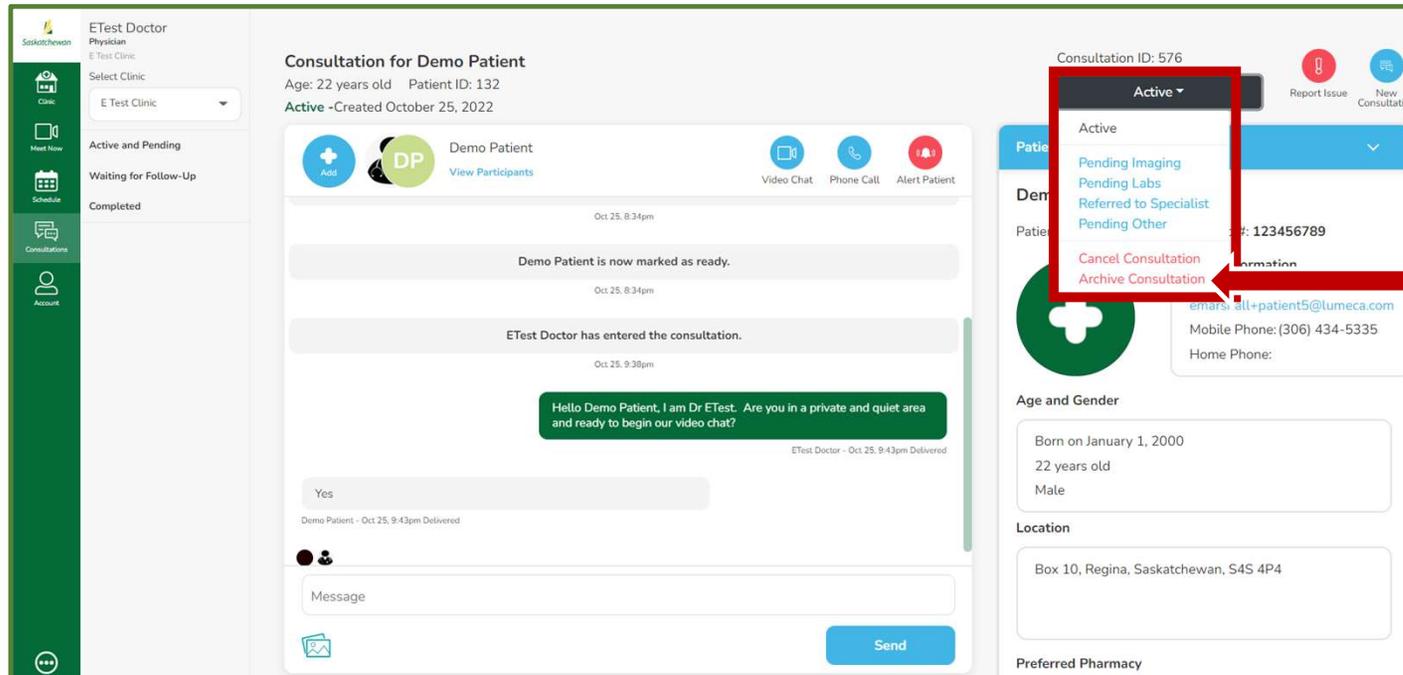
- ❑ **Annotations** - Click to highlight specific areas on your shared screen



- ❑ **Stop Sharing** - Click to stop sharing your screen



# Archive Completed Consultations

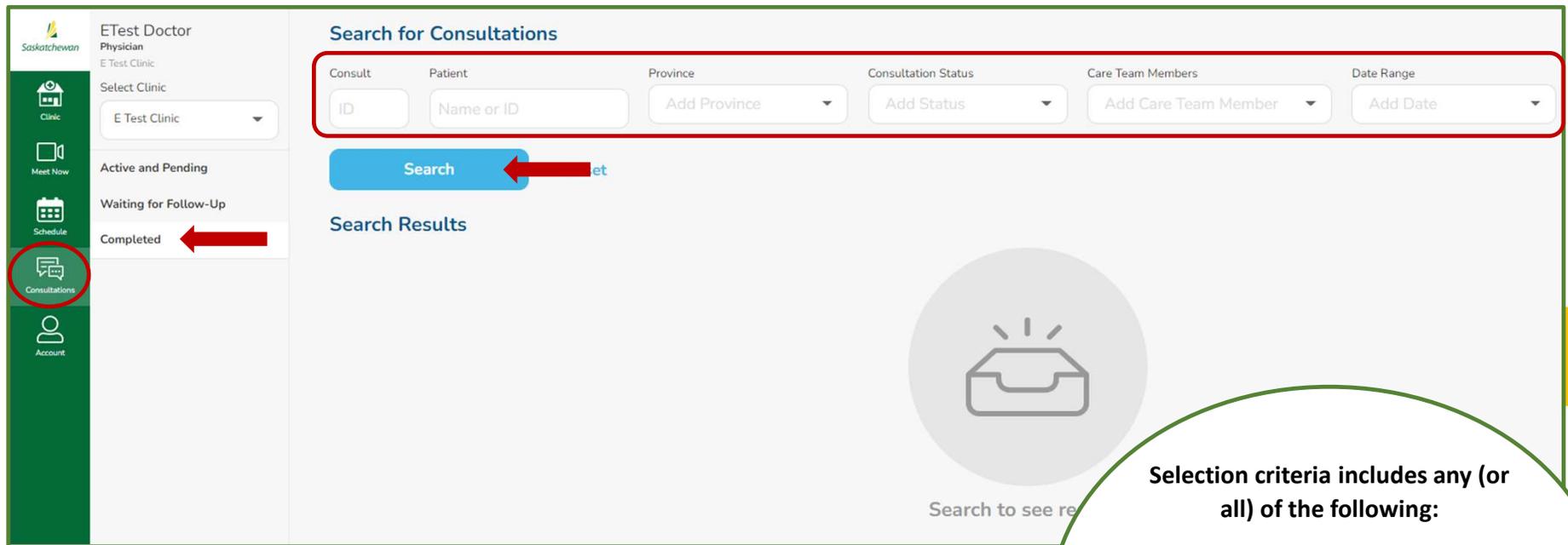


- ❑ When the consultation is complete, click the '**Active**' drop-down and choose '**Archive Consultation**'.
  - Unarchived consultations remain Active to both the clinic and patient and can create backlog and confusion.
  - Once 'Archived' consultations remain in the 'Active & Pending' screen for approximately 3 hours (in the event further action is needed by either the healthcare provider, the office admin or the patient) and then disappears from that screen.

## 17. Completed Consultations



# Search for a Consultation



- Select **'Consultations'** in the dashboard, then click **'Completed'**
- Enter applicable information
- Select **'Search'**

Selection criteria includes any (or all) of the following:

- Consult ID
- Patient First Name, Last Name, or SK Health Number
  - Province
- Consultation Status
- Care Team Members
  - Date Range

## 18. Provider Support

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PHONE:  
1-888-316-7446



EMAIL:  
virtualvisit@ehealthsask.ca



WEBSITE: [HTTPS://SKVIRTUALVISIT.ZENDESK.COM/H  
C/EN-US](https://skvirtualvisit.zendesk.com/hc/en-us)

## 19. Citizen Support

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PHONE:

1-844-767-8259 OPTION 4



EMAIL:

virtualvisit@ehealthsask.ca



WEBSITE: [HTTPS://SKVIRTUALVISIT.ZENDESK.COM/H  
C/EN-US](https://skvirtualvisit.zendesk.com/hc/en-us)