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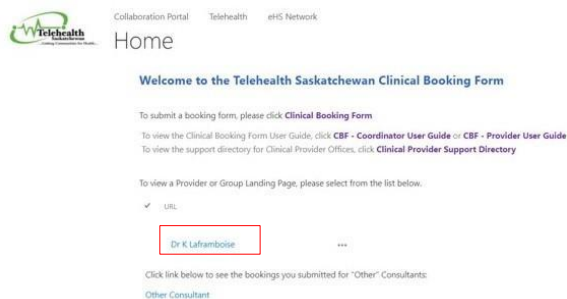
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## A. OVERVIEW:

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.



## 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)\*:

Start Time (SK)\*:  (HH:MM)      End Time (SK)\*:  (HH:MM)      Reference:

Patient Site\*:  Please select a value...      Telehealth Partner:

Consultant\*:  Please select a value...      Consultant Specialty\*:

Consultant Telehealth Site\*:  Please select a value...      Other Site:

Consultant Phone\*:       Fax:

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**PATIENT INFORMATION**

Patient Name\*:       Home Phone\*:       Cell Phone\*:

DOB (mm/dd/yyyy)\*:       HSN:

Address\*:

Alternate Contact:       Relationship:  Please select a value...       Other

Alternate Contact Phone:      

### a) SCHEDULING:

- **TIME** is a 24-hour clock, use this format (HH:MM).
- **REFERENCE** field is used for out of province booking numbers, SCA patient identifiers, etc. Data in this field will appear in the subject line of your email notification.
- **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.

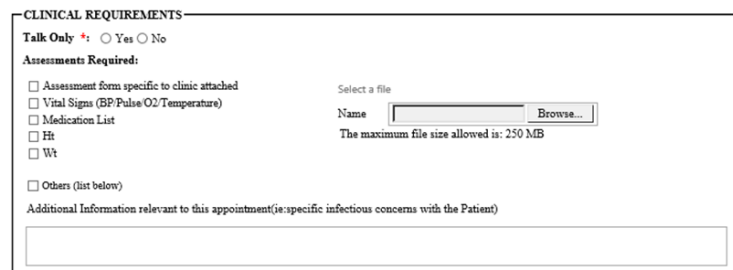
b)

## b) PATIENT INFORMATION

- Complete all mandatory fields
- Preferred name format is **LASTNAME, FIRSTNAME**
- If patient only has one phone number, you can either place 306-000-0000 in the second space or repeat the number in both

## 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)

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

Select a file

Name

The maximum file size allowed is: 250 MB

## 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.





# TELEHEALTH ONLINE CLINICAL BOOKING FORM PROVIDER GUIDE



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

SP2013\_uat@ehealthsask.ca
Hynduk, Michelle SHA
10:42 A

TH Clinical form - Appointment Date 1/1/2020 at 1000AM site Carrot River by provider Dr Black Reference:

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Workflow Notification

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

<b>Appointment Date</b> 1/1/2020	<b>Patient Site</b> Carrot River	<b>Start Time</b> 1000 AM
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6. Coordinator will “Approve” or “Reject” the booking depending on availability of the patient site requested:

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

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.

- **IMPORTANT** - It is the responsibility of the clinician office to notify the patient of the appointment and provide ALL wayfinding information found in the “Comments section” of the approved form. This section also includes support numbers.

- 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 email link.

Telehealth Partner	Patient Site	Patient Name	Consultant	Consultant_Site	Appointment Date	Start Time	Created By	Created	Status
SHA Central Scheduling	Rosetown	Ronald Lewis	Dueck, Dorie-Anna	SCC Dueck	9/8/2021	10:15	Milligan, Laura SCA	9/7/2021 1:45 PM	Approved
SHA Central Scheduling	La Ronge	Mary Venne	Writa	SCC Suite #2	9/9/2021	09:30	Milligan, Laura SCA	8/19/2021 3:43 PM	Approved
SHA Central Scheduling	Unity	Kevin Lacoursiere	Anna	SCC Dueck	9/10/2021	11:00	Carrington, Renee SCA	8/13/2021 8:35 AM	Approved
Onion Lake Health	FN Onion Lake	Alma Hill		SCC Portable	9/13/2021	09:30	Carrington, Renee SCA	8/27/2021 10:29 AM	Approved
SHA Central Scheduling	Lloydminster	Alma Hill		SCC Portable	9/13/2021	09:30	Carrington, Renee SCA	9/3/2021 11:14 AM	Approved
SHA Central Scheduling	Tisdale	Bertha Hayn		SCC Abbas	9/14/2021	15:45	Carrington, Renee SCA	8/17/2021 9:44 AM	Approved
SHA Central Scheduling	Lloydminster	Wayne Bretz	Anna	SCC Dueck	9/14/2021	09:00	Carrington, Renee SCA	8/17/2021 3:59 PM	Approved
SHA Central Scheduling	Swift Current	Coleen Bloh		SCC Yadav	9/20/2021	15:45	Carrington, Renee SCA	8/18/2021 10:17 AM	Rejected
SHA Central Scheduling	Swift Current	Coleen Bloh		SCC Yadav	9/20/2021	13:15	Carrington, Renee SCA	8/23/2021 9:46 AM	Approved
SHA Central Scheduling	Raymore	Thomas Emmons		SCC Iqbal	9/22/2021	14:30	Carrington, Renee SCA	8/25/2021 8:04 AM	Approved
SHA Central Scheduling	Unity	Celine Krips		SCC Sami	9/23/2021	10:00	Milligan, Laura SCA	9/8/2021 11:13 AM	
SHA Central Scheduling	Unity	Carol Herba	Anna	SCC Dueck	9/24/2021	08:30	Carrington, Renee SCA	9/3/2021 11:46 AM	Approved
SHA Central Scheduling	Yorkton	Delmer Schi		SCC Abbas	10/14/2021	11:45	Carrington, Renee SCA	8/12/2021 9:30 AM	Approved

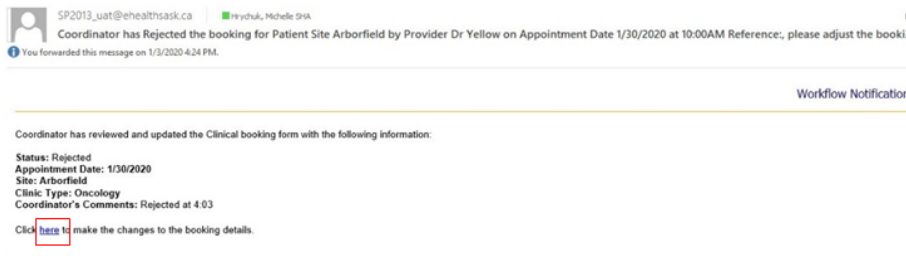
**REJECTED** - you will receive an email notification, which could include alternative availability along with information on who to contact. See example below:

*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) \*  (HH:MM)

End Time (SK) \*  AM:MM

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.



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				
✓ Telehealth Partner	Patient Name	Patient Site	Patient_Phone	Primary_Contact
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 of 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 \*:       Email Address \*:

Create Duplicate                 

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.