Scheduling a Virtual or Phone Visit – Agnostic Workflow for a clinic to schedule a virtual (telehealth, telemedicine, video) or phone visit. March 20, 2020 Confirm/update Complete other Complete screenings, Receive patient call patient necessary including travel or for appointment demographic registration health screenings information steps Patient able Schedule virtual or Schedule to have virtual phone visit, based on Virtual Visit? Scheduler clinic guidelines visit? No Review upcoming Contact patient to resolve an Refer to clinical Referto Schedule phone virtual and phone outstanding check-in steps, clinical triage? triage visit including unsigned consents visits chedule in-person visit or advise next steps chedule in-person visit Schedule phone or advise next steps visit Triage No **Indicates Operational** Schedule virtual or atient able Schedule Decision to be made phone visit, based on Contact patient Evaluate patient to have virtual Virtual Visit? by Organization visit? clinic guidelines

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Indicates the start and end points of a process



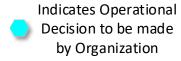
A specific process step, task or activity that is performed



A point in the process where a yes/no question is required



Indicates a reference or connection to another workflow





Indicates a
Reference Point
that is not part of
a Decision Point