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GENNIEMD CALL BACK FEATURE

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GENIEMD



GenieMD New Call Back Feature:

GenieMD providers are now able to invite patients to the waiting room from the call back bucket. This is designed to reduce the time spent contacting patients so you can better utilize your time.

We ask that you **do not invite more than 4 patients** at a time so that other providers are able to also pick up patients.

At the end of your shift if patients have not responded please email Kyler Knox at Kyler@geniemd.com so he may put these patients back in the call back bucket. We will make adjustments to this in the future.

Instructions:

Step 1: Log in and select the CALL BACK BUCKET. Here you will see all patients that need to be contacted by a provider.

Actions	Assignment	Call status	Name	Clinic Name	Patient location	Age	Gender	Assessment
			Android Nov fifteen	Primary Care	CA	55	Male	General Consult
			Android Nov fifteen	iVisit Weight Loss	CA	55	Male	Weight Loss Initial Visit-
			Test Patient	Weight Loss	CA	34	Male	Weight Loss Initial Visit-
			GenieMD Test	Weight Loss	CA	34	Male	Weight Loss Initial Visit-

Step 2: Locate the YELLOW CLOCK on the left-hand side of the patient's name. When highlighted you will note this states MOVE TO WAITING ROOM.

Once you select MOVE TO WAITING ROOM, the patient will get a text message inviting them to the waiting room and providing a link for them to do so.

Encounters

Patients

Care Plan

Chat

Laboratory

Message

Invite

WAITING ROOM 3

CALL BACK 14

SCHEDULED 0

FOLLOW UP 1

ASYNCHRONOUS 1

COMPLETED 2

Search

Actions	Assignment	Call status	Name	Clinic Name	Patient location	Age	Gender	Assessment
			Android Nov fifteen	Primary Care	CA	55	Male	General Consult
			Android Nov fifteen	iVisit Weight Loss	CA	55	Male	Weight Loss Initial Visit-
			Test Patient	Weight Loss	CA	34	Male	Weight Loss Initial Visit-
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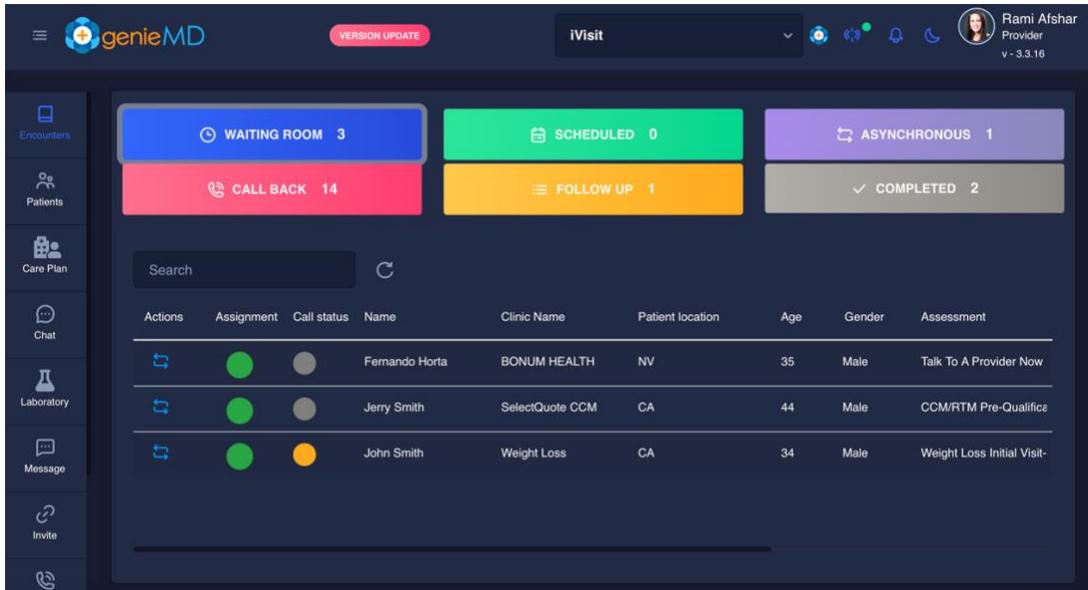
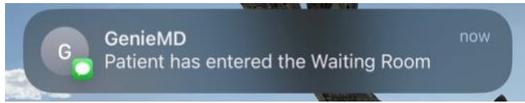
Move to Waiting Room

Step 3: Go to the WAITING ROOM. You will now see the patient in the waiting room. You will notice the GREY CIRCLE which lets you know the patient has not yet joined the waiting room.

The screenshot shows the genieMD iVisit interface. At the top, there's a navigation bar with the genieMD logo, a 'VERSION UPDATE' button, and the user's name 'Rami Afshar, Provider v - 3.3.16'. Below this is a dashboard with several colored buttons representing different encounter types: WAITING ROOM (3), SCHEDULED (0), ASYNCHRONOUS (1), CALL BACK (14), FOLLOW UP (1), and COMPLETED (2). A search bar is present above a table of patients. The table has columns for Actions, Assignment, Call status, Name, Clinic Name, Patient location, Age, Gender, and Assessment. The row for 'John Smith' is highlighted with a yellow border. In the 'Assignment' column for John Smith, there is a green circle, and in the 'Call status' column, there is a grey circle, indicating the patient has not yet joined the waiting room.

Actions	Assignment	Call status	Name	Clinic Name	Patient location	Age	Gender	Assessment
			Fernando Horta	BONUM HEALTH	NV	35	Male	Talk To A Provider Now
			Jerry Smith	SelectQuote CCM	CA	44	Male	CCM/RTM Pre-Qualifica
			John Smith	Weight Loss	CA	34	Male	Weight Loss Initial Visit-

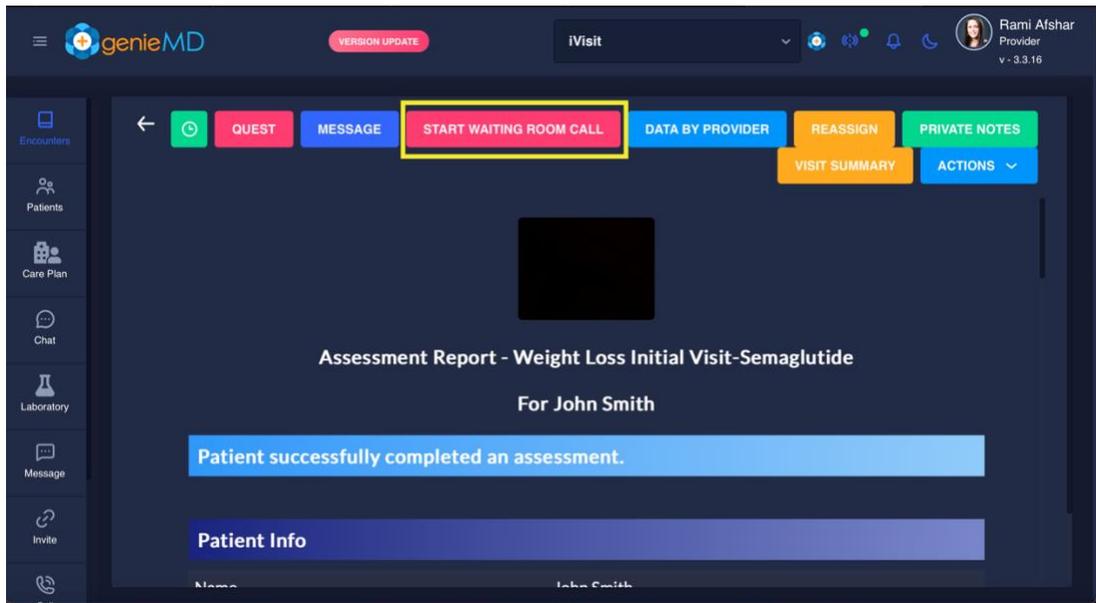
Step 4: Once the patient joins the waiting room the provider will get a text message alerting the provider that the patient has joined the waiting room. You will notice at this point that the grey circle turns YELLOW showing that the patient has joined the waiting room.



The screenshot shows the GenieMD iVisit dashboard. At the top, there is a navigation bar with the GenieMD logo, a "VERSION UPDATE" button, and the "iVisit" title. The user profile for Rami Afshar, Provider, v - 3.3.16, is visible in the top right corner. The dashboard features a central grid of colored buttons representing different patient statuses: WAITING ROOM (3), SCHEDULED (0), ASYNCHRONOUS (1), CALL BACK (14), FOLLOW UP (1), and COMPLETED (2). Below this grid is a search bar and a table of patients.

Actions	Assignment	Call status	Name	Clinic Name	Patient location	Age	Gender	Assessment
			Fernando Horta	BONUM HEALTH	NV	35	Male	Talk To A Provider Now
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			John Smith	Weight Loss	CA	34	Male	Weight Loss Initial Visit-

Step 5: From here you can select the patient and initiate the waiting room call.



Step 6: AS A REMINDER. AT THE END OF YOUR SHIFT PLEASE ALERT KYLER TO ANY PATIENT REMAINING IN YOUR WAITING ROOM SO THEY MAY BE PLACED BACK INTO THE CALL BACK BUCKET. THIS PROCESS WILL CHANGE IN THE FUTURE.