JANUARY 5, 2026

GENNIEMD CALL BACK FEATURE

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GENIEMD

GenieMD New Call Back Feature:

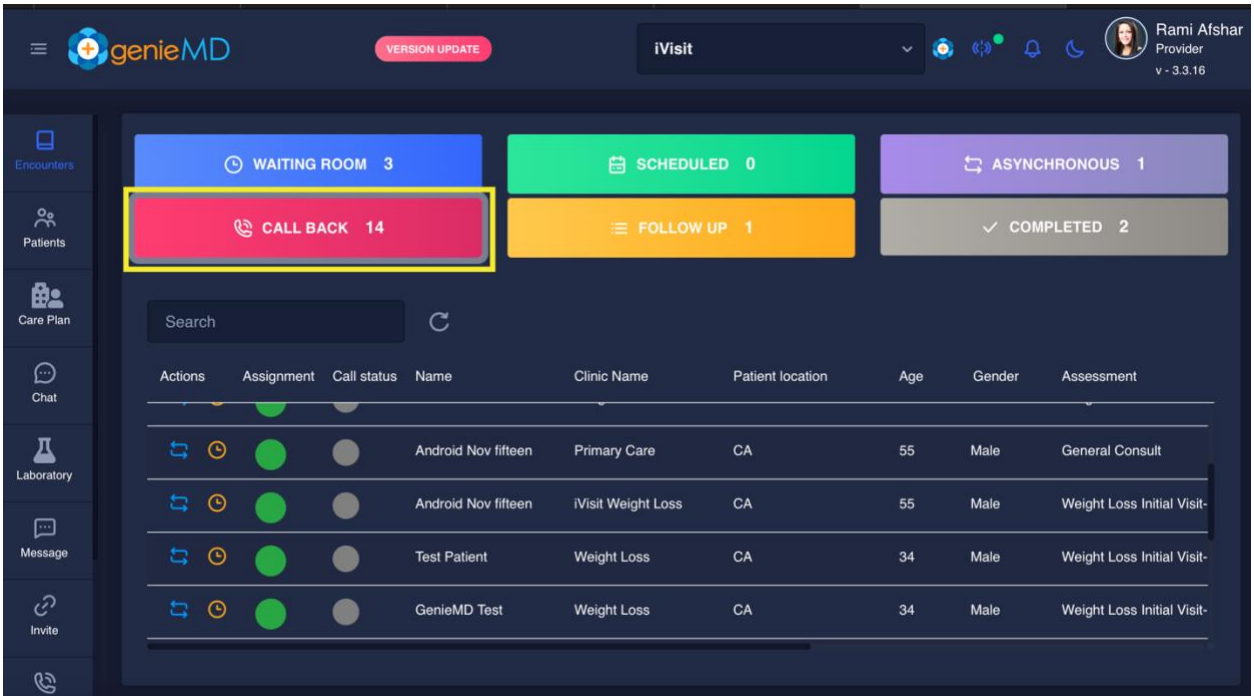
GenieMD providers are now able to invite patients to the waiting room from the call back bucket. This is designed to reduce the time spent contacting patients so you can better utilize your time.

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.

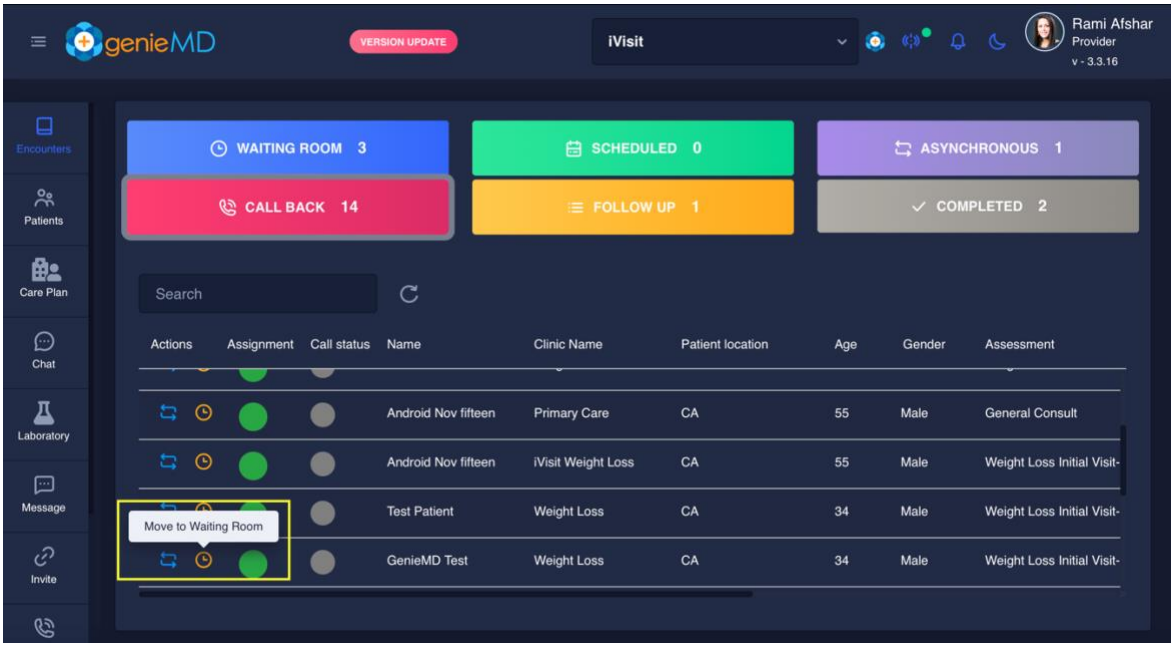
Instructions:

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

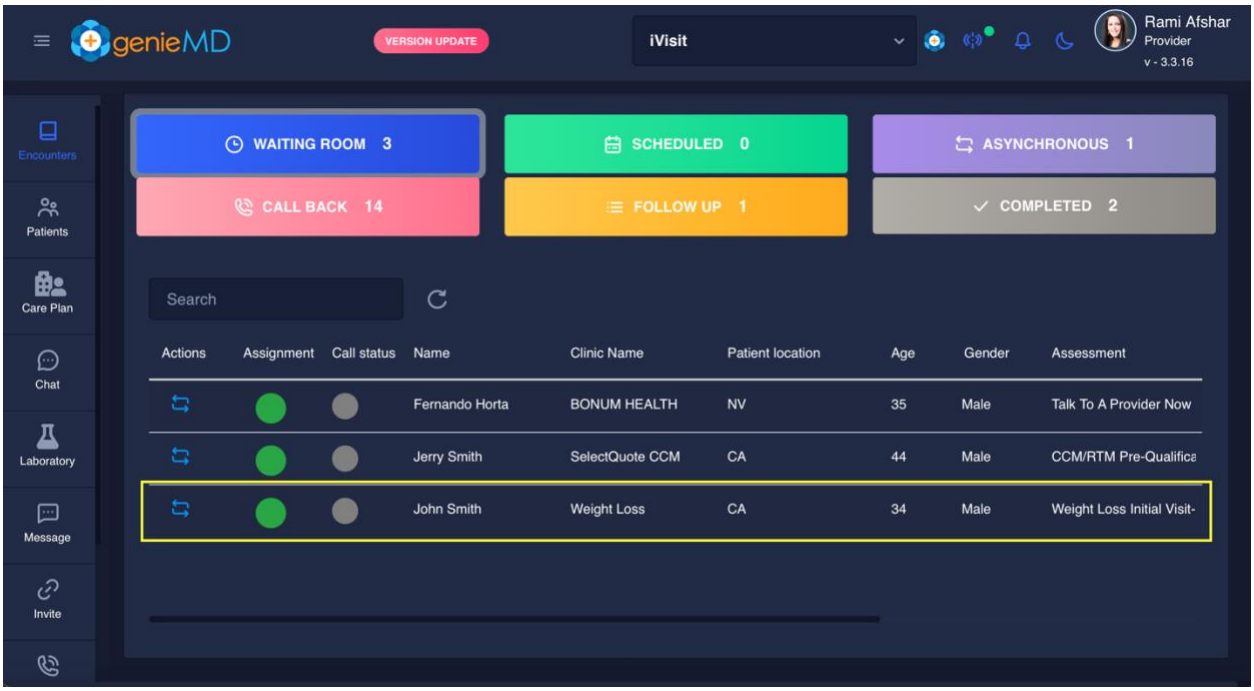


Step 2: Locate the YELLOW CLOCK on the left-hand side of the patient's name. When highlighted you will note this states MOVE TO WAITING ROOM.

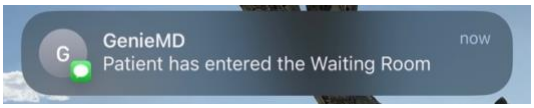
Once you select MOVE TO WAITING ROOM, the patient will get a text message inviting them to the waiting room and providing a link for them to do so.

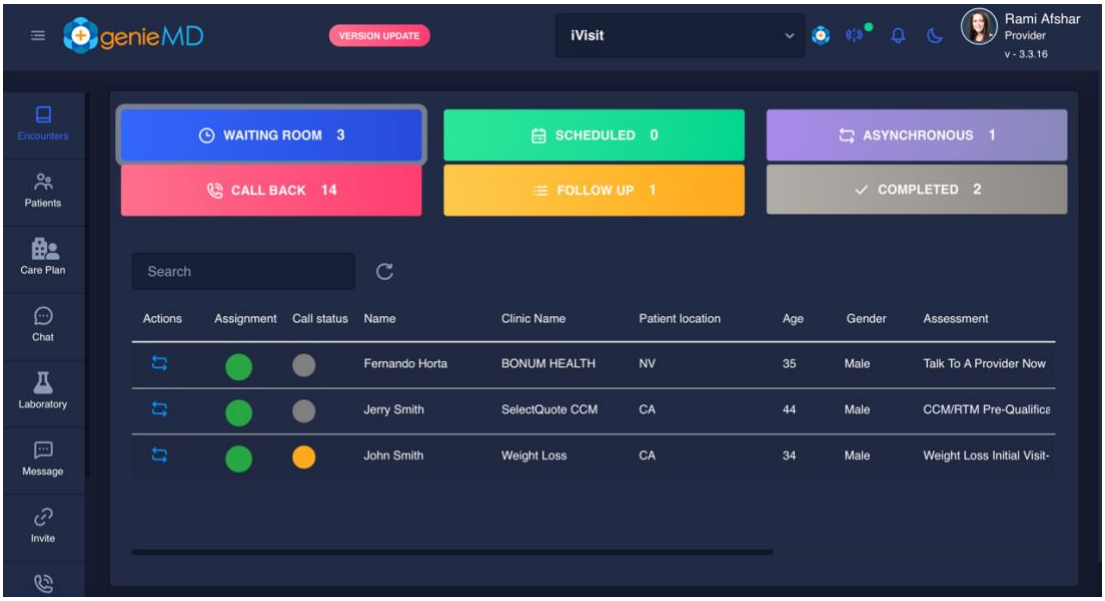

genieMD
VERSION UPDATE
iVisit
Rami Afshar
Provider
v - 3.3.16
Encounters
Patients
Care Plan
Chat
Laboratory
Message
Invite
WAITING ROOM 3
SCHEDULED 0
ASYNCHRONOUS 1
CALL BACK 14
FOLLOW UP 1
COMPLETED 2
Search
Actions
Assignment
Call status
Name
Clinic Name
Patient location
Age
Gender
Assessment
Android 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-
Move to Waiting Room
GenieMD Test
Weight Loss
CA
34
Male
Weight Loss Initial Visit-

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.

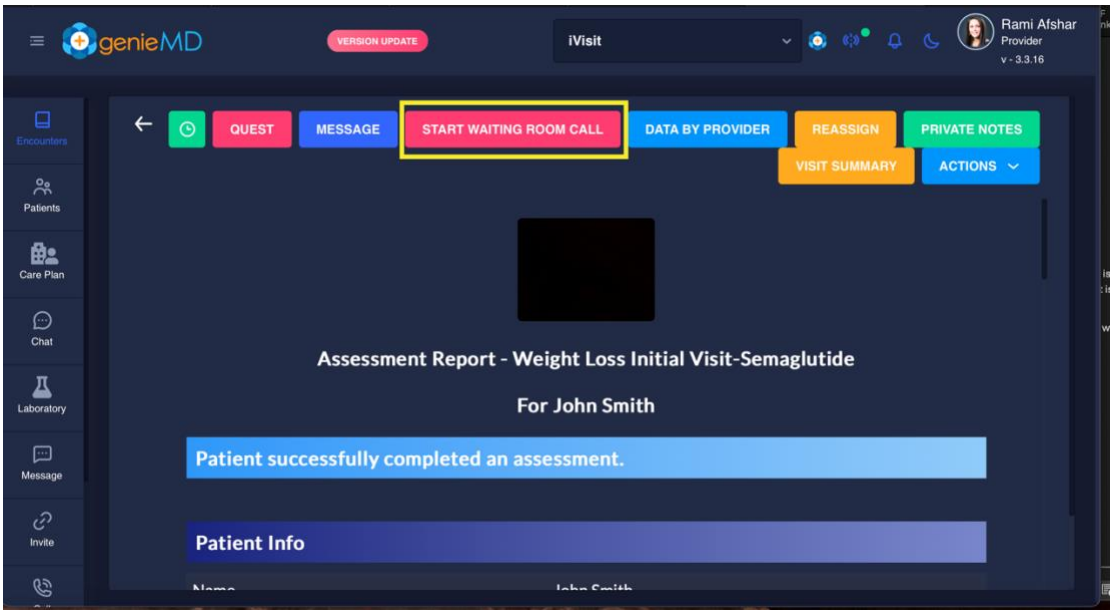


Step 4: Once the patient joins the waiting room the provider will get a text message alerting the provider that the patient has joined the waiting room. You will notice at this point that the grey circle turns YELLOW showing that the patient has joined the waiting room.





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.