

Telehealth Waiting Room & Pre-Call Readiness Checklist

Run this against your waiting-room design before launch. Privacy first, then queue, triage, and the pre-call tech test. Engineering guidance, not legal advice — confirm specifics with counsel.

1 · PRIVACY FIRST (the rule that constrains everything)

- ☐ Full HIPAA applies — OCR telehealth enforcement discretion ended 2023-08-09; no consumer-tool exception
- ☐ No patient sees another: name, face, presence, or position of others never appears on a patient screen
- ☐ Queue + intake service handles PHI — a third party running it is a business associate and needs a BAA
- ☐ Encryption does not remove the BAA requirement; it sits alongside it (HHS Cloud Computing guidance)
- ☐ Every check-in and admission is access-controlled and audit-logged (45 CFR 164.312(a)-(b))

2 · THE QUEUE (state machine + honest waits)

- ☐ Model each patient as one state: invited > checked-in > in-queue > ready > in-consult
- ☐ Exits handled: no-show (never checked in), abandoned (left before seen), rescheduled
- ☐ Order rules set: appointments outrank walk-ins; acuity can jump or exit the line
- ☐ Show an honest position and estimate: avg consult x patients-ahead / providers-free (round up)
- ☐ Time the checked-in > in-consult gap (real wait) and the abandoned rate (wait too long)

3 · TRIAGE & ROUTING (support, never diagnosis)

- ☐ Short intake captured while waiting; outputs feed the provider summary and the routing logic
- ☐ Tele-triage = screen and route only — a tool that diagnoses may be an FDA-regulated device (SaMD)
- ☐ Patient's current state captured; route only to a clinician licensed where the patient is
- ☐ Identity and consent captured here, before the call — not during it

4 · PRE-CALL TECH CHECK (all five pass = ready)

- ☐ Camera: live preview; catch `NotFoundError` (no device) and `NotReadableError` (device busy)
- ☐ Microphone: request after a click; catch `NotAllowedError` (blocked) — show a plain-language fix
- ☐ Speaker: a test tone confirms audio output before the visit
- ☐ Network: TURN relay reachable, round-trip under ~150 ms, packet loss under 2-3%
- ☐ Served over HTTPS (secure context) — browsers block camera capture otherwise (build-time guarantee)

PROVIDER READINESS & THE NO-SHOW MATH

Provider sees a prioritized list: who is ready, who is mid-intake, plus the pre-visit summary — next patient one click away. The SYSTEM, not the clinician, owns the no-show cutoff: past the grace period, mark no-show, release the slot, pull the next patient. The math: 1,000 visits/mo x 15% = 150 missed; a 30% reduction recovers 45/mo = \$4,500/mo at \$100 each = \$54,000/yr. Fill in your own numbers — the waiting room is a revenue system.