Converting a scheduled appointment to Telehealth

1. Reschedule the appointment



1. Click “No” when prompted to retain encounter association



1. Click the Next button, which allows to change the appointment type:



Change the appointment type to Telehealth (Specialty) or (Primary)



1. Click the Move button to move the changes to the Work in Progress window



1. Select the same time slot and click on schedule button, click on override



1. Choose reason Alternate Appointment Scheduled and click OK.



1. Add an Encounter, choose PreReg OP Telehealth. Complete the rest of the required fields.



1. During Check in, make sure to flip the encounter to Outpatient Telehealth



1. Make sure to cancel the non telehealth appointment to avoid confusion:

