

Schedule a Clinical Appointment

1. Click **Clinic Templates>Apply**, search for the desired template (Consultant) and click **Go**. Click the **Apply** button under the Action column.
2. Enter information in steps 1 – 4 where necessary then click **Apply Template** to schedule the clinic. Click **OK** to confirm.
3. Click **Clinics>View by Day**, select the day of your clinic then select your clinic. On the next window click **Schedule Appointment**.
4. Click **Select Patient** and search for the patient. If the patient is there, confirm two (2) demographics then click on the patient to select. If the patient is not there, click **New Patient** and enter required information including: PHIN and Provincial Health # (for Manitoba patients), patient name, DOB, primary site, gender, city, province, postal code and phone number.
5. Enter the patient site information under **Specify Request Site**. If clinical peripherals (patient camera or stethoscope) are required, click **Need Equipment** to add after you have selected the room.
6. Click **Search** then click on the desired time option at the bottom of the window. Scroll to the bottom and click **Book Appointment**. You should get a successfully booked message; click **OK** to complete booking.
7. If applicable; click **Letters** and then **Telehealth Notification Letter**. Print if required.

Change the Date or Time of a Clinical Appointment

1. Follow the steps to cancel a clinical appointment identified below then reschedule the appointment following steps 1 to 7 above.

Cancel a Clinical Appointment

1. Click **Appointments>View by Day**. Select the day of your appointment then click on your appointment to select it.
2. Under the **Appointment Actions** section select **Cancel** and a reason for cancellation. Click **Submit**.
3. Select reason for cancellation from the drop down list and then type applicable information in the comment section (i.e. Patient not available) and click **Go**. Click **OK** to confirm.
4. Close the **Appointment Detail Page** window by clicking on the **X** in the top right corner. Click on **Clinics>View by Day**, select the day of your clinic then select your clinic.
5. Once open, click **Delete Clinic** and **OK** to confirm.
6. Enter applicable information in the comment box and click **Go**.

Whiteboard

MBTelehealth Site Contacts should be printing the Whiteboard daily for up to date connection information.

Room Availability

You can use one of these reports for checking room availability for scheduling conflicts:

Site Reports> Whiteboard
-useful for provider site

Meetings>Overview
-useful for patient site

Call the MBT Schedulers for...

*All out of province/out of Network connections

*All last minute (after noon the day before) additions/changes/modifications

1-866-999-9698
Option 4, Option 2
(toll-free)

Definitions

Appointment
Patient side of clinical event

Clinic
Provider side of clinical event

Meeting
Non clinical events