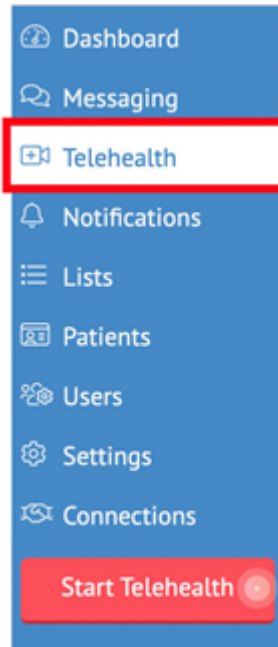


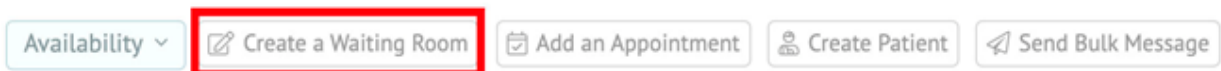
WAITING ROOMS

(5.12.2020)

- To Create your Waiting Room click on the Telehealth tab in the left margin



- Select 'Create a Waiting Room' from the tab options at the top of the screen



- Create a personalized URL and click 'Check' to see if it is available

Welcome **Mary Klien**

Create New Waiting Room | Waiting Rooms

Let's create your virtual waiting room

<https://connect.docsink.com/u/> Check

- Once checked and verified a green check will appear, click Save
- Once this URL has been created it is not editable – you can only delete or make a new one to update the URL

Welcome **Mary Klien**

Create New Waiting Room | Waiting Rooms

Let's create your virtual waiting room

<https://connect.docsink.com/u/> → ✓ Save

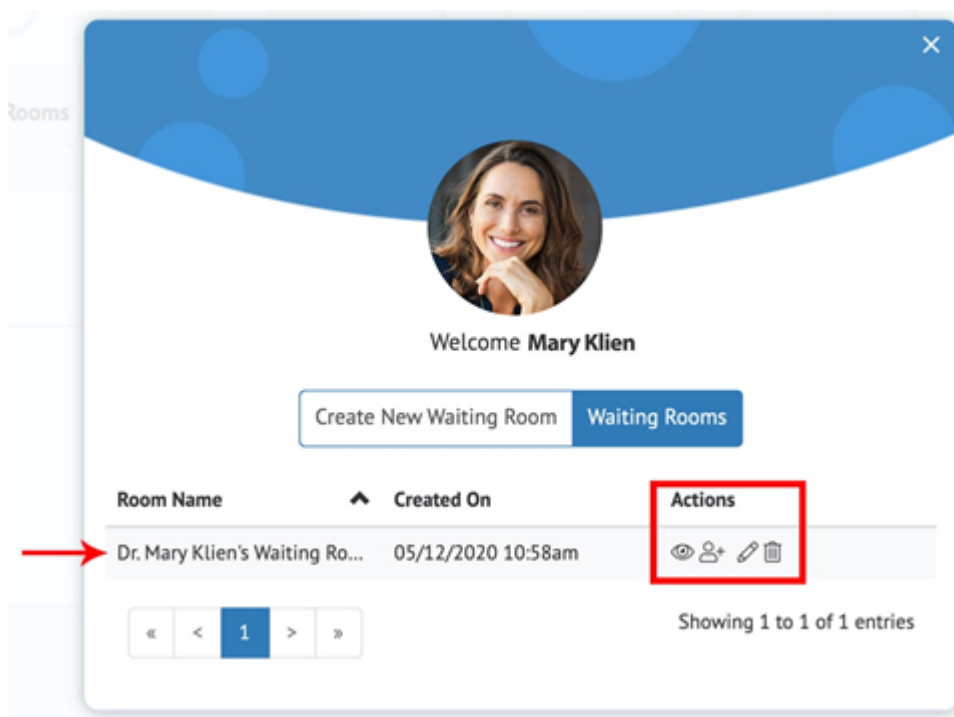
- Your Waiting Room url/website link has been created. To share, copy your room's link by selecting the 'Copy' icon next to the URL.
- This is also where you will 'Name your waiting room', add a 'Greeting display' and toggle to choose your display photo

This screenshot shows the 'Waiting Rooms' configuration interface for a user named Mary Klien. At the top, there is a blue header with a circular profile picture of Mary Klien and the text 'Welcome Mary Klien'. Below this are two buttons: 'Create New Waiting Room' (highlighted in blue) and 'Waiting Rooms'. The main heading is 'Excellent!' followed by the text: 'Now that you've created your waiting room, you can invite users to it so they can check in.' Below this, a link is provided: 'Click here to check it out: <https://connect.docsink.com/u/DrKlien>' with a red box around the copy icon. There are two input fields with red arrows pointing to them: the first contains 'Dr. Mary Klien's Waiting Room' and the second contains 'Dr. Klien's waiting room. Please check in.' Below the input fields are two radio buttons: 'Profile Picture' (selected) and 'Organization Logo'. A blue 'Save' button is at the bottom right.

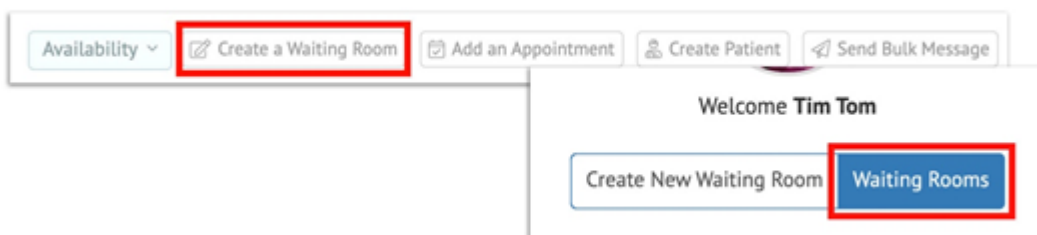
- Once you name your waiting room click Save

This screenshot shows the 'Save' button from the previous screen, which is highlighted with a red box. Below it, a confirmation dialog box is displayed. The dialog box has a green checkmark icon and the text 'Room created successfully.' with an 'OK' button at the bottom.


- When your waiting room has been created you will see a list of all your Rooms available
- With the Action icons you can View Room, Add Users, Edit Room and Delete Room







- To return to this view select 'Create a Waiting Room' from the tabs at the top and then choose 'Waiting Rooms' from the two (2) options in the middle of the screen




- If you do not see all the icon options available, you have been added to the room as a Guest User

Room Name	Created On	Actions
Dr. Mary Klien's Waiting Ro...	05/12/2020 10:58am	

- 'View Room' (eye icon) allows you to view the room as a patient would at the time of their Check-In
- You can also come back to this view to find the url/website link to your Waiting Room at the top of the page in the address bar

Created On	Actions
05/12/2020 10:58am	   



Mary Klien
Dr. Mary Klien's Waiting Room

Dr. Klien's waiting room. Please check in.

First Name
 Last Name

Date of Birth

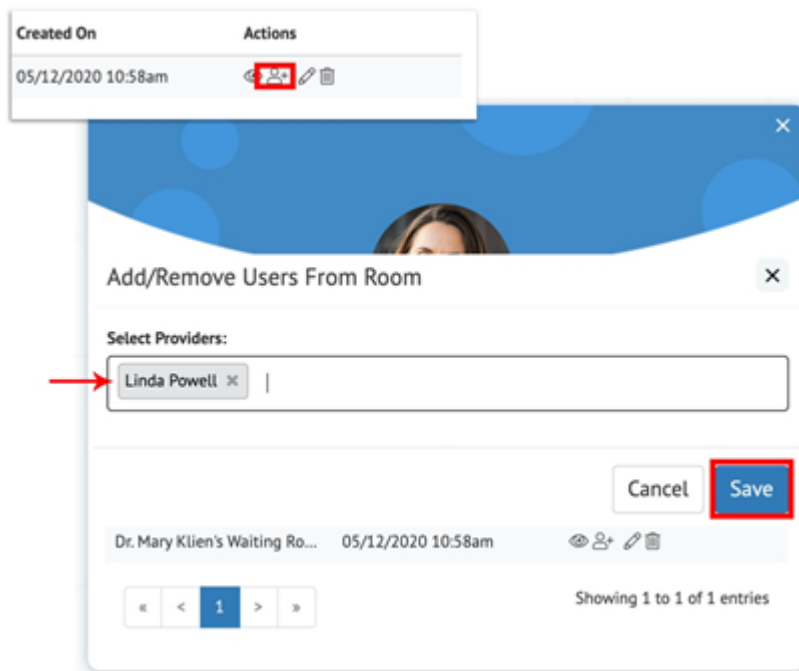
M M D D Y Y Y Y
 ☒

Enter Email

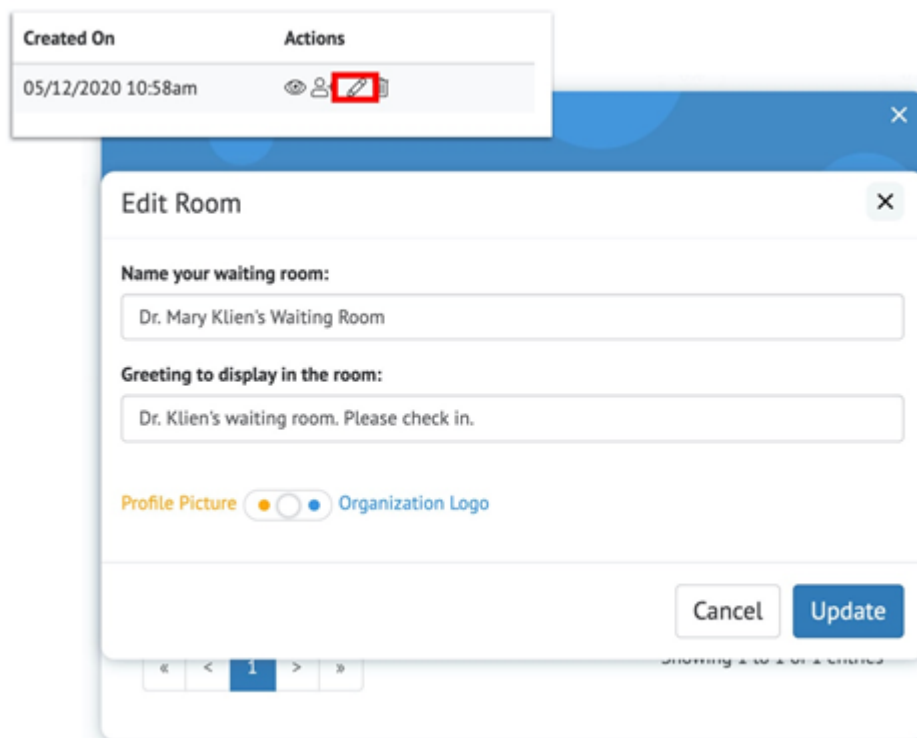
or

Enter Phone

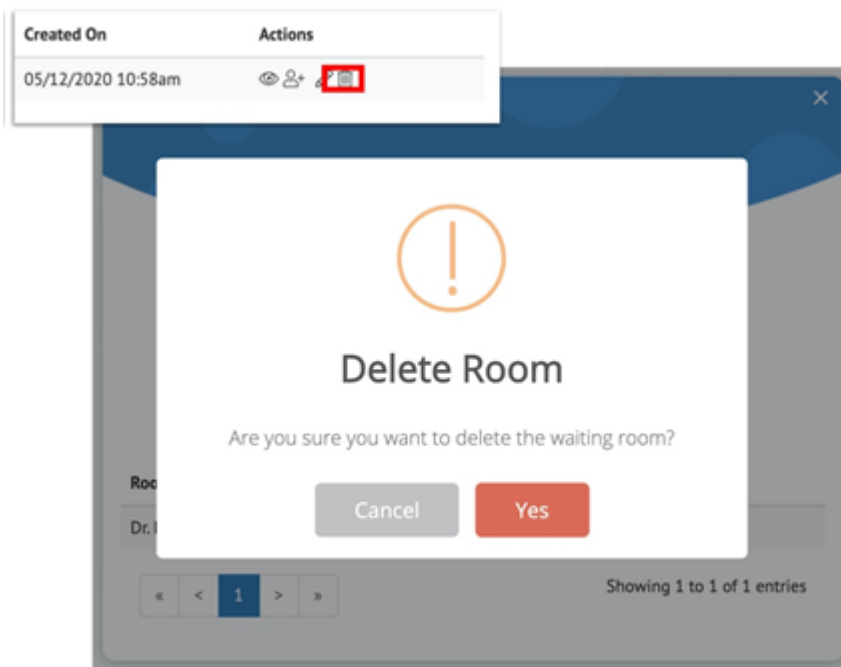
- 'Add Users' (person icon) allows you to create a shared waiting room with other Staff users (ex. Nurse) – Type their name and select the user, then Save




- 'Edit Room' allows you to edit and update your Waiting Room name, greeting and photo



- 'Delete Room' will delete the selected Waiting Room



- For a Patient to 'Check-In' they will need to visit the url/website link the provider created for the waiting room and fill out the information form shown and click Check-In!



Mary Klien
Dr. Mary Klien's Waiting Room

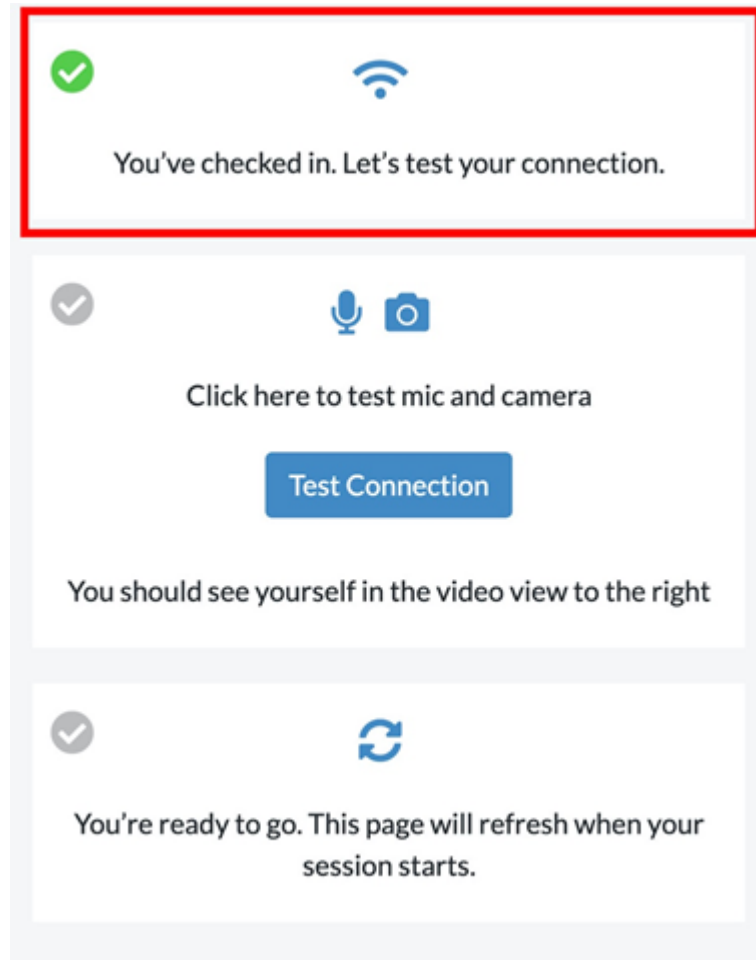
Dr. Klien's waiting room. Please check in.

Date of Birth

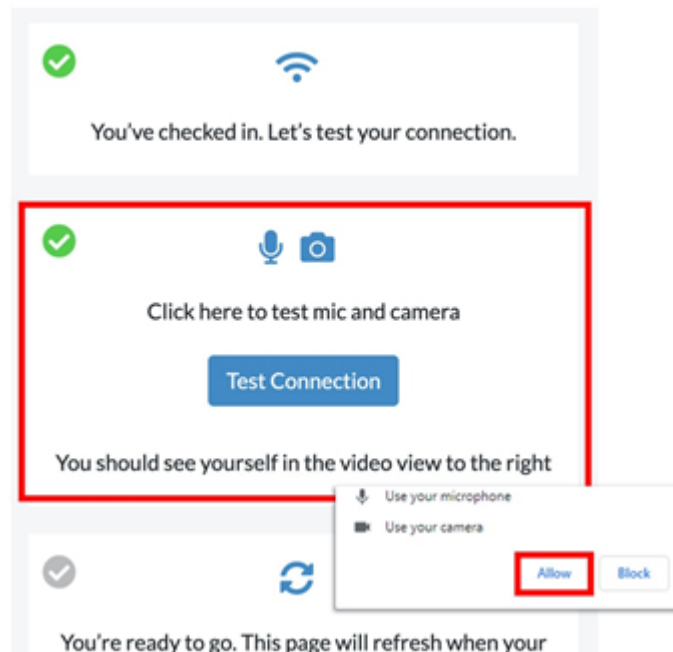
☒

or

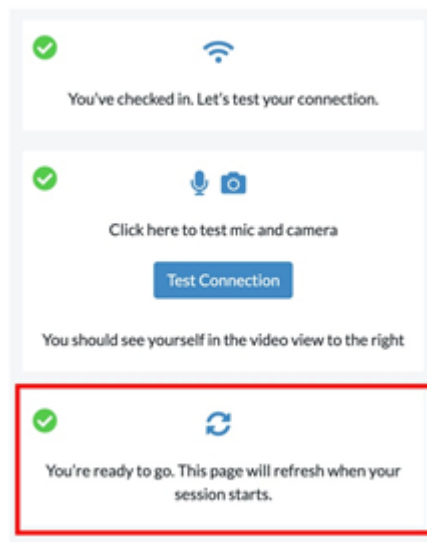
- Once the Patient has checked in they will run through some tests to make sure their telehealth visit will run smoothly. First Step: Their connection is tested



- Second Step: The Patient should click "Test Connection" – This will ask them to Allow DocsInk to access their Microphone and Camera – Patient will need to click ALLOW to be able to hear and see during your telehealth call



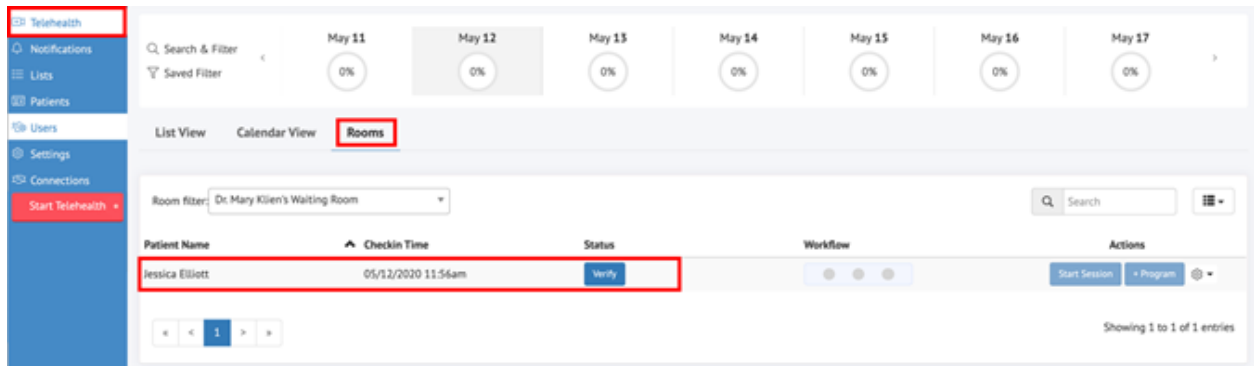
- Patient will then be notified that they have successfully checked in



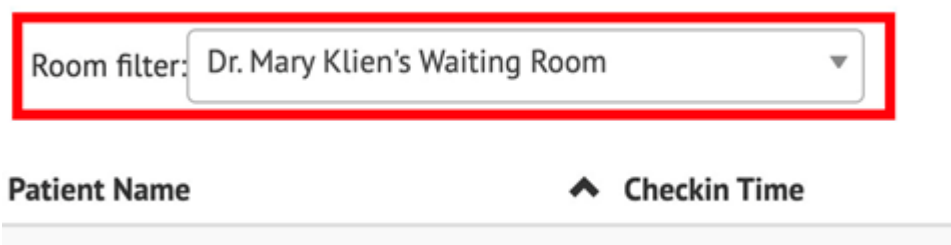
- Once the patient has successfully checked in, the provider and any added users to the Waiting Room will receive a
 - push notification at the top of their screen (pictured below)
 - an email notification
 - and the patient name will be listed under the room they checked into



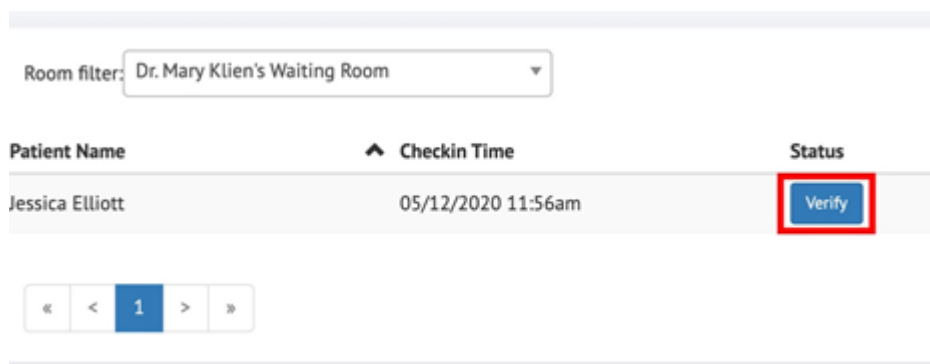
- From the Telehealth tab in the left Margin, click 'Rooms' to view your list of patients that have checked in and are waiting to be seen



- If there are multiple Waiting Rooms, you can filter rooms by clicking the arrow in the 'Room filter' box



- Once you are notified the patient has checked in, click 'Verify' under Status



- Once verified the patient information will auto populate showing possible matches to current patients in your system
- If the patient is a match choose 'Link and Verify Patient' under the Possible Matches option

Possible Matches

Patient DOB
Jessica Elliott 12/30/1977

Gender Phone
Female 2525590748

Email
rrios+mc@docsink.com

Link and Verify Patient

+ Add a new patient

First Name Last Name
Jessica Elliott

DOB(MM/DD/YYYY) MRN
12/30/1977


Location Provider
Office Please select a provider

Phone Number

- If the patient is not in the system or is a new patient, you can select 'Create and Verify Patient'

Possible Matches

Please enter 2 or more characters



There are no patients that are similar.
Create the patient and verify.

+ Add a new patient

First Name

Jessica

Last Name

Elliott

DOB(MM/DD/YYYY)

12/30/1977

MRN

☒

Location

Office

Provider

Please select a provider

Phone Number

Email

jeselliott44@gmail.com

Street Address

City

State

North Carolina

Zip Code

Mother First Name

Mother Last Name

Add Another

Create And Verify Patient

- Once the patient has checked-in and is verified – Click the 'Start Session' button beside the patient name to begin your telehealth call. A new window with the telehealth video screen will automatically open once 'Start Session' has been selected

Room filter:

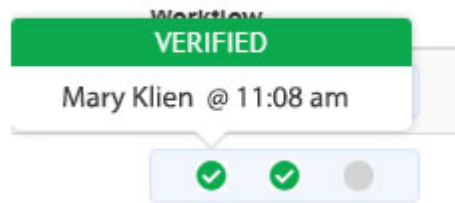
Dr. Mary Klien's Waiting Room

Search

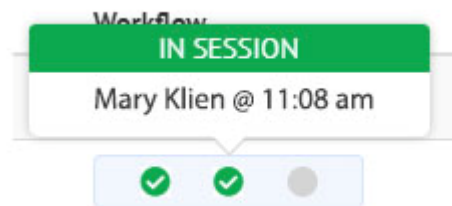
Patient Name	Checkin Time	Status	Workflow	Actions
Jessica Elliott	05/12/2020 11:56am	Verified	<div><div></div><div></div><div></div></div>	<div>Start Session</div> <div>+ Program</div> <div></div>

Showing 1 to 1 of 1 entries

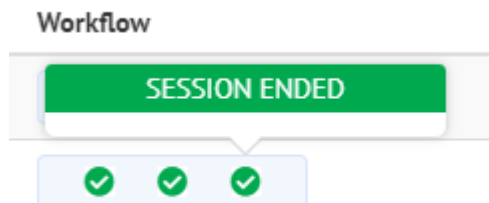
- Under 'Workflow', the first circle displays if the patient has been **Verified**



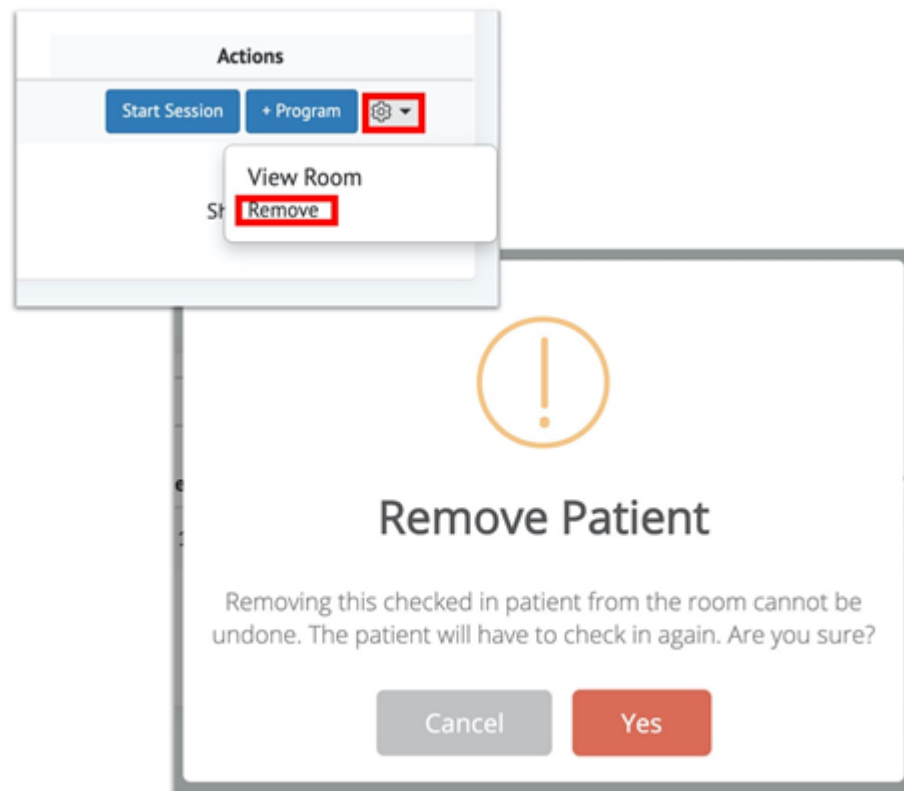
- Second 'Workflow' circle shows that this patient is **In Session** and what time session started



- Third 'Workflow' circle shows the **Session Ended**



- If you need to remove a patient from the Waiting Room List select the Actions Icon to reveal a drop down option to 'Remove'



- A provider can manually update his availability Status by the tab at the top of the screen

