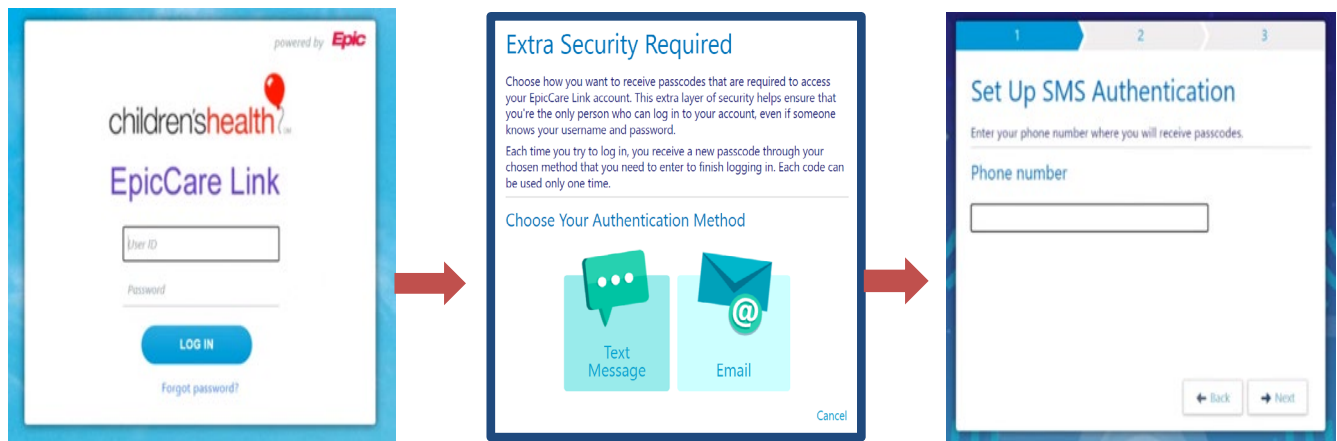


## EpicCare Link - Quick Appointment

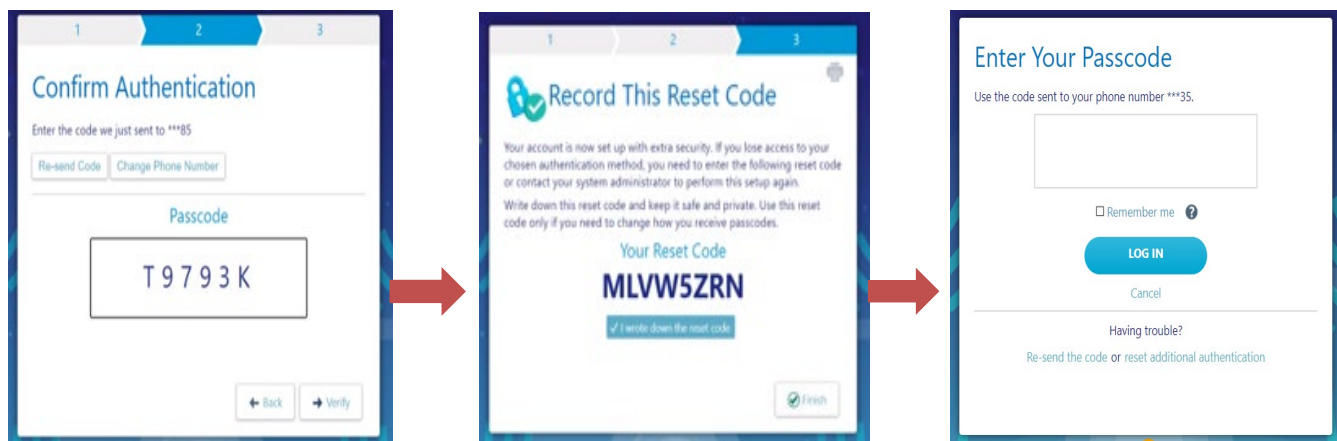
Overview: This reference guide demonstrates the workflow to self-schedule School Telehealth consult and search for a After Visit Summary utilizing the EpicCare Link portal.

**Please note:** You may also call 1-844-483-5363 to assist with scheduling a consult and receiving a AVS via a secured email, if preferred. Self-Scheduling and printing the After Visit Summary through this portal is *optional*.

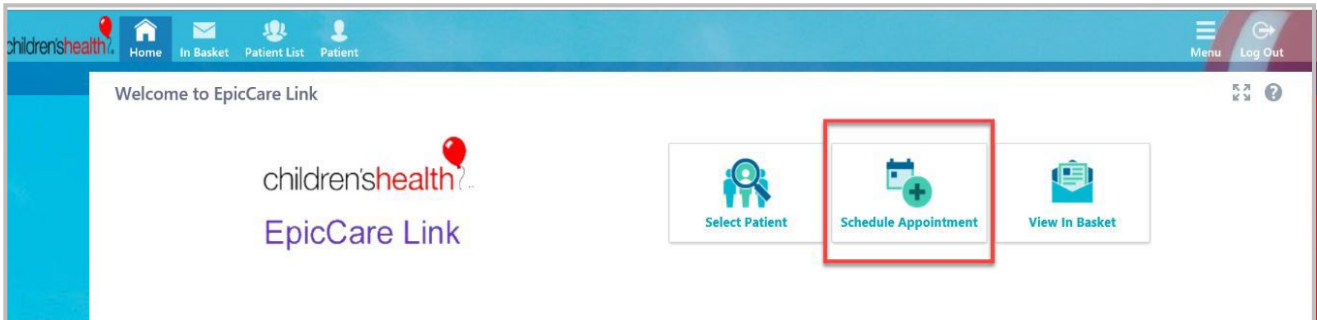
Upon login to the EpicCare link for the first time, you will be required to set-up a security feature that will request you to receive a text message each time you access the portal. This is a one-time setup.



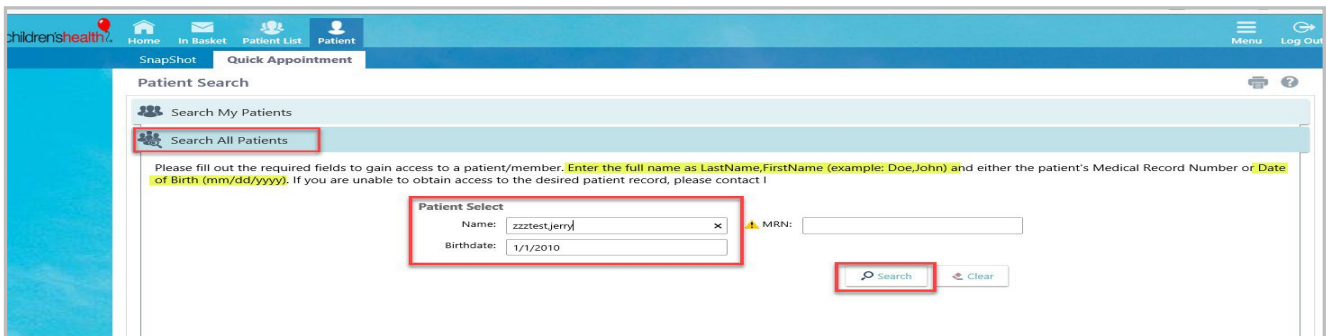
You can re-send the code or reset authentication on another cellular device - shown in the last screen.



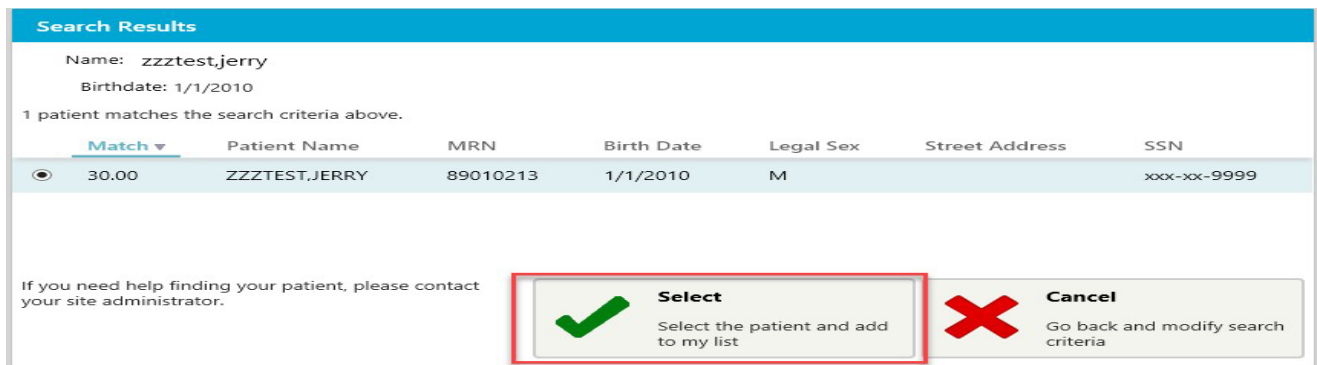
1. To schedule a consult, click on the **Schedule Appointment** Icon



- a. Under **Quick Appointment** tab > **Search All Patients** tab enter (*Last name, First name*) and the patient's Date of Birth (*mm/dd/yyyy*).
- b. Select **Search**



2. The search will return all patients with that name and date of birth combination. Additional information such as Legal Sex, Street Address and SSN will help to determine the correct patient if there are duplicates. **Select the correct patient.**
  - a. If unsure of the correct patient, contact the scheduling team at 1-844-483-5363 for assistance.



**Please note:** The patient search will only return EXISTING Children's patients. If a search produces no results, call 1-844-483-5363 to create a NEW patient record and to schedule the appointment. Proceed to Cancel.

**Search Results**

Name: zzztest,jerrid  
Birthdate: 1/1/2010

The entered search criteria returned no patients.

Usually this happens when:

- The name is incomplete, or
- The demographics don't match what we have on file, or
- We haven't seen this patient

If you need help finding your patient, please contact your site administrator.

✖
**Cancel**  
Go back and modify search criteria

3. Enter a Reason > **Treatment Relationship** and select **Accept**. Comments are not required.

**Patient Select Confirmation**

To gain access to this patient/member, click the Accept button. By choosing "Select", you are attesting that you have a treatment relationship with this patient.

**Patient Information**

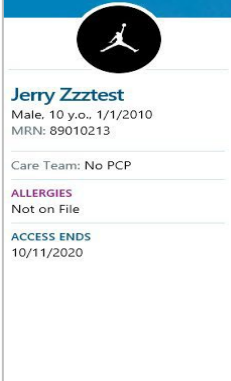
Patient Name Zzztest,	Gender Identity	DOB	SSN xxx-xx-9999
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Reason: Treatment Relationship ⚠ Comment:

✔ Accept
✖ Cancel

4. A Snapshot of the patient's chart will appear, select **Quick Appointment**


Home In Basket Patient List Zzztest, Jerry Menu



SnapShot
Quick Appointment

⌘ Patient SnapShot

SnapShot
After Visit Summary
Immunizations
Patient's Med List
Visit Orders

<b>Demographics</b>  <p><b>Jerry Zzztest</b> 10 year old male 1/1/2010 Comm Pref: </p>	<b>Immunizations/Injections</b> None
<b>Preferred Pharmacies</b> None	<b>Problem List</b> None
<b>Preferred Labs</b> None	<b>Health Maintenance</b> None
<b>Allergies</b> Not on File	<b>Medical History</b> None
	<b>Surgical History</b> None

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5. Under the Quick Appointment tab, select **Telemedicine**.

The screenshot shows the EpicCare interface for a patient named Jerry Zzztest. The top navigation bar includes 'Home', 'In Basket', 'Patient List', and 'Zzztest, Jerry'. Below this, there are tabs for 'SnapShot' and 'Quick Appointment'. The 'Quick Appointment' tab is active, and a sub-tab for 'Telemedicine' is highlighted with a red box. The patient's profile information is visible on the left, including name, gender, age, date of birth, MRN, and care team.

6. School Telehealth Providers will be listed below with available times.
  - a. Select an appointment time that is **at least 20 minutes prior** to the start of the appointment to allow for the staff and provider preparation.

The screenshot shows the 'Make Appointment' screen in EpicCare. At the top, there are tabs for 'SnapShot' and 'Quick Appointment'. The 'Quick Appointment' tab is active, and the 'Make Appointment' section is displayed. A 'Telemedicine' section is highlighted with a red box, containing instructions: 'Please allow at least 20 minutes prior to the start of the appointment time for provider preparation.' Below this, there are two provider sections: 'Melanie Wyatt-Bitzer, PNP in MG TELEHEALTH' and 'Mary Theresa Gremp, PNP in MG TELEHEALTH'. Each provider section has a grid of appointment times. The 11:00a slot for Melanie is highlighted with a red box.

7. Under Appointment Details complete
  - a. **Appointment Notes:** chief complaint, campus, and district
  - b. Select **Make Appointment**

**Appointment Details**

You have chosen to create an appointment for Zzztest, Jerry with WYATT-BITZER, MELANIE [407596] in MG TELEHEALTH [51039050] on 9/4/2020 at 11:00 AM for 20minutes.

**Additional Information**

Referring Provider:

Appointment notes: Beltline Elem - Tytocare  
Sore throat

The **Appointment Confirmation** screen will appear when the visit is successfully scheduled.

**Appointment Confirmation**

The appointment for Zzztest, Jerry with WYATT-BITZER, MELANIE [407596] in MG TELEHEALTH [51039050] on 7/27/2020 at 11:00 AM for 20minutes was scheduled successfully. If possible please print the report below and give it to the patient.

**Appointment** 7/27/2020  
Jerry Zzztest | MRN: 89010213

**Patient Information**

Patient Name	Sex	DOB	SSN
Zzztest, Jerry	Male	1/1/2010	xxx-xx-9999

**Appointment Information**

**Visit Information**

Provider	Location
Melanie Wyatt-Bitzer, PNP	Medical Group Telehealth

**Appt Status**  
**Scheduled**

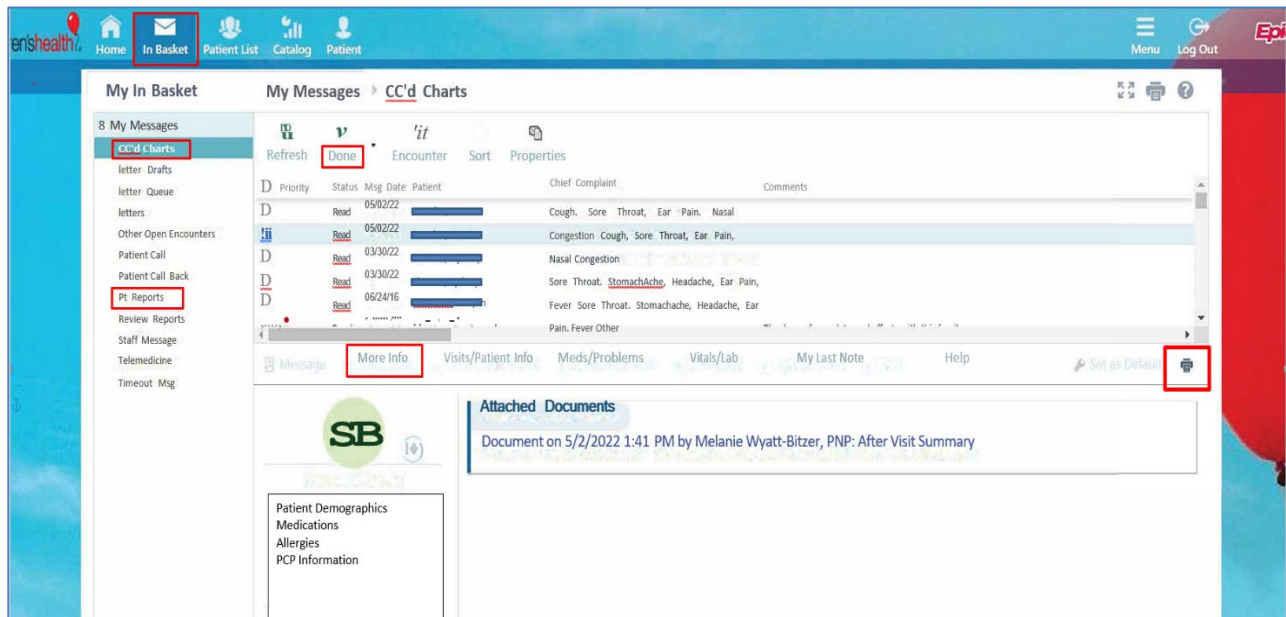
**Patient Instructions**

**Driving Directions**  
**Medical Group Telehealth**  
The specialty center parking lot is located directly in front of the specialty center. You will need to stop at the kiosk or Central Registration desk in the lobby before proceeding to the clinic.

## EpicCare Link - After Visit Summary

To Print an **After Visit Summary (AVS)**, follow these steps:

1. Login to EpicCare link
2. Select **View In Basket** icon
3. Under My Messages select **Coc's Charts** or **Pt Reports** > patient's name
4. Select Message or **More Info** to review summary
5. To **print**, select the printer icon to the right in the middle of the screen
6. Selecting **Done** will permanently delete patient information



Created 7/22/2022