

# Urgent Virtual Clinic – Types of Appointments

Version 3 – April 23, 2020

Appointments come to the Urgent Virtual Clinic from different avenues – some examples, besides direct patient calls to the line:

- Medical Health Officer (MHO) and Population and Public Health (PPH) refer patients who need follow up by the Urgent Virtual Clinic – these patients may just need a requisition for COVID testing, just an assessment, or both assessment and testing
- Nurses, or other third party, refer patients who need testing prior to a hospital admission or surgery.

In order to keep track of what the patient needs, where the call came from, etc. different Codes and Visit Reasons are used.

Codes we are using for the Urgent Virtual Clinic are:

- **R** – call the patient/phone call only (no video)
- **V** – the patient is on video/pexip
- **N** – no patient interaction – e.g. patient only requires a lab req/no call needed
- **U** – Urgent – the patient is not able to receive a call back and will be transferred directly to a provider's phone
- **DT** – provider called patient to give COVID test results

Please see the different Codes & Visit Reasons in the picture below – descriptions are on the right.

The following appointments may appear on your daybook - this is what the different visit codes/visit reasons mean.

HR	MN	Code	Mode	#	Chart	First Name	Last Name	Visit Reason	
08	00	R	DE	3	243962	MARLEY	MOUSE	COVID ASSESSMENT	RN has assessed & forwarded on - phone call only; may be first try calling or call back attempt
08	30	V	DE	3	256429	MICKEY	MOUSE	COVID ASSESSMENT	RN assessed & forwarded on - pt on pexip/video
09	05	N	DE	3	291385	DIZZY	MOUSE	COVID LAB REQ ONLY	Pt will be in hospital & needs testing prior- no call or assessment - only lab req needs to be created
10	10	U	DE	3	223118	MINNIE	MOUSE	COVID ASSESSMENT	Direct transfer to your cell phone - pt cannot be called back
11	45	N	DE	3	260484	ZORA	MOUSE	COVID PH LAB REQ ONLY	MHO/Public Health indicated pt needs testing - no call or assessment - only lab req needs to be created
13	20	R	DE	3	183826	TINY	MOUSE	COVID ASSESSMENT PH	MHO/PH indicated pt needs assessment and testing - call pt
13	50	R	DE	3	257964	VICTOR	MOUSE	COVID FOLLOW UP	Previous GP/NP asked for follow up - phone call only
14	00	DT	DE	3	221909	PATRICK	MOUSE	COVID TEST RESULTS	GP/NP calling pt to give results - phone call only
15	00	R	DE	3	243970	BOB	MOUSE	COVID ASSESSMENT	The appointment you are working on is highlighted this colour

*\*Note: 811 changed their process. These callers go through the same process as other callers & are not fast-tracked.*