R - OFFICE BOOKING

This shows how an office consult is scheduled.

The referring HCP's staff logs in to the consultant's CS-Refer Portal, clicks New Request, and reads the instructions in the beige box. She selects the office location, degree of urgency, and fills out the remaining required fields. She attaches a referral letter and clicks "Send Request".

You can see the referral letter attached to the request post—it will appear in the thread.

On the consultant secretary's Manage Requests page, the booking request is displayed in red, and just to the right of it, the office location, referring HCP, and consultant's designated sec are indicated.

The secretary opens the ticket, reads the request and opens the attached consult request letter. She then has three options. She may (i) schedule an appointment; (ii) refer the booking request to the consultant for further consideration, or (iii) decline the request. In this scenario, she schedules an appointment for an office consultation. After selecting and copying the time and date of the appointment, she fills out the "Update this Request" field by selecting a response from the dropdown menu. She then pastes in the appointment time and date, and saves.

This generates an automatic email notification to the referring HCP's office.

A unique feature of Consult*STAT* portals is that all screens update statuses dynamically.

As an example, note that the status of the Request as now changed to from Booking Request to Pre-Consult Approved, and the time and date of the appointment is clearly listed.

On everyone's (referring HCP, consultant's secretary and consultant) Manage Requests screen, the secretary who actually responded to the booking request is now displayed, instead of the booking secretary who is designated for that office.

The new consultation appointment also appears on both the consultant's and the consultant secretary's calendars.