



RELEASE NOTES

Visit Escalation for Scheduled Visits

What is it?

Visit Escalations (formerly known as Call Tree) is the ability to escalate a patient to a provider after a defined amount of wait-time passes. This offers a way for practice administrators to manage patient wait-time and use their providers more efficiently.

The functionality of Visit Escalations which was previously only applicable to On Demand visits can now be used for scheduled visits as well with the release of this feature.

Why is it useful?

Providers may run late for a scheduled visit and to ensure the patient gets seen in a timely manner, Visit Escalation can notify other available providers or a visit manager.

When proxy providers are used in a workflow for scheduled appointments, Visit Escalation can automatically route the visit to an available provider rather than needing manual intervention to ensure the patient gets seen.

When should I use it?

Consider using Visit Escalation with scheduled visits when you:

- Are using proxy providers to manage the schedule and want to route patients to an available provider in real-time
- Want visit managers or other providers to be notified when a patient has waited too long
- Have patient wait time agreements you are working to provide to your patient population
- Want to gradually increase (over time) the number of providers who will see the patient in their waiting room
- Have different groups of providers that a patient can be escalated to when they've been waiting too long
- Want to have shift-supervising providers be available for back-up when volumes increase

How does it work?

When enabled on a visit type, scheduled visits will route to providers within the same escalation levels as On Demand visits:

General Visit

On Demand ☒ Scheduled ☒

ORDER	STATUS	MAX RESPOND TIME	PROVIDER GROUP	# IN GROUP	ESCALATION POLICY	BROADCAST	PROVIDER SELECTION	ACTIONS
:: 1	ACTIVE	5 mins	Main Providers	2	When Available	No	Longest time since last visit Start of day	...
:: 2	ACTIVE	3 mins	Backup Providers	3	Always	Yes	N/A	...
:: 3	INACTIVE	2 mins	Backup Providers	3	Always	Yes	N/A	...

[Add Escalation Level](#)

How do I get started?

This feature will be available to all customers automatically, though it will need to be configured. Contact your Customer Success Manager or eVisit Technical Support for assistance with that configuration.