eVisit

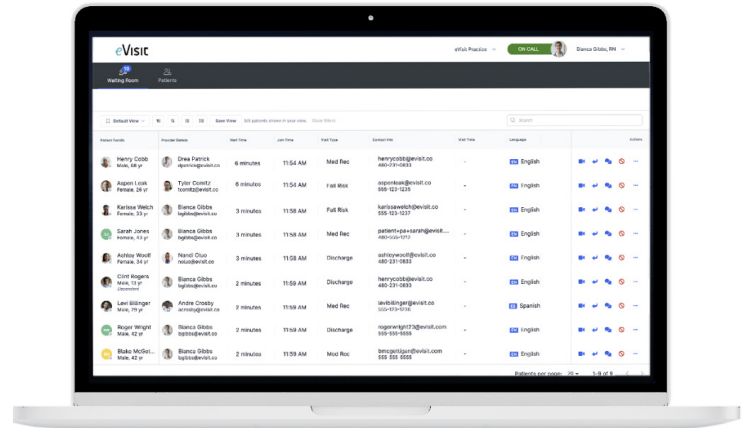# eVisit's Virtual Triage Center

eVisit's Virtual Triage Center is a comprehensive solution within the eVisit platform that includes multiple elements designed to streamline the virtual care delivery process and enhance the clinician experience.

Within the VTC, we have several configurable main functions, including the Queue and the ability to launch right into a visit

Queue: displays multiple filters and views of data. It can show patients coming in from multiple clinics and locations, allowing clinicians to prioritize and manage patient volumes efficiently.

> **Waiting:** Filtered view of patients who have joined their visit and are awaiting a staff or clinician to join.

> **In-Visit:** Filtered view of patients who are currently in-visit with a staff or clinician.

> **Scheduled:** Filtered view of patients who have a scheduled visit within the next 24 hours.

Express Visits: The ability to launch an instant visit with a sharable link.

Other features include:

On Call: Providers or MA can place them on call and on demand visits can be routed to the person on call with the least amount of wait time.

Wait Time Indicator: Keep track of patient wait times with the waiting time indicator, which displays the number of patients currently waiting and scheduled.

View Filter and Sorting Menu: Easily access views, status, sort, fields, and density filter options with this component.

Actions: Start or cancel visits, requeue or reassign patients, change patient status, share or copy visit link, and access the patient side-panel with this component.

Views: Customize how the queue data is presented by creating a new view, disabling unwanted fields, and rearranging columns.

Status Filter Options: Display patients by their status (arrived, ready, or both) depending on workflow needs.

Sort By Options: Quickly sort patients by priority, condition, earliest to latest, longest wait time, most recent status change, or last recent status change.

Reassign: Use this icon when users need to reassign a patient to another provider/clinician.

Chat: This icon allows the clinical team to chat with patients before the start of the visit.

Sidebar: Access additional information in the sidebar, which contains visit details, visit history, patient information, attachments and more.


eVisit's Virtual Triage Center can support virtual care delivery workflows across a range of use cases, including primary and specialty ambulatory care, as well as hybrid care and behavioral health, supporting the transformation from a model where one healthcare provider serves one patient to a model where multiple providers can serve many patients simultaneously.

How does it work?

After your Customer Success Manager or eVisit Technical Support enables the new Virtual Triage Center, all users throughout your practice will experience the newly introduced design and functionality. The Virtual Triage Center introduces a new navigation bar, with the following menus: Saved Views, Filters, Sort, Patient Data, and Patient Density.

Saved Views allows users to preserve their Virtual Triage Center preferences. Whether it's your meaningful filters, sorting preferences, specific patient data, or an actionable visit status, settings can be saved as a Virtual Triage Center View.
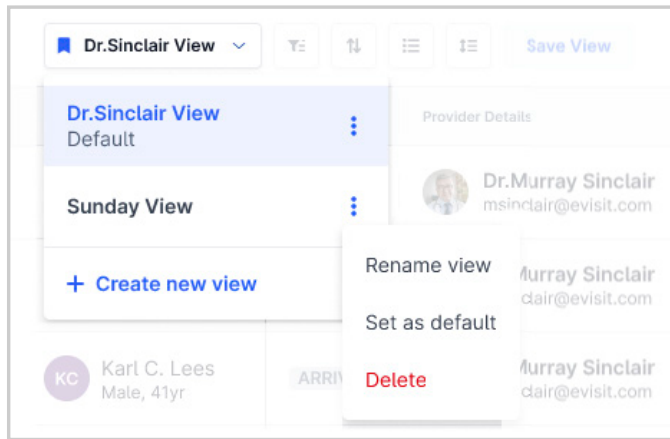

Sort by **visit status and wait time**:

- **Earliest To Latest:** The default sorting behavior, with the earliest scheduled visits within a rolling 24-hour period of time. On Demand visits will always appear at the very top of the patient visit list.

- **Longest Wait Time:** Prioritize patients with the greatest wait time since they joined their visit.

- **Most Recent Status Change:** When a patient status changes (e.g. Arrived to Ready), patients with the most recent status changes will appear first.

- **Last Recent Status Change:** After a patient status changes, patients with the oldest status changes will appear first.
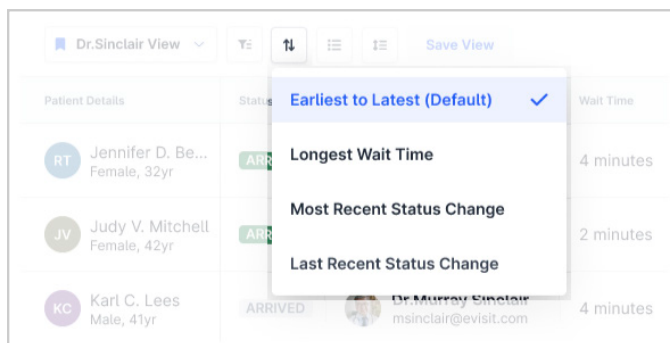
Filter by **information**: Patient status, provider details, total patient wait time, patient join time, visit type, patient contact information including phone and email, visit time, patient preferred language, and patient location. With the exception of patient details (First/Last Names, Age), all other patient information is selectable, hideable, and has a sortable column order.
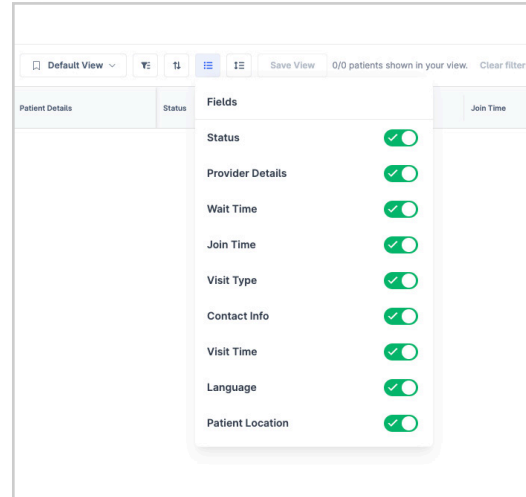
The **Patient Density** functionality allows users to see more or less patient visits within their Virtual Triage Center screen. The compact view nearly doubles the number of visible patient visits in your Virtual Triage Center. For users who frequently click to find specific patients, by combining filters, sorting, and density selection, users will click and scroll significantly less.
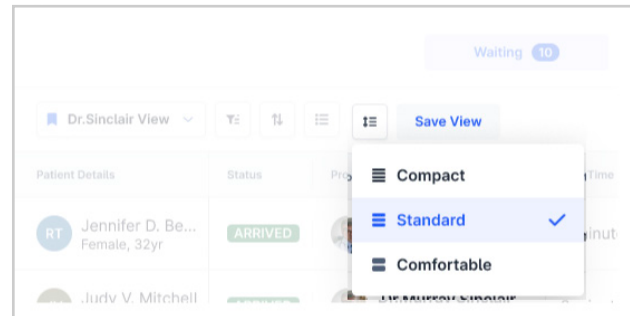
The Virtual Triage Center tables are expansively responsive across all device types, including desktop, tablet, and mobile. Patient visits are paginated, while columns are adjustable to your preference.

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