

TELUS – BOOKING VIRTUAL VISITS

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1. Confirm, add, or edit the patient's email address in their demographics.

Note: You cannot book a virtual visit appointment if the patient does not have an email address recorded.

2. Book the appointment in your EMR, as usual.

Enter **virtual visit** in the appointment details by selecting the virtual visit checkbox.

Cancel Training PSS
Tuesday, June 2, 2020 12:30PM

Patient name/#: Pss, Mother No Type
110976 Age 28 F Dr. D Makary
Empty HN 249-880-3917 (H) 647-241-1484 (M)
DUMMY CHART ABC Street, Barrie does-not-use@email
Primary Provider: Nicholas, Timothy (MD)

15 minutes
 No Show
 Repeat
 Cancelled
Demand: External

Details: Mother Pss - Virtual Visit
 No Status Virtual Visit Virtual Visit Action..

Supervising MD/NP: None Secondary Provider: None

4. Save the appointment.

Approximately 4-5 minutes afterwards, a unique virtual visit link will automatically be added to the appointment for you. The virtual visit service also sends an email to the patient with their unique virtual visit link. If the appointment is booked more than 48 hours in the future, the email will be sent to the patient 48 in advance of their appointment time.

Note: Some internet service providers may flag the email as spam, so be sure to remind your patients to check their spam or junk folder. Patients should also use

the link in the email to test their connection prior to the appointment. If they have technical difficulties, they can call 1-855-252-2632 for additional help.



Important: If you reschedule an appointment, the patient does not receive an email with the new date and time. If you need to reschedule, delete the original appointment and book another for the new date and time.