

Anytime Pediatrics: Schedule an Appointment

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Version 20.7

Overview

Once the **setup in OP** has been completed for Anytime Pediatrics Telehealth Visits, the practice may begin scheduling appointments. When scheduling an appointment with Anytime Pediatrics, it is important to review Family Contacts in OP.



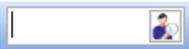
Important: It is necessary for a practice to understand which family contact is receiving the email containing the appointment link once an appointment is scheduled using Anytime Pediatrics. The family contact, sent to Anytime Pediatrics following the below scenarios, will receive the email containing the appointment link.

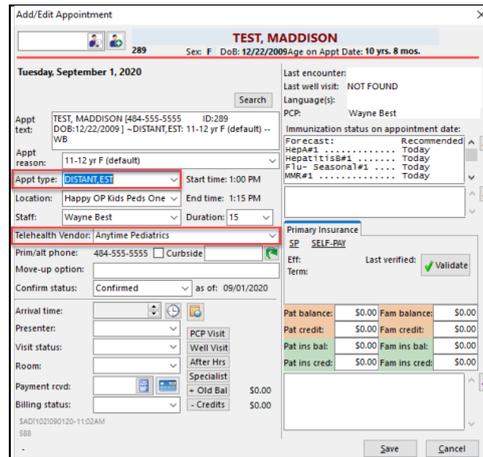
- Below are various scenarios of what Family Contact information is sent to Anytime Pediatrics. An email entered on the Patient's Basic Information window does not get sent to Anytime Pediatrics.
 - The first Family Contact with an email will be sent to Anytime Pediatrics.
 - Family Contact 1 and Family Contact 2 both have an email address, only Family Contact 1 will be sent to Anytime Pediatrics.
 - Family Contact 1 does not have an email address and Family Contact 2 has an email address, only Family Contact 2 will be sent to Anytime Pediatrics.
 - Demographic changes will update in Anytime Pediatrics only if the contact's record has previously been sent to Anytime Pediatrics.
 - Family Contact changes will update in Anytime Pediatrics only if the contact's record has previously been sent to Anytime Pediatrics.
 - New Family Contact added in OP as Family Contact 1, will update the contact information in Anytime Pediatrics.
- If there is no Family Contact with an email address, the Anytime Pediatrics Telehealth appointment cannot be scheduled. The practice will need to obtain an email address, enter the email address in to the Family Contact record, then schedule the appointment.



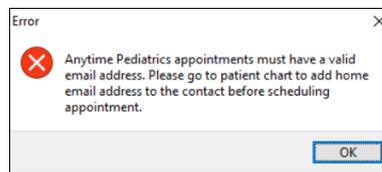
Tip: It is recommended, prior to scheduling a patient for an Anytime Pediatrics Telehealth Visit, the practice review the Family Contacts and confirms that there is a valid email address entered for the appropriate Contact. If the patient **does not** have a Family Contact with an email address, you will not be able to proceed with scheduling. See the workflow in the Warning box on how to proceed with scheduling the appointment.

Schedule an Appointment for Anytime Pediatrics (Established Patient)

1. Navigate to the Schedule: **Clinical, Practice Management or Billing tab > Schedule button**
2. Double-click on the time **Slot** to add an appointment. The **Add/Edit Appointment** window is displayed.
3. Search for and select the patient using the **Search box** .
4. Select an **Appt Reason** from the drop-down menu. If the practice is using Telemedicine templates, select the appropriate one from the menu.
5. Select an **Appt type** with the Purpose of Telehealth Encounter, from the drop-down menu. The **Telehealth Vendor** field populates with Anytime Pediatrics.



Warning: The following error dialog box is displayed when there is no email address entered for a Family Contact record. The patient's Family Contact record must be updated to proceed with scheduling the appointment. Click the **Read more** link to view instruction on how to proceed.



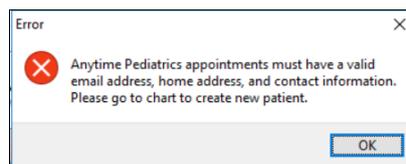
[Read More](#) 

6. Click the **Save** button at the bottom of the Add/Edit Appointment window.

Schedule an Appointment for Anytime Pediatrics (New Patient)

It is recommended, prior to scheduling a new patient for an Anytime Pediatrics Telehealth Visit, the practice creates the patient and enters a Family Contact with an email address. The workflow below addresses the steps to take if the process for scheduling the appointment is initiated before the patient is registered in OP.

1. Navigate to the Schedule: **Clinical, Practice Management or Billing tab > Schedule button**
2. Double-click on the time **Slot** to add an appointment. The **Add/Edit Appointment** window is displayed.
3. Search for the patient to confirm they are a new patient.
4. Click the **Create New Patient** button  and complete the required patient information on the Add/Edit Appointment window.
5. Select an **Appt Reason** from the drop-down menu. If the practice is using Telemedicine templates, select the appropriate one from the menu.
6. Select an **Appt type** with the Purpose of Telehealth Encounter, from the drop-down menu.
7. An error dialog box displays with the message that an email address cannot be found.



8. Click the **OK** button.
9. Click the **Cancel** button to close the Add/Edit Appointment window.
10. Navigate to the Patient Chart and create the new patient.
11. Navigate back to the Schedule and select the slot to add the Anytime Pediatrics Telehealth appointment.

(Optional) Schedule an Appointment Without a Family Contact Email

It is recommended, prior to scheduling an appointment for Anytime Pediatrics, the practice reviews the Family Contacts and obtains an email address for the appropriate contact. There may be times when the practice chooses to schedule the appointment without the email and obtain it at a later time. Please note, following this workflow will not schedule the telehealth visit with Anytime Pediatrics until an email address is entered and the appointment is modified to Anytime Pediatrics.

1. Navigate to the Schedule: **Clinical, Practice Management or Billing tab > Schedule button**
2. Double-click on the time **Slot** to add an appointment. The **Add/Edit Appointment** window is displayed.
3. Search for and select the patient using the **Search** box.
4. Select an **Appt Reason** from the drop-down menu. If the practice is using Telemedicine templates, select the appropriate one from the menu.
5. Select an **Appt type** with the Purpose of Telehealth Encounter, from the drop-down menu. The **Telehealth Vendor** field populates with Anytime Pediatrics.
6. Click the drop-down in the Telehealth Vendor field and select **Other**.
7. Click the **Save** button at the bottom of the Add/Edit Appointment window.
8. Once a Family Contact email is obtained, navigate to the schedule and edit the patient appointment.
9. Click the drop-down in the Telehealth Vendor field and select **Anytime Pediatrics**.
10. Click the **Save** button.

FAQ

"Will an appointment update in Anytime Pediatrics if I edit, delete or cancel the appointment in OP?"

When you edit an appointment in OP the appointment will be updated in Anytime Pediatrics. If an appointment is canceled or deleted in OP, the appointment will be removed from Anytime Pediatrics.