



How to Manage a Clinic



How to Manage a Clinical Event

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Introduction to Managing Appointments

The following slides demonstrate how an Ncompass Clinical Scheduler can manage a patient's appointment.

*** Remember that you will also need to ensure that the process of communicating the patient's information and confirmation of the appointment is agreed upon before updating the Clinical Event details.**

Updating Appointment Status

Associated Clinical Events [Click here for help with this section](#)

Start Time	End Time	Patient Name	Event ID	Event Status	Patient Confirmation
0700	0730	Harry Doe	8525641	Pending	<input type="checkbox"/>

0 hrs 30 mins of UNSCHEDULED TIME

[Create Associated Clinical Event >>](#)
Room for 1 more clinical events

[Update Associated Clinical Events](#)

1

2

When you create a new patient appointment in your clinic, its status will appear as "Pending", which is short for "Pending Patient Confirmation."

Depending on prior agreement, this checkbox can be used by the reciprocating site to confirm a patient's availability.

Event Log [Click here for help with this section](#)

Add to Event Log:

[Save To Log](#)

Event Scheduled by larry learner on June 28, 2010 4:27PM. Event status changed from Tentative to Scheduled.

larry learner added the following log entry on June 28, 2010 4:27PM: Patient's have been confirmed for this event.

[1 – 2] You can confirm the patient's participation in your clinic by clicking on the checkbox that appears under the "Patient Confirmation" heading, and then click on the "Update Associated Clinical Events" button. To move the status back to a "Pending" state, follow the same steps.

Updating Appointment Status

Calendar

- Today
- This Week
- View My Events** 2
- View My Marked Times

Non-Clinical Events

- Create Multipoint
- Create Point-to-Point

Clinical Events

- Create Point-to-Point
- Create Ncompass Clinic

4 am

5 am

6 am

7 am

8 am

9 am

10 am

11 am

12 pm

1 pm

2 pm

3 pm

4 pm

5 pm

[3] If a patient appointment hasn't been confirmed, you'll see a marker next to the View My Events link as reminder. The marker provides the specific number of patient appointments or events that have not been Approved or Scheduled in Ncompass. Click the View My Events link to view outstanding events.

Pending - Patient availability

9-11:00

EVENT #: 24497065

EVENT CATEGORY: CLINICAL
(Clinic Id: [24496915](#))

CONSULTANT: Ms. OTN Tester

ALL SYSTEM(S): OTT_OTN_0272_OTN_05,
TOR_O 99_SD_07

PATIENT APPROVAL

PATIENT APPROVAL

[4] The unapproved events are marked with a red dot and contain buttons that will enable you to more easily approve and confirm an event or appointment. Clicking each specific button confirms a step in the approval process.

Notifying Relevant Persons

7:00 to 07:30 (no setup time)

Cardiology

Ontario

[Click here for help with this section](#) ?

Status: Scheduled

3

Created By:
larry learner

Creation Date:
29-06-2010

Copy

Print

Show Full Log

Cancel

Generate Patient Letter

Notify Participants

Event Approval

Patient System Approval

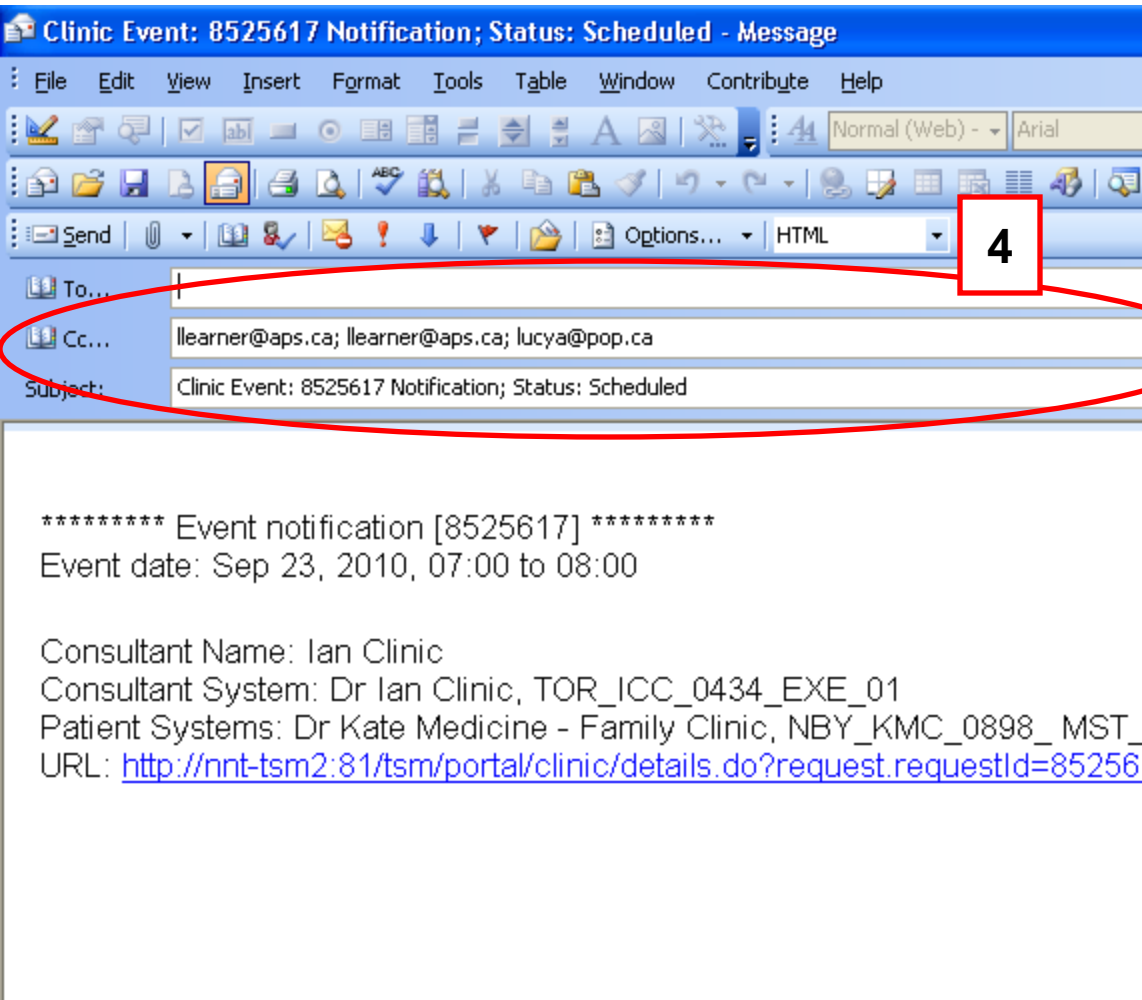
Consultant System Approval

Patient Has Been Contacted?

Revise

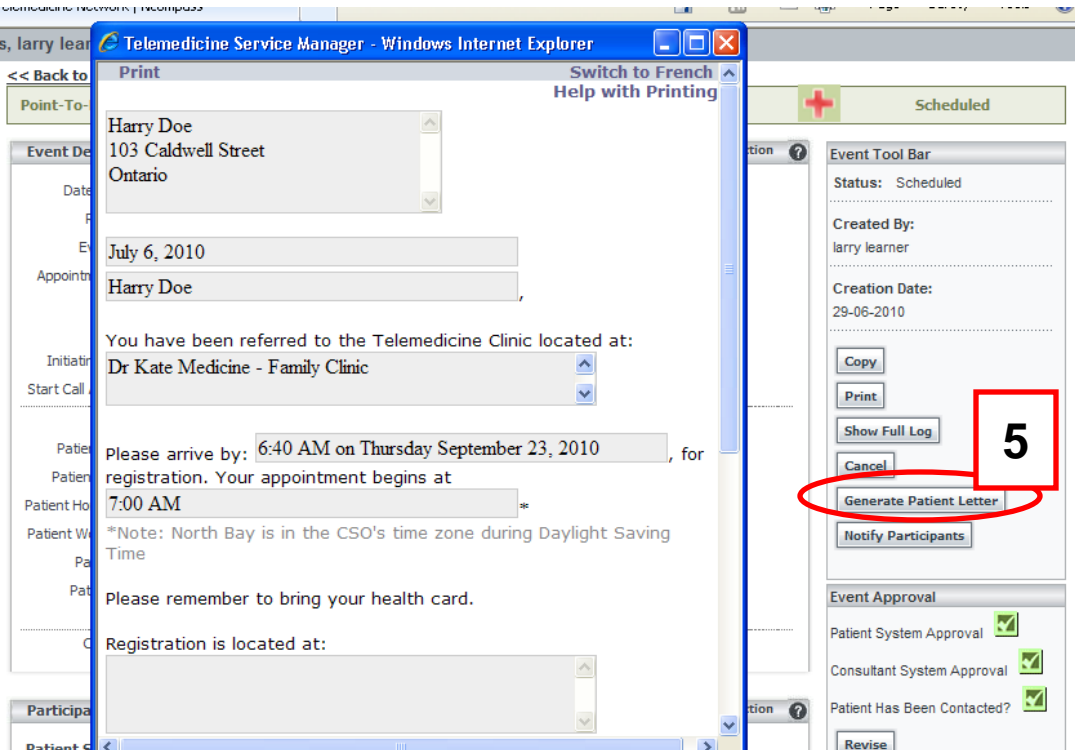
[3] Once a patient is confirmed, it is important for this information to be shared with the participating sites. The sites associated with this clinic may need to print the information in order to pre-register the patients. There is no automated notification to the other site so the onus is on the individual that confirms the appointment to notify others involved. This communication can be done with the "Notify Participants" button at the clinical frame level.

Notifying Relevant Persons



[4] When you click on the “Notify” button, MS Outlook or any other type of email-based application will launch. In the body of the email is a link to the patient’s appointment. You should never provide information that can identify a patient within the email. If you had included site coordinators’ email addresses when scheduling the Ncompass Clinic, you will notice that their email addresses will appear in the "CC" line along with your own email address. You can remove or add additional email addresses as required.

Generating a Patient Letter



[5] On the patient appointment screen, you may click the “Generate Patient Letter” button to create editable patient letters. This letter can be mailed to the patient with details of their appointment. For instance, the consulting site could use the letter to notify the patient of the date/time of the appointment as well as the directions to this studio. Please ask the patient if they would like to receive a letter from you before doing so, as some patients do not want family members to know about their appointments.

Cancelling a Patient Appointment

Associated Clinical Events Click here for help with this section					
Start Time	End Time	Patient Name	Event ID	Event Status	Patient Confirmation
0700	0730	Harry Doe	8525641	Scheduled	<input checked="" type="checkbox"/>

0 hrs 30 mins of UNSCHEDULED TIME

[Create Associated Clinical Event >>](#)
Room for 1 more clinical events

[Update Associated Clinical Events](#)

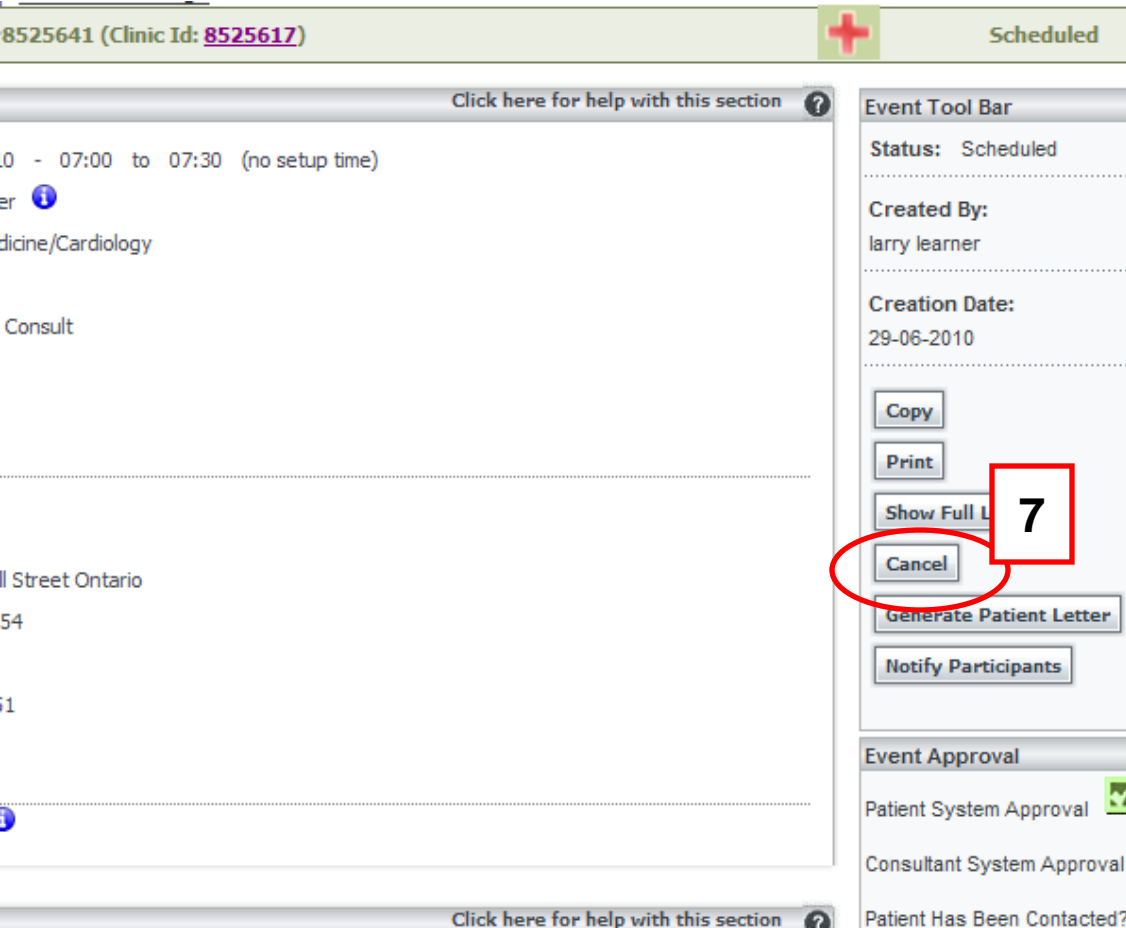
6

[6] If a patient is unable to attend their appointment, you can cancel their appointment from the clinical event and they will remain visible for future reference.

To cancel the individual patient, select the corresponding event ID number for that specific patient. By clicking on the hyperlink, you will be brought to the individual patient appointment page.

Event Log Click here for help with this section	
Add to Event Log:	<input type="text"/>
Save To Log	
<p>Event Scheduled by larry learner on June 28, 2010 4:27PM. Event status changed from Tentative to Scheduled.</p> <p>larry learner added the following log entry on June 28, 2010 4:27PM: Patient's have been confirmed for this event.</p>	

Cancelling a Patient Appointment



8525641 (Clinic Id: [8525617](#)) + Scheduled

Click here for help with this section ?

07:00 - 07:00 to 07:30 (no setup time)

er ⓘ

Medicine/Cardiology

Consult

Click here for help with this section ?

Event Tool Bar

Status: Scheduled

Created By: larry learner

Creation Date: 29-06-2010

Copy

Print

Show Full L **7**

Cancel

Generate Patient Letter

Notify Participants

Event Approval

Patient System Approval

Consultant System Approval

Patient Has Been Contacted?

[7] Click on the “Cancel” button located to the right of the screen in the tool bar.

Please note, you will not be able to cancel patients participating in your multipoint clinics. In this case, you will need to contact OTN Scheduling for assistance.

You can reach OTN Scheduling by dialing **1 866 454 6861** and choosing option 2 or saying “Scheduling.” Alternatively, you can email OTN Scheduling at: scheduling@otn.ca

Cancel Request #8525641

Reservation Details [Click here for help with this section](#) ?

Date: Sep 23, 2010
Event Time: 07:00 to 07:30
Patient: Harry Doe
Consultant: Ian Clinic
Event type: Internal Medicine/Cardiology

Cancellation Details [Click here for help with this section](#) ?

Reason*: **Patient unavailable** 8

Log: Patient phoned and is unable to make the appointment. He will call back and provide another date. 9

Event Created by larry learner on June 29, 2010 4:24PM.

larry learner added the following log entry on June 29, 2010 4:24PM: The patient has been confirmed.

Note: Please be sure to notify all those involved of the cancellation.

Organizer Name: Larry Learner
Organizer Email: llearner@aps.ca
Organizer Fax:
Organizer Telephone: 4168265555x4191

[8] Select the appropriate reason for the cancellation from the drop down menu. You are able to add specific comments regarding the cancellation in the “Log” field.

[9] Click on the “Save Changes” button to finalize the patient’s cancellation. If you click the “Cancel Changes” button, you will return to the patient’s appointment page, and the event will still be scheduled.

Cancelling a Patient Appointment

Refresh This Page

8525641 (Clinic Id: 8525617)

Cancelled - Patient unavailable

10

Click here for help with this section

Event Tool Bar

Status: Cancelled - Patient unavailable

Created By: larry learner

Creation Date: 29-06-2010

Copy

Print

Show Full Log

Un-Cancel

Generate Patient Letter

Notify Participants

Event Approval

Patient System Approval

[10] Once you have successfully cancelled the appointment, return to the “Patient’s Appointment” page. The status for the event should be changed to “Cancelled.” You can return to the clinic by clicking the ID hyperlink located at the top of the page.

Cancelling a Patient Appointment

Participant Systems [Click here for help with this section](#)

Consultant System

Site Name	System Name	Contact Info	Cal
Dr Ian Clinic	TOR_ICC_0434_EXE_01 ⓘ	Larry Learner ⓘ llearner@aps.ca 416-826-5555x4191	

Patient System(s)

Site Name	System Name	Contact Info	Patients	Cal
Dr Kate Medicine - Family Clinic	NBY_KMC_0898_MST_01 ⓘ	Lucy Administrator ⓘ lucya@pop.ca 705-233-7059	<input type="text" value="2"/>	

[11] When you return to the clinical frame, the cancelled appointment will be removed from the ‘Associated Clinical Events’ section, but will remain on the page just below the patients in a cancelled state. Remember that you will need to reduce the number of patients due to the cancellation. It is also important to emphasize that you have only cancelled the patient’s appointment and not the actually videoconference event.

Associated Clinical Events [Click here for help with this section](#)

Room for 2 more clinical events

Start Time	End Time	Patient Name	Event ID	Event Status
0700	0730	Harry Doe	8525641	Cancelled

11

Revoking a Cancellation

The screenshot shows a medical software interface. At the top left, there is a "Refresh This Page" link. Below it, a header bar displays "#8525641 (Clinic Id: 8525617)" and a red cross icon followed by "Cancelled - Patient un". A help link "Click here for help with this section" is visible. The main content area shows appointment details: "010 - 07:00 to 07:30 (no setup time)", "ner", "medicine/Cardiology", "e Consult", and "t". On the right side, an "Event Tool Bar" contains several buttons: "Copy", "Print", "Show Fu", "Un-Cancel", "Generate Patient Letter", and "Notify Participants". The "Un-Cancel" button is circled in red. A red box with the number "12" is positioned over the "Print" button. Below the tool bar is an "Event Approval" section with "Patient System Approval".

[12] To revoke a cancellation, select it from your calendar's "My Events" page or from the clinic page directly, and click on the "Un-cancel" button that now appears. Click the "Un-cancel" button and you will see that the patient's appointment now has a tentative status.

Revoking a Patient Cancellation

Calendar View | Refresh This Page

Clinical Event #8525641 (Clinic Id: 8525617) + Pending - Patient availability

Click here for help with this section ?

Event: Sep 23, 2010 - 07:00 to 07:30 (no setup time)
Provider: Larry Learner
Specialty: Internal Medicine/Cardiology
Type: Initial
Service: One to One Consult
Frequency: Elective
Status: Consultant
Urgency: No
Patient: Harry Doe
Address: 103 Caldwell Street Ontario
Clinic: Ian Clinic

Event Tool Bar

Status: Pending - Patient availability

Created By: larry learner

Creation Date: 29-06-2010

Edit
Copy
Print
Show Full Log
Cancel
Generate Patient Letter
Notify Participants

Event Approval

Patient System Approval
Consultant System Approval
Patient Has Been Cancelled?

13

Confirm

Name	System Name	Contact Name	Contact Info	Cal
------	-------------	--------------	--------------	-----

[13] Click on the “Confirm” button to change the patient’s appointment to a “Scheduled” status.

Please note that it is essential to agree upon an approval process with the other site to ensure that that scheduling of clinical events is managed properly. If you have any questions on implementing a suitable process, please contact your OTN Regional Manager for assistance.

Editing a Patient Appointment

Associated Clinical Events [Click here for help with this section](#)

Start Time	End Time	Patient Name	Event ID	Event Status	Patient Confirmation
0700	0730	Harry Doe	8525641	Pending	<input type="checkbox"/>

0 hrs 30 mins of UNSCHEDULED TIME

[Create Associated Clinical Event >>](#)
Room for 1 more clinical events

[Update Associated Clinical Events](#)

[14 - 15] You can modify appointment times for the associated patients by simply typing over the existing time and then clicking on the “Update Associated Clinical Events” button.

Event Log [Click here for help with this section](#)

Add to Event Log: [Save To Log](#)

Event Scheduled by larry learner on June 28, 2010 4:27PM. Event status changed from Tentative to Scheduled.

larry learner added the following log entry on June 28, 2010 4:27PM: Patient's have been confirmed for this event.

[16] Before you can make any alterations to a specific patient’s details and appointment, you will need to change the appointment to a “Pending” status. If you need to edit the patient’s details, click on the “Event ID” to open that patient’s appointment.

Editing a Patient Appointment

41 (Clinic Id: [8525617](#)) T Pending - Patient availability

Click here for help with this section ?

07:00 to 07:30 (no setup time)

Cardiology

t

t Ontario

Event Tool Bar

Status: Pending - Patient availability

Created By: larry learner

Creation: 29-06-2011 17

Edit

Copy

Print

Show Full Log

Cancel

Generate Patient Letter

Notify Participants

Event Approval

Patient System Approval

[17] Once you are viewing the patient appointment you can click on the “Edit” button to make changes. At the patient level you will only be able to change the following information: Patient demographics, Appointment Type, Priority, Purpose, Patient Contact and Event Type.

Remember, that the event must be in a ‘Pending’ status in order for the “Edit” button to be available

T Pending - Patient

Click here for help with this section ?

yourself as the event's requestor.

Street

Female

Doe

e.g.: 18-01-1973

Click here for help with this section ?

ine/Cardiology

Follow-Up

Consult

Need help selecting the appropriate priority code?

10 - 07:00 to 07:30

Event Tool Bar

Status: Pending - P
availability

Created By:
larry learner

Creation Date:
29-06-201

18

[18] Once the changes are made, click the “Save” button to update and store the changes. When you go back to the main clinical frame, you will notice that your patient appointment is still in a “Pending” status. Depending on the approval process, either you or the reciprocating site will now need to confirm the patient’s appointment in order for it to move back to a “Scheduled” status.

Remember that you can always notify the other site of changes and alterations by using the “Notify Participants” button on the Event Toolbar. Failure to approve all the systems and patients will mean that your event will not appear in any reports.



Managing the Clinical Frame

The following slides demonstrate how an Ncompass Clinical Scheduler can manage the Clinical Frame.

The Clinic Frame is the actual scheduled videoconference event which contains all the details regarding the video call and includes the: date, start and end times as well as the systems involved.

Editing the Clinical Frame

Calendar View | Refresh This Page

5617 + Scheduled

Click here for help with this section ?

Event: Sep 23, 2010 - 07:00 to 08:00 (no setup time)
 Location: Internal Medicine/Cardiology
 Type: Serial
 Participant View: Full Screen Layout
 Host View: Full Screen Layout
 Status: No
 Duration: One to One Consult
 Priority: Elective

Created By: Larry Learner
 Creation Date: 28-06-2010

Event Tool Bar

Status: Scheduled

Created By: larry learner

Creation Date: 28-06-2010

1

Edit

Copy

Print

Show Full Log

Cancel

Notify Participants

Request Scheduling Assistance

Manage Attachments

Click here for help with this section ?

System Name	Contact Info	Cal
TOR_ICC_0434_EXE_01	Larry Learner llearner@aps.ca 416-826-5555x4191	

[1] When you click the "Edit" button from the Event Toolbar, you will be taken to the "Edit" page and your clinic's status will become "Unscheduled". Please make sure to re-schedule your clinic when you are finished making your changes.

Unscheduled clinics will not appear on your activity reports, multipoint or auto-started events will not initiate and portal-calling features such as click-to-call will be unavailable. The changes you make will filter down to your patients as long as those patients have not been cancelled.

Copying the Clinical Frame

#8525617 + Scheduled

Click here for help with this section ?

Event Details

Event of Event: Sep 23, 2010 - 07:00 to 08:00 (no setup time)

Event Type: Internal Medicine/Cardiology

Event Type: Serial

Event Mode: Participant View: Full Screen Layout
Host View: Full Screen Layout

Event Automatic: No

Event Purpose: One to One Consult

Event Priority: Elective

Event Requestor: Larry Learner ⓘ

Event Consultant: Ian Clinic ⓘ

Event Systems

Click here for help with this section ?

Event System

Name	System Name	Contact Info	Cal
	TOR_ICC_0434_EXE_01 ⓘ	Larry Learner ⓘ llearner@aps.ca 416-826-5555x4191	

Event System(s)

Site Name	System Name	Contact Info	Patients	Cal
Family Clinic - Family Clinic	NBY_KMC_0898_MST_01 ⓘ	Lucy Administrator ⓘ lucya@pop.ca 705-233-7059	2 <input type="text"/>	

Event Tool Bar

Status: Scheduled

Created By: larry learner

Creation Date: 28-08-2010

[2] If you need to create a similar appointment for the same physician or allied health professional use the “Copy” button which is available in the Event Tool bar. By clicking on the “Copy” button, a new page will appear.

Copying the Clinical Frame

Copy Request #8525617

Reservation Details

Click h

Date: Sep 23, 2010

Event Time: 07:00 to 08:00

Clinic Type: Serial

Consultant: Ian Clinic

Event type: Internal Medicine/Cardiology

Copy Details

Click h

New Clinic Date :  m-yyyy

Copy Associated Clinical Yes No

Events?

Include Cancelled Events

Note: Please ensure that you notify all those involved of the creation c

[3] Provide a new date for the event by either clicking the date lookup icon or manually typing the date using the convention dd-mm-yyyy

[4] The “Copy Associated Clinical” option determines whether the associated patient appointments will be copied. In order to copy the clinical frame alone, leave the default selection to "No".

[5] If you need to copy appointments that were cancelled so that they can be re-scheduled check the "Include Cancelled Events" option.

Copying the Clinical Frame

Copy Request #8525617 + Sche

Reservation Details Click here for help with this section ?

Date: Sep 23, 2010
Event Time: 07:00 to 08:00
Clinic Type: Serial
Consultant: Ian Clinic
Event type: Internal Medicine/Cardiology

Copy Details Click here for help with this section ?

New Clinic Date :
Copy Associated Clinical Yes No
Events? Include Cancelled Events

Note: Please ensure that you notify all those involved of the creation of this new event.

Event Test P
Status
Create
Creati

6

Copy

Cancel Copy

[6] Click the “Copy” button, and Ncompass will create a copy of the event immediately. Please note, that the “Cancel Copy” button will disregard the information you have inputted and take you back to the previous event page.

Copying the Clinical Frame

7
The event has been copied successfully.

<< Back to Last Calendar View
Refresh This Page

Clinic Event #8526083
+
Tentat

Clinic Details Click here for help with this section ?

Date of Event: Jul 28, 2010 - 07:00 to 08:00 (no setup time)

Event Type: Internal Medicine/Cardiology

Clinic Type: Serial

Conference Mode: Participant View: Full Screen Layout
Host View: Full Screen Layout

Start Call Automatic: No

Purpose: One to One Consult

Priority: Elective

Requestor: Larry Learner ?

Consultant: Ian Clinic ?

Event Tool Bar

Status: Tentative

Created By:
larry learner

Creation Date:
06-07-2010

Schedule Event

Edit

Copy

Print

Show Full Log

Cancel

Notify Participants

Request Scheduling

Manage Attachment

Participant Systems Click here for help with this section ?

Consultant System

Site Name	System Name	Contact Info	Cal
Dr Ian Clinic	TOR_ICC_0434_EXE_01 ?	Larry Learner ? llearner@aps.ca 416-826-5555x4191	

Patient System(s)

[7] You will notice a message across the top of the screen indicating that the event was successfully copied and has been saved in a tentative status. Your new event will be assigned its own event number. Remember that the event ID is useful to keep as it tracks that specific event.

Your patient appointments will be assigned its own ID numbers. The status of your event will remain “Tentative” until you have made the necessary alterations and schedule the clinical event.

Cancelling the Clinical Frame

tails Click here for help with this section ?

Date of Event: Sep 23, 2010 - 07:00 to 08:00 (no setup time)

Event Type: Internal Medicine/Cardiology

Clinic Type: Serial

Access Mode: Participant View: Full Screen Layout
Host View: Full Screen Layout

Automatic: No

Purpose: One to One Consult

Priority: Elective

Requestor: Larry Learner ⓘ

Consultant: Ian Clinic ⓘ

nt Systems Click here for help with this section ?

nt System

Name	System Name	Contact Info	Cal
ic	TOR_ICC_0434_EXE_01 ⓘ	Larry Learner ⓘ llearner@aps.ca 416-826-5555x4191	

Event Tool Bar

Status: Scheduled

Created By:
larry learner

Creation Date:
28-06-2010

Edit

Copy

Print

Show Full Log

Cancel

Notify Participants

Request Scheduling Assi

Manage Attachments

[8] To cancel a videoconference, click on the “Cancel” button on the Event Tool Bar located at the right of the screen.

Cancelling the Clinical Frame

Cancel Request #8525617 + Scheduled

Reservation Details Click here for help with this section ?

Date: Sep 23, 2010
 Event Time: 07:00 to 08:00
 Clinic Type: Serial
 Consultant: Ian Clinic
 Event type: Internal Medicine/Cardiology

Event Tool B Click here for help with this section ?

Status: Sch
 Created By: 10
 Creation Da: 2010

9 10

Save Changes
 Cancel Changes

Cancellation Details Click here for help with this section ?

Reason *: Patient unavailable
 Log:

Event Scheduled by larry learner on June 28, 2010 4:27PM. Event status changed from Tentative to Scheduled.

larry learner added the following log entry on June 28, 2010 4:27PM: Patient's have been confirmed for this event.

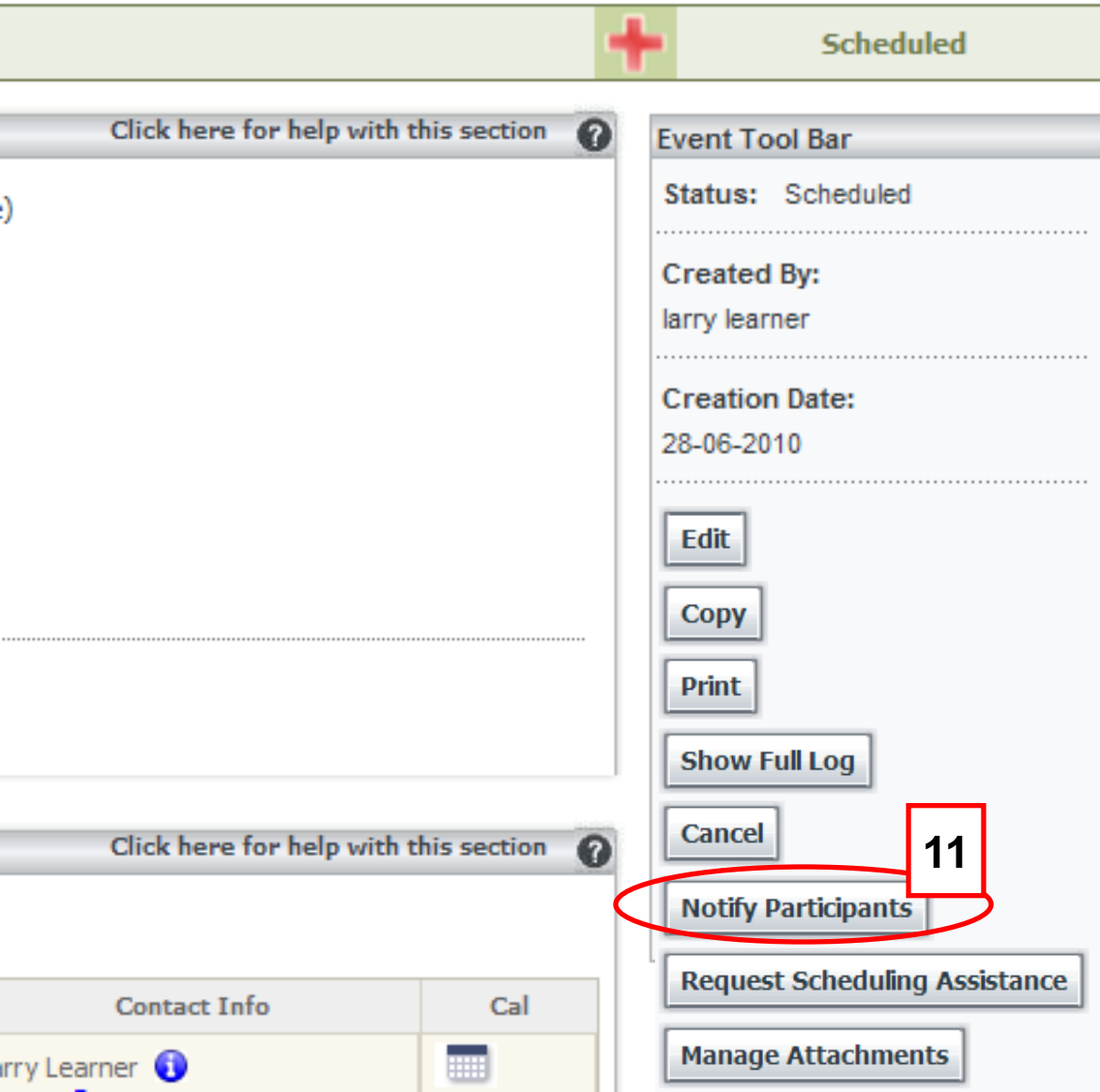
Note: Please be sure to notify all those involved of the cancellation. Cancelling the Clinic frame will also cancel all associated events.

[9] You will be presented with a “Cancel Request” screen. Select the reason for the cancellation from the dropdown menu as well as enter any additional information if required in the “Log” field.

[10] Click on the “Save Changes” button to finalize the cancellation. Please note, that the “Cancel Changes” button disregards the cancellation.

Once you save your changes, you will notice a message at the top of the screen indicating that your event has been cancelled.

Notifying Functionality



The screenshot displays the Otn interface for a 'Scheduled' event. The 'Event Tool Bar' includes the following elements:

- Status: Scheduled
- Created By: larry learner
- Creation Date: 28-06-2010
- Buttons: Edit, Copy, Print, Show Full Log, Cancel, **Notify Participants** (highlighted with a red circle and the number 11), Request Scheduling Assistance, and Manage Attachments.

The Notify Participants button is useful when corresponding with other coordinators and schedulers involved in the event

[1] When the Notify Participants button is clicked, MS Outlook or any other type of Email based application will be launched.

Send	To...	
	Cc...	rkenchington@otn.ca; hkellam@otn.ca; newtester@otn.ca
	Subject:	Clinic Event: 22219509 Notification; Status: Completed

***** Event notification [22219509] *****

Event date: Feb 27, 2014, 13:00 to 14:00

Consultant Name: OTN Tester

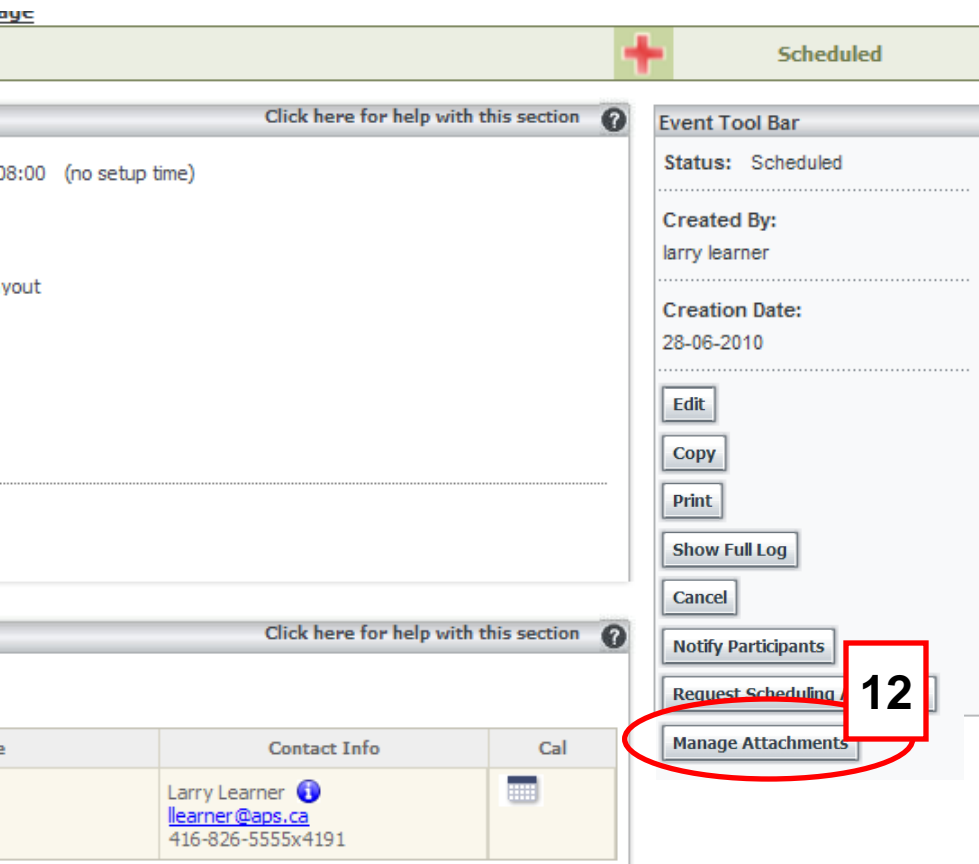
Consultant System: OTN - Toronto, TOR_OTN_0099_TRNG_01

Patient Systems: OTN - Ottawa, OTT_OTN_0272_OTN_12: 2Patients

URL: <http://tsm-iam-test.testdev.otn/tsm/portal/clinic/details.do?request.requestId=22219509>

The “subject” line contains the event number and the status of the event. The Cc field include email addresses pulled from coordinator information from Ncompass. The body of the email includes pertinent details regarding the event. Nearer the bottom of the email is a URL link that Ncompass Users can use to locate the event.

Manage Attachments



Communication as well as following established clinical protocols is an important component of ensuring that a clinical telemedicine consultation is a success.

[12] To facilitate the communication process between consultant and patient sites, Ncompass enables users to attach supporting material to clinical events such as clinical protocols and supporting documentation. All attachments are made on the clinical frame level. To attach documentation to the event, please click on the manage attachment button.

Supporting Materials Click here for help with this section ?

NOTE: To avoid privacy-related incidents, do NOT add files that contain Patient Health Information. This section is available for you to upload consultant protocols and blank assessment forms. For information on acceptable file types, refer to the help in this section.

13 0 File(s) selected, 0 B of 50 MB used.

14 File	Description
<input type="button" value="Choose File"/> Clinical_Protocols.docx	15 Clinical Protocols

This takes you to the manage attachment page. **[13]** Click the Add File in the Supporting Materials section for each file you want to attach. A new set of fields appear each time you click Add File. **[14]** To locate and select an attachment, click Choose File and then navigate to the file location. Double click on the document that you would like to attach from your computer. **[15]** To ensure that users understand the subject and purpose of the attachment, type a label in the description field.

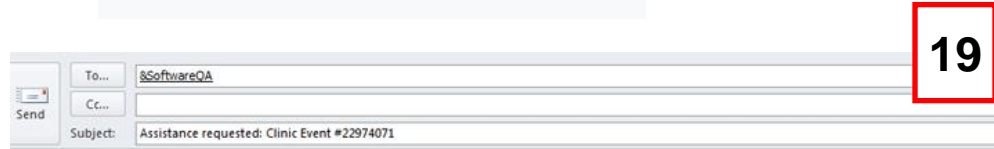
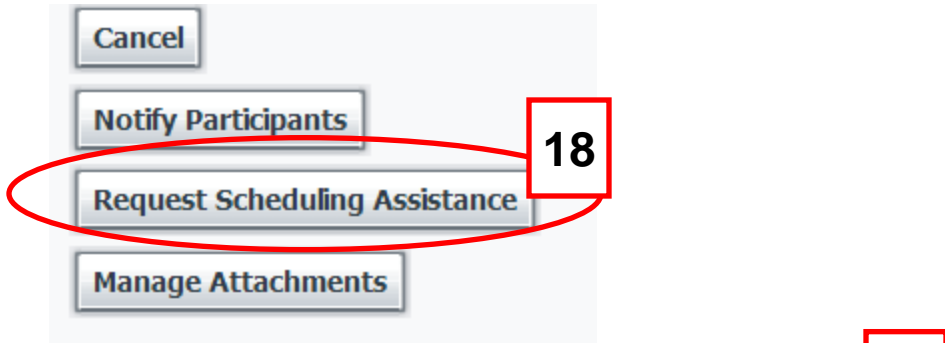
Manage Attachments

The screenshot shows a software interface for managing events. At the top, there is a green header with a red plus sign and the word "Scheduled". Below this is a grey "Event Tool Bar" containing the following information: "Status: Scheduled", "Created By: Roger Tester", and "Creation Date: May 30, 2014". Two buttons are located at the bottom of the tool bar: "Save Changes" and "Return To Event". The "Save Changes" button is circled in red and has a red box with the number "16" next to it. Below the tool bar, there are three more buttons: "Notify Participants", "Request Scheduling Instance", and "Manage Attachments". The "Manage Attachments" button is circled in red and has a red box with the number "17" next to it. On the left side of the interface, there are two grey boxes with the text "elp with this section" and a question mark icon. At the bottom left, there is red text that reads "formation. This section".

[16] To attach the file, click save changes in the event tool bar. Please note that Personal Health Information or imagery is not permitted and attachments are limited to 50 MB total. One attachment cannot be more than 10 MB

[17] At any time you can return to this page to remove or attach documents by clicking the Manage Attachments button.

Request Assistance



Please describe the assistance required below.

1. Do you require assistance locating and contacting a patient site?
If yes, where? _____
2. What kind of Nursing Support do you require (eg. Entire event OR Start/End of event
3. What physical assessment is required (eg. V/S, Med List, Ht/Wt, O2 Sats, Abd Circum
4. What medical peripherals / equipment are required (eg. Pt Camera, Telesteth)?
5. If you have an assessment form / protocols, please attach these document(s) to your

DO NOT INCLUDE PATIENT INFO

Event Information [22974071]
Event date: Jul 08, 2014, 13:00 to 14:00

[18] There might be times when you require OTN's Customer Care support to assist in scheduling and coordinating an event. If you do require assistance, please click the Request Scheduling Assistance button.

[19] This will launch MS Outlook or any other type of Email based application. You'll notice that in the body of the email are questions to prompt you in determining the specific assistance that you require.



Ncompass Terminology

Auto Initiate	An Ncompass feature that enables events to start and end automatically without manual intervention. This means that if you schedule an event to start at 8:00 AM, the systems involved will automatically connect at that time, provided the videoconferencing systems have been turned on.
Clinical Event	An event that directly or indirectly discloses patient information.
Clinic Frame	The actual scheduled videoconference event which contains all the details regarding the video call and includes the: date, start and end times as well as the systems involved.
Multipoint	An event that involves more than three sites in the videoconferencing. Any multipoint event requires a bridge. A bridge acts like the hub of a wheel, bringing together the spokes or in this case the individual sites, in a videoconference. All multipoints have a clearly defined start and end time and must be scheduled at least 30 minutes before they are to occur.



Ncompass Terminology

Ncompass	Ncompass is an online scheduling tool designed for OTN Members to schedule and manage videoconferencing events. It's simple to use, secure and gives OTN Members access to the same scheduling information as OTN Scheduling.
Patient Appointment	An optional component which allows the clinical scheduler to add details such as the start and end time of an patient's appointment, the patient name, contact information as well as any particulars regarding the appointment. Please note, you will not be able to add patient appointment information if your clinic is a multipoint event. To do this you will need to contact OTN Scheduling.
Point-to-point	An event that takes place between two videoconference systems and do not require the involvement of a bridge. Consequently, point-to-point calls can be scheduled at any time. Futhermore, point-to-point events provide users with portal calling features.