The Virtual Visit – Provider Office to Patient Sample Workflow

**Patient**
- Receive appointment confirmation
- Complete pre-visit check-in
- Receive appointment reminder
- Begin Virtual Visit

**Office Staff**
- Receive patient appointment request
- Schedule virtual visit appointment
- Review upcoming virtual & phone visits
- Contact patient to resolve any outstanding check-in steps

**Provider**
- Log into workstation
- Open encounter/visit
- Launch virtual visit
- Confirm virtual visit consent has been completed if required

- Enter Chief Complaint
- Review and update patient history
- Interview and assess patient
- Document progress note
- Document diagnosis and other pertinent information
- Complete visit and sign encounter
- Close virtual visit prior to next patient