

Saskatchewan Virtual Visit Provider User Guide



Canada

Saskatchewan

Saskatchewan
Health Authority

eHealth
Saskatchewan

Sask
cancer
AGENCY

SMA | SASKATCHEWAN
MEDICAL ASSOCIATION

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1. SK Virtual Visit Application Overview

- ❑ A virtual visit system that allows scheduling of video and audio sessions between healthcare providers and their patients/colleagues:
 - 'Video Meetings' - (scheduled or on-demand) invited patients/participants do not require a SK Virtual Visit account but join a meeting via a unique quick link
 - 'Phone Meetings' - (on-demand) between two participants
 - 'Consultations' - (scheduled) patients must be invited to join the provider's virtual clinic and create a SK Virtual Visit account
- ❑ Role-based permissions allow the clinic care team to see and/or control as much of the workflow as needed.
- ❑ Patients are seen in a private virtual exam room where they can be viewed and communicated with via video, chat and/or phone
- ❑ Others (family members, caregivers or other healthcare providers) can be invited to join in (with permission), and all can come and go as needed



2. Access 'SK Virtual Visit' as a Clinic Care Team Member



Request a SK Virtual Visit Account

Note: Clinic user accounts with 18 months of inactivity will be deactivated

- Complete the applicable online Account Request Form - You will need to identify your virtual clinic(s).

A **virtual clinic** is a set group of individual user accounts with a common patient set and specialty.

Virtual clinics are identified using existing clinic, department, or program structures.

SHA Users:

[SHA SK Virtual Visit Account Request Form](#)

SCA, SMA, ISC/FN or Other Users:

[SCA, SMA, ISC/FN or Other SK Virtual Visit Account Request Form](#)

Create Your Account and Become Part of a Virtual Clinic

Once access has been approved and granted, you will receive an email invitation to create your **SK Virtual Visit** account.

If you have not received the email, please contact your HSP Lead.

- ☐ Review your email, paying special attention to the **Note**, then tap on [click this link](#) under **Get Started**.



Saskatchewan!

You have been invited to join HealthBuddy via the SK Virtual Visit App.

Get Started

Please [click this link](#) to join HealthBuddy.

After you accept your invite, you will be able to provide services in SK Virtual Visit for HealthBuddy:

- **Scheduling:** Care provider schedules are set when they are accepting consultations virtually, physically, or both, as well as the time interval in which they wish to allocate for each patient. Patients can then book appointments on-line with a care provider's schedule. Note: this is configurable for each clinic and is set to "off" by default. Contact your SK Virtual Visit representative if you wish to turn this on.
- **Patients:** Invite patients by sending them a link through email and/or text message. If you don't have this information, you can give them a unique code. Patients use this link or code to be added to your clinic.
- **Connect:** Chat with your patients via chat, audio, or video!

Note

The link above is a one time registration link and will not work after you complete registration. If you'd like to get back to the website, go to [the login page](#). We recommend bookmarking this page for future reference.

Need Assistance?

If you have any questions or concerns, feel free to contact your SK Virtual Visit representative or email virtualvisit@ehealthsask.ca for support.

Create Your Account

You should navigate to the **SK Virtual Visit** Portal Welcome Page

Click **I Don't Have an Account**

Note:

Only one account is required, however you may join multiple virtual clinics. You will receive a separate invitation email for each clinic you have requested to be invited to.

After creating your account using the link in the first invitation email, open each subsequent invitation email and tap **Click this link**. Then select **I Have an Account**.

Log in using the same username and password you created earlier.

Once logged in, you will be connected to the additional clinic.

Repeat this process for each clinic invitation you receive.

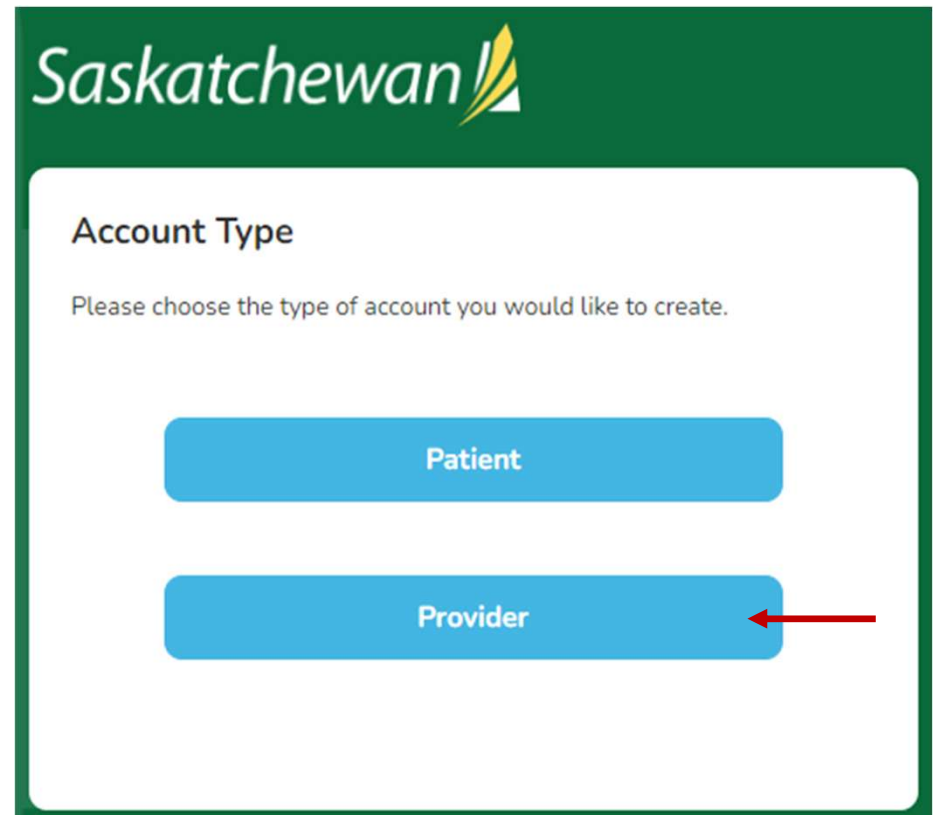


Create a Provider Account

In some rare instances you may be presented with a screen asking you what kind of account you want to create – Patient or Provider.

If you see this screen...

- Click **Provider** and you will be redirected.
(DO NOT click **Patient**)



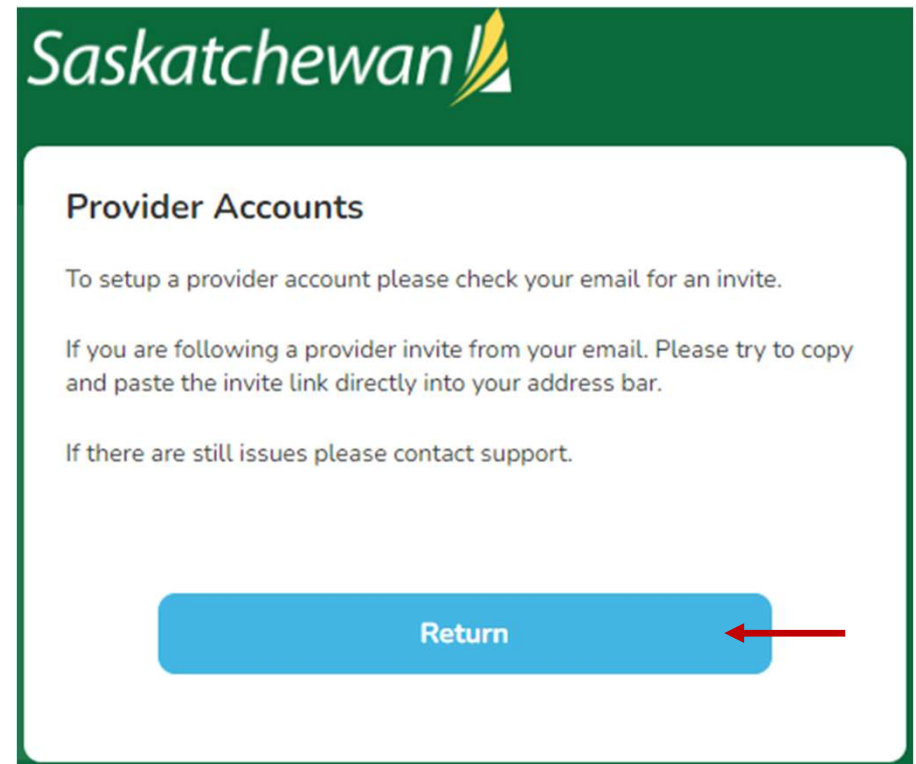
The screenshot shows the Saskatchewan logo at the top left. Below it, the heading "Account Type" is displayed. Underneath the heading is the instruction "Please choose the type of account you would like to create." There are two blue buttons: "Patient" and "Provider". A red arrow points to the "Provider" button.

Create a Provider Account

- Read the directions, then click **Return**.
- As directed, navigate back to your Welcome email and try **click this link** under **Get Started** again.
- Click **I Don't Have an Account**

If that does not work...

Copy (Ctrl+c) the **click this link** hyperlink from the email and paste (Ctrl+v) into your laptop/ computer browser's address bar. You should be directed to the proper screen.



Saskatchewan

Provider Accounts

To setup a provider account please check your email for an invite.

If you are following a provider invite from your email. Please try to copy and paste the invite link directly into your address bar.

If there are still issues please contact support.

Return

Account Information

Enter **your** account information

- **All fields are mandatory**
- **Display Name** is the name your clinic care team and patients see when they use the platform
- Use your **work email**, as that is your approved email address. These must be unique as are used as account login identifiers. Do not use a personal email address.
- Your **mobile number** must be a unique (not shared) cell number, not a landline, as it is used for mandatory two-factor authentication which you will receive by text. *Your cell number is never shared with or visible to patients.*

The screenshot shows a registration form titled "Saskatchewan Combined Clinic Account Information". The form is set against a dark green header with the Saskatchewan logo and "Combined Clinic" text. Below the header, the title "Account Information" is followed by the instruction "Please provide the following information to register your account." The form contains several input fields: "First Name *" (empty), "Last Name *" (empty), "Display Name (what patients will see)" (containing "Dr. Smith"), "Email *" (containing "email@example.com"), "Mobile Phone *" (containing "(XXX) XXX-XXXX" and a note that mobile numbers are required for 2FA and not shown to patients), and "Gender" (a dropdown menu currently showing "Male").

Choose a Password

- Create a secure password. As the password requirements are met, checkmarks will automatically appear for each of them.



- Read and agree to the **Access and Use Policy** by adding a checkmark

- Click **Continue**

Choose a Password

Password

Confirm Password

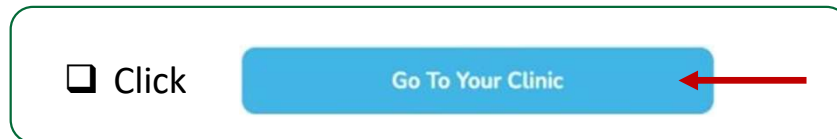
I have read and agree to the Access and Use Policy

Continue

Password Requirements

- At least 8 characters
- At least 1 capital letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (*, %, !, etc...)
- Confirmation password matches

YOU ARE NOW READY TO ACCESS YOUR CLINIC !



*Note: Once you create your **SK Virtual Visit** account,
the link in the invitation email will no longer work*

To access the Login screen, go to...

<https://virtualvisit.saskatchewan.ca/>

We also suggest you bookmark this Login screen for easy access to the platform.

3. Account Login & Logout



Log In

Email

Password

[Forgot Password?](#)

[Help](#)

Login 

Need to register a new account?

[Create Account](#)

Have a meeting invite?

[Join Meeting Now](#)

Account Login

- Enter the email address and password you used to set up your **SK Virtual Visit** account
- Click **Login**

**REMEMBER TO BOOKMARK
THIS LOGIN PAGE FOR EASY ACCESS**

<https://virtualvisit.saskatchewan.ca/>

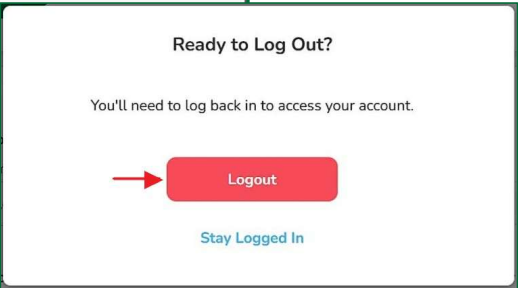
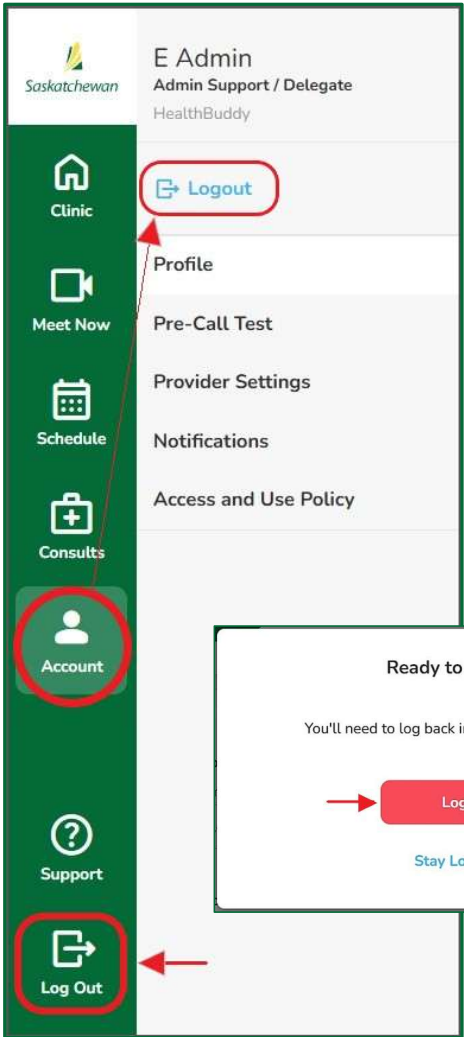
Account Logout

For security purposes, it is important to properly Logout, rather than simply closing your browser *.

It is also advisable to clear your history at the end of each shift.

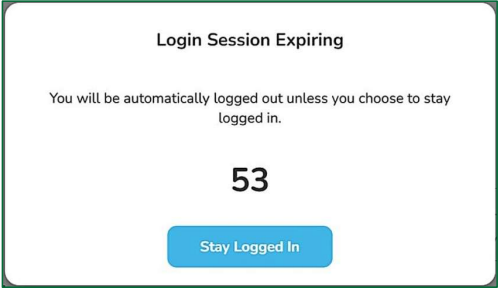
There are two areas you can Logout:

- Under **Account > Logout**
- At the bottom of the green dashboard, click **Logout**
- Click **Logout** to confirm.



* There is an automatic 1-hour timeout of your account when you close or exit the browser without logging out.

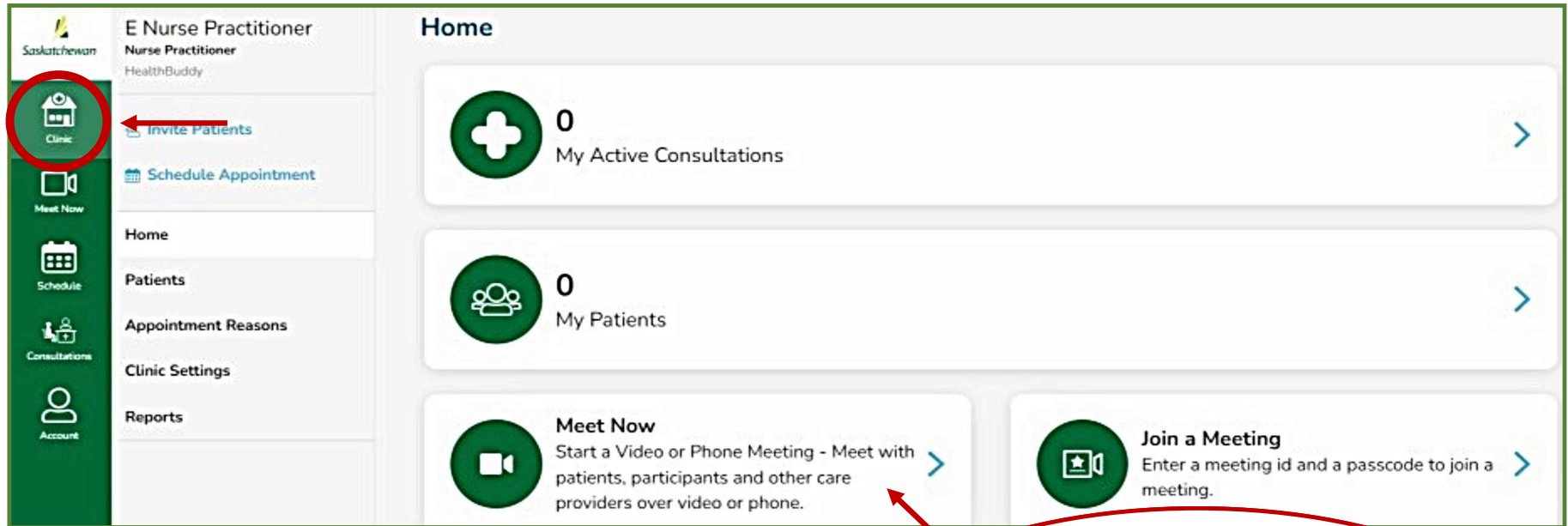
After an hour of inactivity, the system will prompt you to remain logged in or will log you out automatically.



4. The 'Home' Screen



Home Screen



☐ To return to the **Home** screen at any time, select **Clinic** in the dashboard.

The Home screen provides condensed information about your clinic, which is populated from other areas in the platform. You cannot change info here. Click on any box that contains an arrow to be directed to the section.

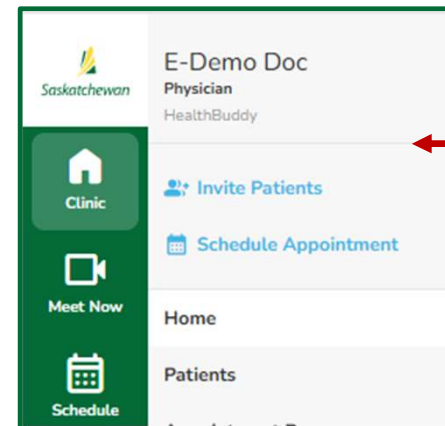
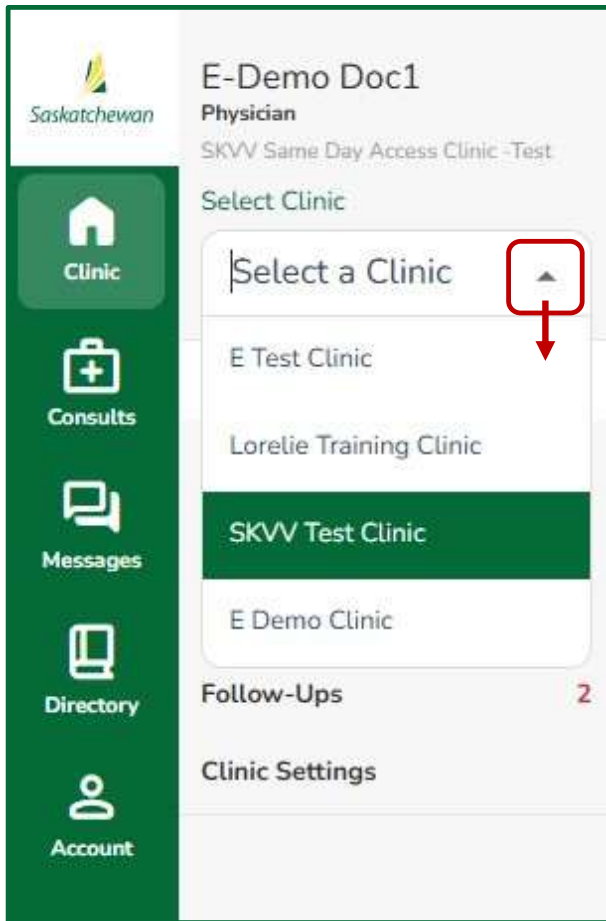


5. Select a Clinic



Select Your Clinic

- If you are part of more than one virtual clinic, and have followed the instructions on page 8 of this guide, use the **Select Clinic** drop-down to choose the clinic you are currently working in.
- If you are associated with one clinic only, you will not see this feature or drop-down.



6. Your Profile Information



Your Profile Information

Saskatchewan
E Nurse
Nurse Practitioner
HealthBuddy

EN E Nurse
Change Profile Picture
Change Password

Logout

Profile

Pre-Call Test

Provider Settings

Notifications

Access and Use Policy

Account Information

Display Information
Display Name (Displayed to patients)
E Nurse

Address
Province
Province

Contact Information
Email
First Name
E-Demo
Last Name
Nurse
Mobile Phone (Used for Two-Factor authentication.)

Age and Gender
Gender
Female

Save Changes Discard Changes

You are able to:

- Change your Display Name
- Add or change a profile picture (optional)
 - Change Password

All other changes to your Account Information must be requested - please see next page.

- ❑ Click **Account** in the dashboard, then select **Profile**.
- ❑ If any information is changed or added, click **Save Changes**.

Your Profile Information

To request changes to your information besides your display name, profile picture or password, complete the applicable online form...

SCA, SMA, ISC/FN or Other Users:

[SCA, SMA, ISC/FN or Other 'SK Virtual Visit' Account Request Form](#)

SHA Users:

[SHA 'SK Virtual Visit' Account Request Form](#)

If having difficulty accessing the form, email:

SHA: virtualcare@saskhealthauthority.ca

SCA: virtual.care@saskcancer.ca

SMA: emr@sma.sk.ca

ISC: ehealthisc@canada.ca

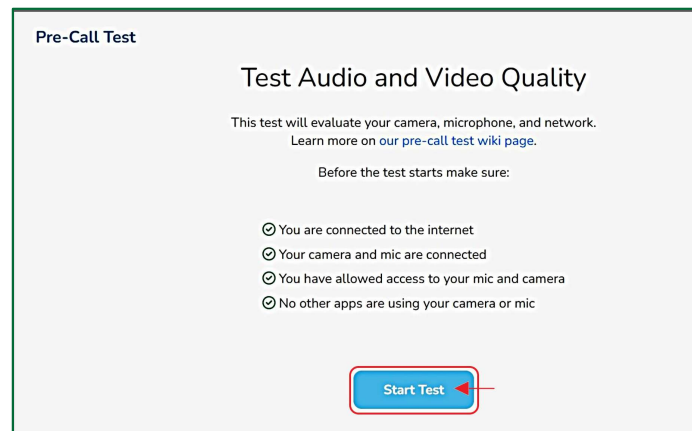
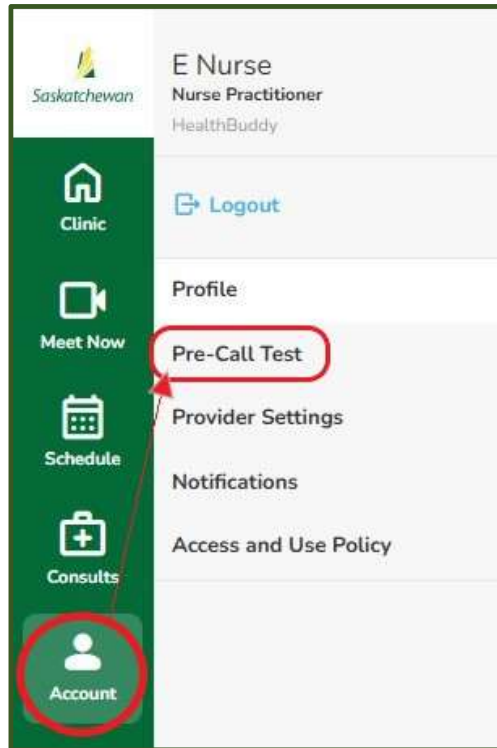
Others: servicedesk@ehealthsask.ca

7. The 'Pre-Call Test'



The Pre-Call Test

It is recommended that you run a **Pre-Call Test** each time you log into your account, to ensure that your technical equipment, devices and connections are working properly and to allow time to get things working **before** beginning virtual sessions, if required.



- ❑ The **Pre-Call Test** is available from two places in the platform:
 1. When logged in to your account: select **Account > Pre-Call Test**.
 2. When not logged in and joining a video meeting: from the Home screen, tap Join a Meeting, then **Test Your Connection**.
- ❑ Review the screen, then click **Start Test**.
 - The system may prompt you for video and camera permission. If so, **Allow** both.
 - Set your device on a stable surface and speak during the test, to ensure proper camera and microphone testing.

Pre-Call Test Results

The test will take approximately one minute, then will time out automatically.

Test Audio and Video Quality

Test completed with no issues detected.
[Learn more on our pre-call test wiki page.](#)

Test Results

✔ Test video room created	⬆️ Outgoing bitrate: 3403 kbps
✔ Camera detected	⬆️ Average bitrate: 2071 kbps
✔ Microphone detected	↔️ Average round trip: 0.02 secs
✔ Call Quality Result: Good	↔️ Max round trip: 0.02 secs
✔ Video call web sockets	🔗 Average packet loss: 0.0%
✔ App server web sockets	

❑ If the Pre-Call test results are good:

- Proceed to conducting virtual consultations or meetings.

❑ If the Pre-Call test fails or the results are bad:

- Make sure other applications on your laptop/computer are not using your camera or microphone or are closed
- Double-check your internet connection, as slow speeds can affect the quality of your video sessions
- If possible, use an ethernet or wired connection instead of wireless
- Make sure your microphone and camera are plugged in and set as a system default

Web Sockets - a way for computers to 'talk' with each other in real time. It allows two-way communication over one internet connection, so both sides can see, send, and receive information all at the same time.

Packet Loss – incomplete or delayed data transmission

Bitrate - the amount of video data transmitted (a higher bitrate usually translates to better quality)


Round Trip Time – the time it takes for data packets to complete a round trip from source to destination and back (the efficiency & reliability of your network connection)

8. Updating Settings & Notifications

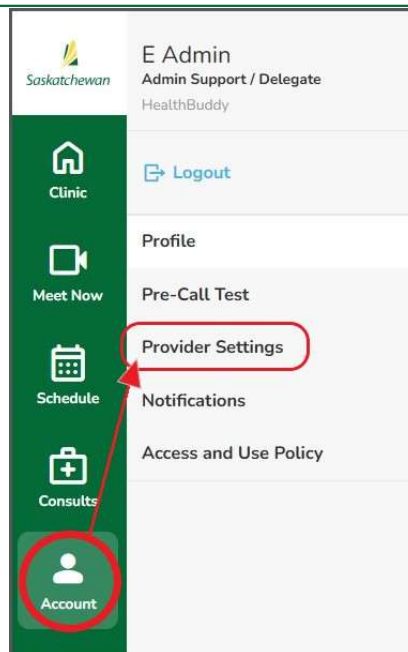


Provider Settings

The Provider Settings ONLY apply for clinics that have the 'Patient Self-Serve Scheduling' feature enabled. When disabled for your virtual clinic(s), this message will appear:

 "Appointment Booking" and "New Patient" settings are unavailable because "Patient Self Serve Scheduling" is disabled.

- ❑ Select **Account** from the dashboard, then click **Provider Settings**.



When enabled, there are three settings available:

- **Lead Time** - the minimum amount of time before a patient can book an appointment
- **Patient Provider Selection** – allows a healthcare provider to permit their patients to consult with other healthcare providers from within their virtual clinic
- **New Patients** – A healthcare provider may allow new patients to schedule virtual appointments with them

Appointment Booking

Lead Time

The minimum amount of time before an appointment occurs that a patient can make a booking.

Patients can book immediately

Patient Provider Selection

Allow patients to select another provider at my clinic.

Select other Providers that your patients may select.

Select All

Dr. J Nagy 2 UAT

Dr. Lorelie

E Doctor2

I am not accepting new patients at this time.

I am accepting new patients.

You currently have 24 patients.

Stop accepting new patients once I reach

Appointment Notifications

- Notifications to Clinic Care Team Members -

Healthcare providers and clinic admin have the option to receive notifications to the email address and/or mobile phone number set in their account profile.

They can be received by email only, SMS text message only or both.

Notifications can be set for:

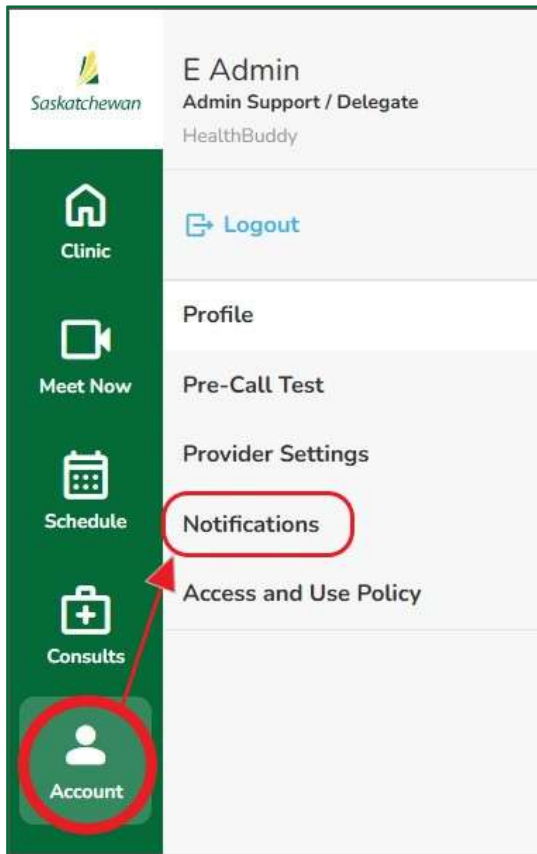
Appointments

- Created – when a new appointment is booked with you
- Cancelled – when one of your appointments get cancelled
- Invitation – when you are invited to an appointment by another team member
- Decline – when a team member you invited to an appointment declines

- Select **Account** from the Dashboard, then click **Notifications**.
- The clinic admin must select, from the drop-down menu, the healthcare provider they want appointment notifications for. Healthcare providers will not see this drop-down.
- Check the desired notifications, then click **Save**.

Notifications are applied on a per clinic user basis.

Each care team member must set their own appointment notifications.

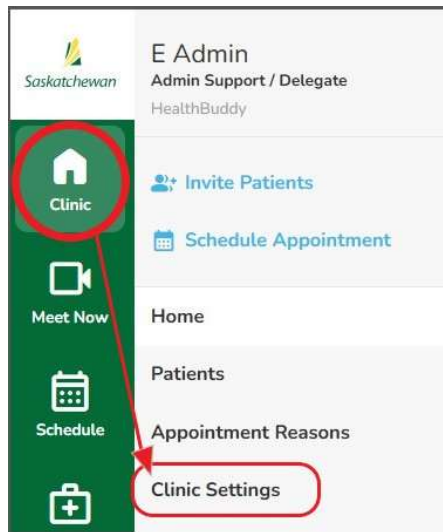


Clinic Settings

- Appointment Notifications & Reminders to 'Consultation' Participants

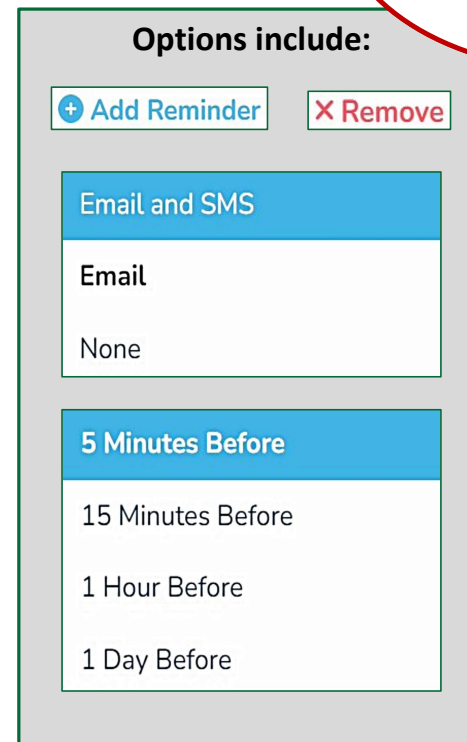
It is highly recommended that you send patients/participants appointment reminders via email and/or SMS text message for their scheduled **patient consultations**.

These settings are set for the entire clinic, not for individual users. Any changes will impact all clinic care team members.



- Select **Clinic** in the dashboard, then **Clinic Settings**

The **Appointment Notifications and Reminders** section is at the top of this screen



Clinic Settings

- Quick Messages to Patients/Participants -

Quick Messages help healthcare providers, or their clinic admin manage **patient consultations** by sending a message to patients before the consultation begins.

They are *accessed* from the **Active & Pending** screen (under the **Consults** tab), however, are *managed* here under **Clinic Settings**.

Patients receive these messages within the consultation itself as a chat message.

- Select **Clinic** in the dashboard, then **Clinic Settings**.
- Scroll down to **Quick Messages** to view, edit, remove or add messages.

Options include:

There are preset 'Quick Messages' available OR new ones can be created for the entire clinic OR customized for individual healthcare providers.

These may be created by clinic admins on behalf of the healthcare provider.

Add a New Quick Message

- ❑ Select **Clinic** in the dashboard, then **Clinic Settings**.
- ❑ Scroll down to **Quick Messages** and click **Add Message**.
- ❑ If you are the clinic admin, under **Provider**, select a particular healthcare provider **or leave blank for all** healthcare providers in the clinic.
- ❑ When creating a new message for **All** providers, you have an option to add the provider's name into the quick message. To do this, click **Insert Provider Display Name Variable** in the spot where you want their name to appear. Type the new message.
- ❑ Click **Add Quick Message**.

The screenshot displays the 'Add Message' interface. At the top, there is a blue button labeled 'Add Message'. Below it is a dropdown menu for 'Provider' with a list of names: Practitioners, Lorelie Doctor, Jessica Doctor1, Test Doctor1, Julie Doctor, Jeff Peters (highlighted in green), and Test Doctor2. A red circle highlights the 'Practitioners' dropdown arrow. Below the provider list is the 'Add Quick Message' section. It contains a text box with the message: '{Provider Display Name} has been called away due to an emergency, please call the clinic directly to reschedule your appointment.' A red box highlights the '{Provider Display Name}' placeholder. Below the message box is a blue button labeled 'Insert Provider's Display Name Variable' with a red arrow pointing to it. At the bottom of the form are two buttons: 'Add Quick Message' and 'Cancel'.

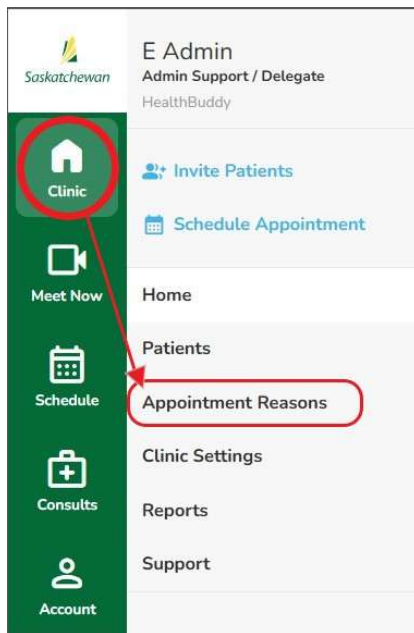
9. Appointment Reasons



Adding, Editing & Removing Appointment Reasons

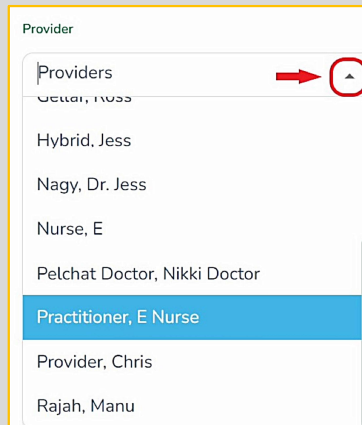
These preset Appointment Reasons are used when scheduling patient consultations and help the clinic care team prepare for the appointment.

- ❑ Select **Clinic** in the dashboard, then click **Appointment Reasons**.

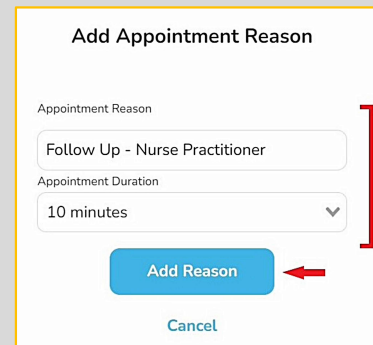


- ❑ Clinic admins must select the correct healthcare provider from the **Provider** drop-down menu.

Healthcare providers will not see this drop-down.

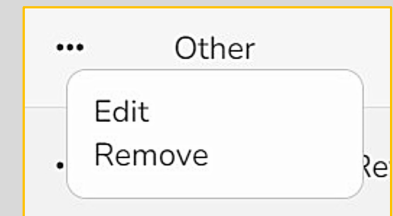


- ❑ Select **Add Reason**.
- ❑ Type in the new appointment reason, a duration that is suitable. Note – at the time appointments are being scheduled, the preset duration may be overridden.
- ❑ When ready, click **Add Reason**.



Notifications are applied on a per clinic user basis and may be set by either healthcare providers or the clinic admin on behalf of the healthcare provider

- ❑ Click the 3 dots to **Edit** or **Remove** an appointment reason



10. Managing Healthcare Provider's Schedule & Calendar



Managing Schedules

Your clinic's regular EMR system should be used however, a provider's schedule MAY be added into this platform, although not necessary to schedule appointments or meetings.

Select **Schedule** in the dashboard

The screenshot displays the E Admin dashboard interface. On the left sidebar, the 'Schedule' icon is circled in red. The main content area shows the 'Select Schedule' dropdown menu with 'Doctor, E-Demo' selected. A red oval highlights this dropdown menu, with a red arrow pointing to it from the text box on the right. Below the dropdown, the current timezone is shown as 'CST (-06:00)'. The 'Availability Types' section lists 'Virtual', 'In-Person', and 'Both Virtual and In-Person'. At the bottom, a calendar view shows the days of the week for January 11-17, 2026, with 'Friday January 16' highlighted in red.

Clinic admins can view and update calendars on behalf of the healthcare providers within their clinic. They must select the healthcare provider's name from the **Select Schedule** drop-down.

Viewing Appointments

MONTH View:

- Click on an individual day or 'Today'
- Click on 'This Week'
- Hover over a day to see the number of appointments scheduled.

DAY View:

- The day's view of the schedule.
- Click on an appointment + to enter, X cancel the entire appointment, X decline an invitation to it, or to get/send the shareable Join-In info.
- Delete a shift.

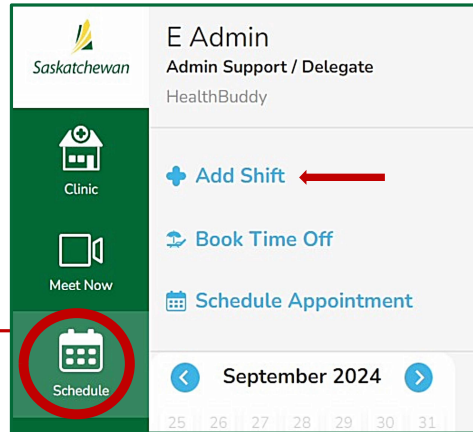
WEEK View:

- A 7-day view of the schedule.
- Click on an appointment for details, to enter, cancel the entire appointment, decline an invitation to it, or to get/send the shareable Join-In info.

The screenshot displays the HealthBuddy scheduling interface. On the left, a sidebar contains navigation icons for 'Clinic', 'Meet Now', 'Schedule Appointment', 'Consultations', and 'Account'. The 'Schedule' icon is circled in red. The main area shows a calendar for September 2024, with a red box highlighting the calendar grid. Below the calendar, there are buttons for 'Day' and 'Week' views, with red arrows pointing to them. The 'Day' view is selected, showing a detailed view of the schedule for Monday, September 23, with a red box highlighting the 'Day' button. A pop-up window shows an appointment for 'Team Meeting' from 14:45 to 15:15 on Monday, September 23, with options to view, add, or delete the appointment. The interface also shows 'Availability Types' (Virtual, In-Person, Both Virtual and In-Person) and 'Practitioner, E Nurse'.

Add a Healthcare Provider's Shift

- ❑ Click **Schedule** in the dashboard
- ❑ Select **Add Shift**



- ❑ Select the **day** you wish to add the shift to
- ❑ Select the **from/to time**
- ❑ Select the **type of care** (virtual, in-person, or both)
- ❑ Choose the **Occurrence**
- ❑ Choose an **end date** (if recurring occurrence)
- ❑ Click **Add Shift for ...**

Screenshot of the 'Add Shift for E Nurse Practitioner' form. A red arrow points to the 'Add Shift for E Nurse Practitioner' button.

Add Shift for E Nurse Practitioner

Select Day: Monday, September 23, 2024

From: 8:00 AM To: 5:00 PM

Type of Care: Virtual

Occurrence: Weekly End Date: Monday, October 28, 2024

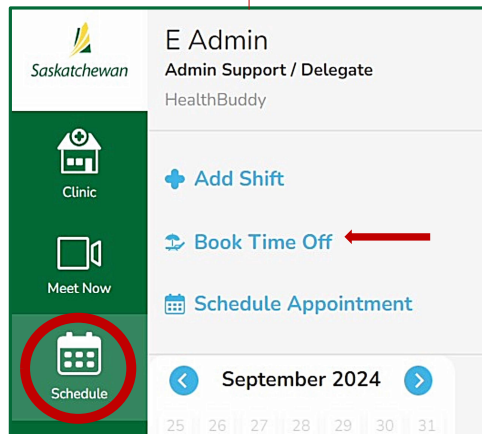
Add Shift for E Nurse Practitioner

Cancel

Book Time Off

This feature can be used to indicate times unavailable for full or partial days (such as breaks, vacation, etc.)

- ❑ Click **Schedule** in the dashboard
- ❑ Select **Book Time Off**



- ❑ Select the **day** you wish to add the time off to
- ❑ Select the from/to **time**
- ❑ Choose the **Occurrence**
- ❑ Choose an **end date** (if recurring occurrence)
- ❑ Click **Book Time Off** and confirm

Book Time Off for E Nurse Practitioner

Select Day
Monday, September 23, 2024

From: 1:30 PM To: 2:30 PM

Occurrence: Weekly

End Date: Wednesday, October 23, 2024

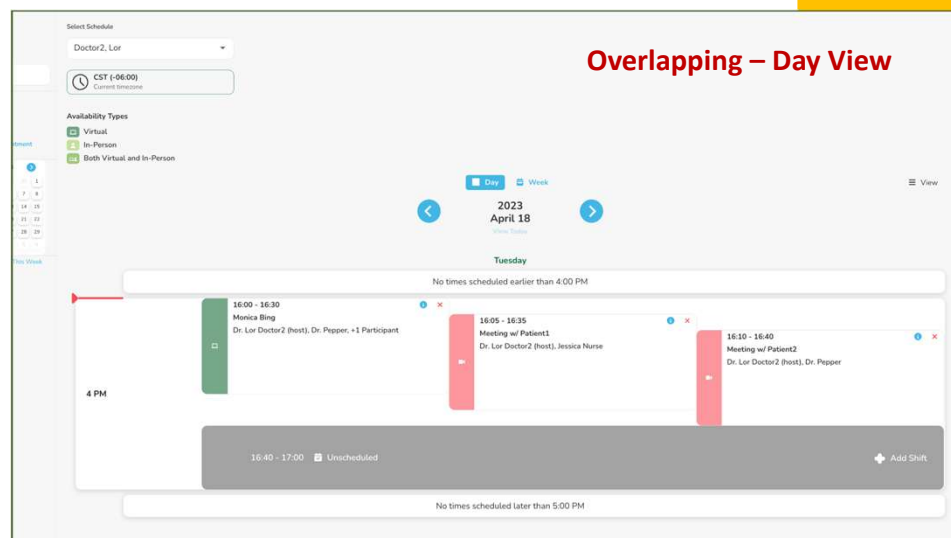
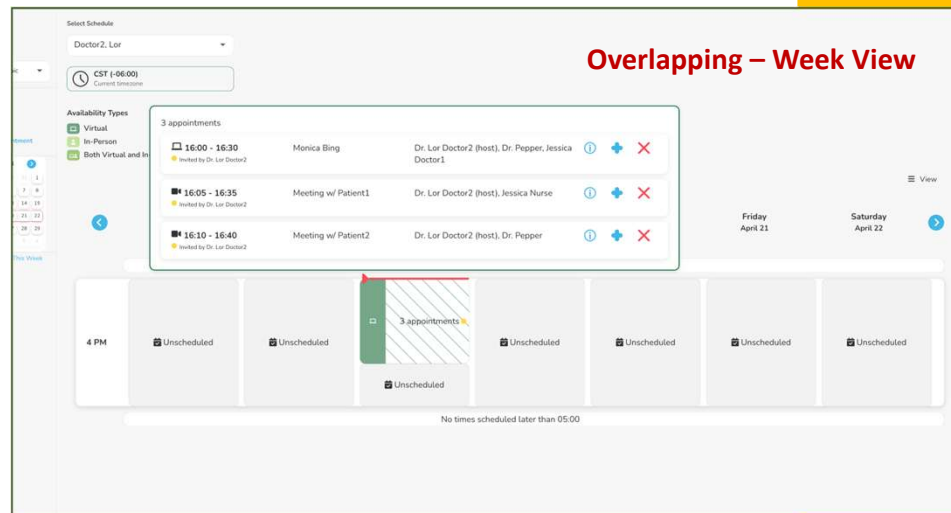
Book Time Off

The time off will appear in the calendar as **Unavailable**



Overlapping Schedules

- If scheduled video meetings or consultations overlap with other appointments that a host provider or an invited provider currently has, a notification will appear to the person doing the scheduling (clinic admin or host provider).
- A **maximum of three (3)** overlapping video meetings or consultations can be booked into a provider’s schedule.
- In **Week View**, the overlapping appointments will show the number of appointments, in a box with a hashed background, in the affected timeslot.
- In **Day View**, the overlapping appointments will show each appointment, within the affected timeslot.



11. Video Meetings vs Patient Consultations



Video Meetings vs Patient Consultations

Video Meeting

Meetings allow you to quickly talk with a patient, their participants and other care providers.

- ✓ Invite other participants
- ✓ Record Video
- ✗ Patient Information and History
- ✗ Past Consultations
- ✗ Note Taking
- ✗ Kept in Patient's History

Schedule Video Meeting

- Patients/invited participants **DO NOT** require a 'SK Virtual Visit' account to join a video meeting.
- They **do not** need to be invited by the clinic to join the clinic.
- Meetings are a way to meet with others (specialists, clinicians, patients, patient's family members or caregivers) via video or phone when patient info and history, past consultations, consultation notes, are not required.
- **Video Meetings:** multiple participants may be invited by a clinic to attend with a meeting ID and passcode that is sent via email, SMS text message or given verbally
- Meetings can be held immediately or scheduled into the healthcare provider's clinic schedule.
- Meetings will include a video call and, if needed, a phone call.
- **Phone Meetings:** held immediately with two participants only. The healthcare provider's phone number will not be displayed to the patient.

Consultation

A consultation is the preferred way to see and speak to a patient for diagnosis and questions.

- ✓ Invite other participants
- ✓ Record Video
- ✓ Patient Information and History
- ✓ Past Consultations
- ✓ Note Taking
- ✓ Kept in Patient's History

Schedule Consultation

- Patients **DO** require a 'SK Virtual Visit' account to join their patient consultation.
- They **must be invited** by the clinic to join as a virtual patient.
- Patient consultations include patient information and history, past consultations, and consultation notes (if entered). This information is saved within the system.
- Patient consultations are always booked into the healthcare provider's clinic schedule.
- Patients may invite up to two guests to their virtual consultations. Invited guests ***MUST*** create and log into a 'SK Virtual Visit' account when invited by the patient.
- Healthcare providers may invite multiple guests (specialists, clinicians, patient family members or caregivers) to their patient's virtual consultation as well. Invited guests ***DO NOT*** require a 'SK Virtual Visit' account when invited by the healthcare provider.
- Patient virtual consultations will include a video call and, if needed, a phone call.

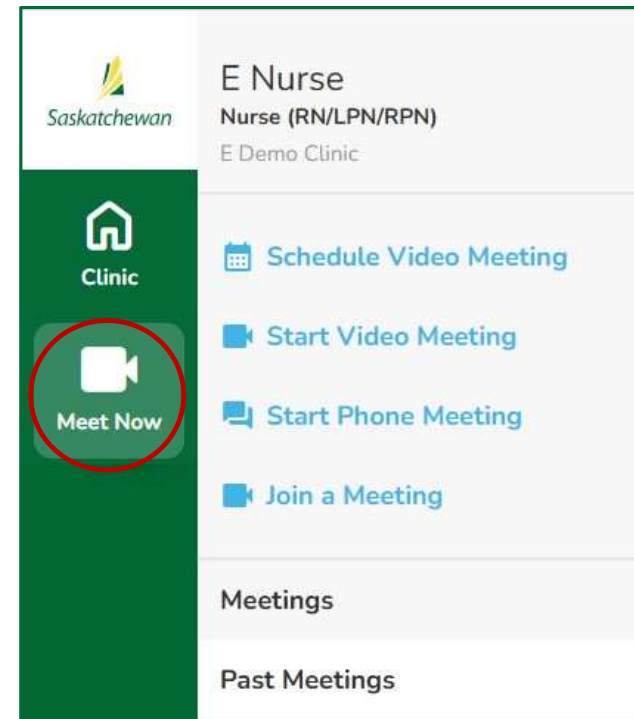
12. Video & Phone Meetings



Video Meetings

Available options include:

1. Schedule a Video Meeting for a later date/time
 2. Start an 'On-Demand' Video Meeting
 3. Start a Phone Meeting
 4. Join a Meeting You are Invited To
 5. Past Meetings
- These meetings allow you to quickly consult with a patient, their family or caregivers, other healthcare providers, specialists or members of your clinic's care team by video or phone, without scheduling a consultation and without your patients/participants requiring an account with **SK Virtual Visit**.
 - The video meetings do not contain patient, medical history, or past consultation information.
 - You may enter a short note once the video meeting is complete for future reference.



1a. Schedule a Video Meeting

- ❑ Select **Meet Now** in the dashboard
- ❑ Click **Schedule Video Meeting**

Saskatchewan E-Demo Admin
Admin Support / Delegate
HealthBuddy

Clinic

Meet Now

Schedule

Consultations

Schedule Video Meeting

Start Video Meeting

Start Phone Meeting

Join a Meeting

Meetings

Past Meetings

Connect over video

Quickly launch a secure video call or set up a scheduled meeting.

Start Video Meeting

Schedule Video Meeting

Clinic admins can schedule video meetings and patient consultations on behalf of the healthcare providers within their virtual clinic.

- ❑ If prompted with this screen, click **Schedule Video Meeting**

What Would You Like to Schedule?

Video Meeting
Meetings allow you to quickly talk with a patient, their participants and other care providers.

- ✓ Invite other participants
- ✓ Record Video
- ✗ Patient Information and History
- ✗ Past Consultations
- ✗ Note Taking
- ✗ Kept in Patient's History

Schedule Video Meeting

Consultation
A consultation is the preferred way to see and speak to a patient for diagnosis and questions.

- ✓ Invite other participants
- ✓ Record Video
- ✓ Patient Information and History
- ✓ Past Consultations
- ✓ Note Taking
- ✓ Kept in Patient's History

Schedule Consultation

1b. Schedule a Video Meeting

Schedule a Video Meeting

Meeting Title

Demo video meeting

Select Provider

Doctor, E-Demo

+ Invite Another Provider

or

Next

- ❑ Enter a **Meeting Title**.
- ❑ If you are the clinic admin, select the host provider's name from the **Select Provider** drop-down menu. *Healthcare providers will not see this field.*
- ❑ If only a single provider (host) is being scheduled for this meeting, click **Next** and skip to the next page.

Schedule a Video Meeting

Meeting Title

Demo video meeting

Provider

Select or start typing...

E-Demo Doctor (host)

E-Demo Nurse

Next

- ❑ If providers from your virtual clinic in addition to the host are being invited to this meeting, click + **Invite Another Provider**.
- ❑ Add their name from the **Provider** drop-down menu. If someone is added by mistake, click the red 'X' beside their name, to remove them from the list.
- ❑ Once complete, click **Next**.

1c. Schedule a Video Meeting

The screenshot shows the 'Schedule Appointment' form. At the top left is a '< Back' link. The title 'Schedule Appointment' is centered. Below the title is a clock icon with 'CST (-06:00)' and 'Current timezone' below it. There are two input fields: 'Date' with the value 'Wednesday, October 08, 2025' and 'Length' with the value '45 mins (12:45 PM)'. Both fields are highlighted with a red border.

- Date** - Enter the date of the meeting or, if scheduling recurring meetings, the first meeting date.
- Length** - the length of the meeting (this is approximate; the appointment will not automatically end if it extends past this time).

The screenshot shows the 'Specific Time' selection interface. It has a green header with the text 'Specific Time'. Below the header is a 'Start Time' label and a dropdown menu showing '3:00 PM'. A red circle highlights the dropdown arrow.

- When scheduling a single provider and their work schedules **ARE NOT** entered in SK Virtual Visit ...
- Select **Specific Time**
 - Under **Start Time** select the time of day the appointment(s) will start

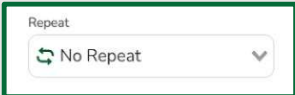
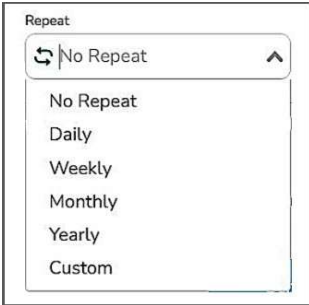
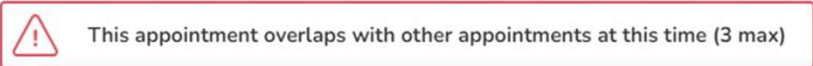
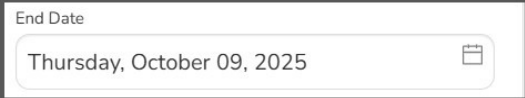

The screenshot shows the 'See Availability' selection interface. It has a green header with the text 'See Availability'. Below the header is a list of two time slots: '2:22 pm - 3:07 pm' and '2:45 pm - 3:30 pm'. A red arrow points to the first time slot.

- When scheduling a single provider and their work schedules **ARE** entered in SK Virtual Visit ...
- Select **See Availability**
 - Select an available time from the list

The screenshot shows the 'Start Time' selection interface. It has a 'Date' field with the value 'Monday, September 23, 2024' and a 'Length' field with the value '15 mins (5:15 PM)'. Below these is a 'Start Time' label and a dropdown menu showing '5:00 PM'. The dropdown menu is highlighted with a red border.

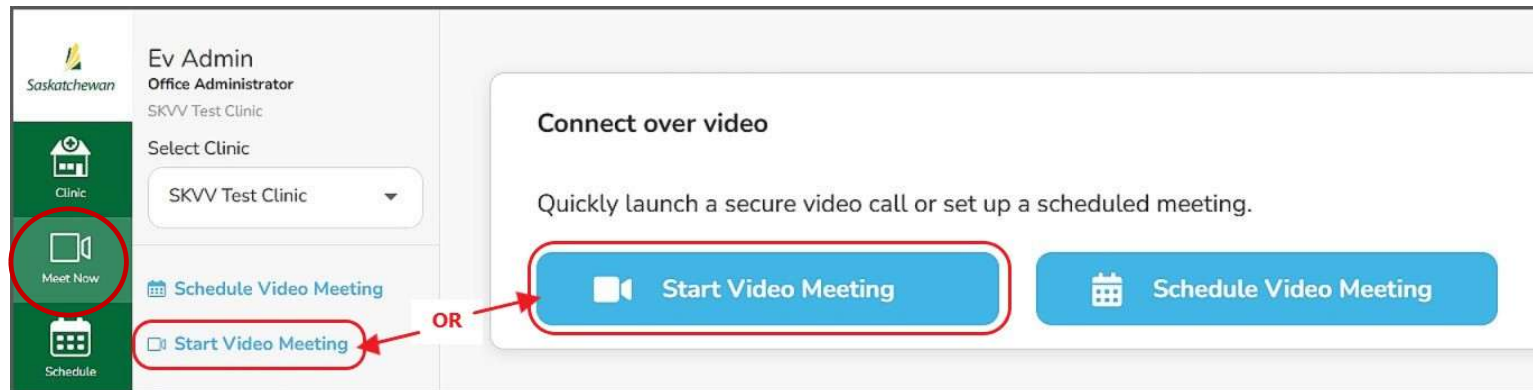
- When scheduling multiple providers from the same virtual clinic, in addition to the host ...
- Select a meeting **Start Time**

1d. Schedule a Video Meeting - 'Occurrence'

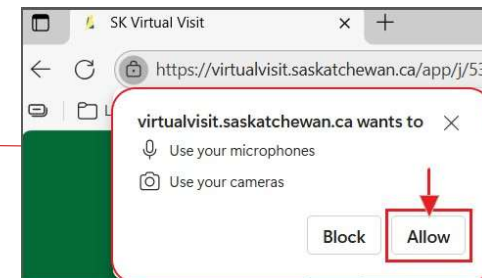
<p>If scheduling a <u>one-time</u> meeting, select 'No Repeat'.</p>	
<p>If scheduling <u>recurring</u> meetings, choose the occurrence:</p> <ul style="list-style-type: none"> ▪ Daily – occurs every day, Monday thru Sunday ▪ Weekly – any day of the week, Monday thru Sunday ▪ Monthly – any day of the month OR the ordinal of a weekday ▪ Yearly – same day every year OR the ordinal of a weekday of a month ▪ Custom – every # of days (99 is max), every # weeks, every # of months 	
<p>If scheduled video meetings overlap with other appointments that a host provider or an invited provider currently has, a notification will appear to the person doing the scheduling</p>	
<p>If scheduling recurring meetings, select an 'End Date'.</p>	
<p>Click 'Schedule Appointment'.</p>	

2a. Start an 'On-Demand' Video Meeting

- Initiate Video Meeting & Allow Microphone/Camera for SK Virtual Visit -



- Select **Meet Now** in the dashboard
- Click **Start Video Meeting**
- Whenever prompted, **Allow** your camera and microphone



2b. Start an 'On-Demand' Video Meeting

- Camera & Microphone Permissions for Video Session / Test Your Connection -
(Camera & microphone may also be turned off/on in video)

You will see a preview of your video and audio. You may:

- Change your microphone or camera



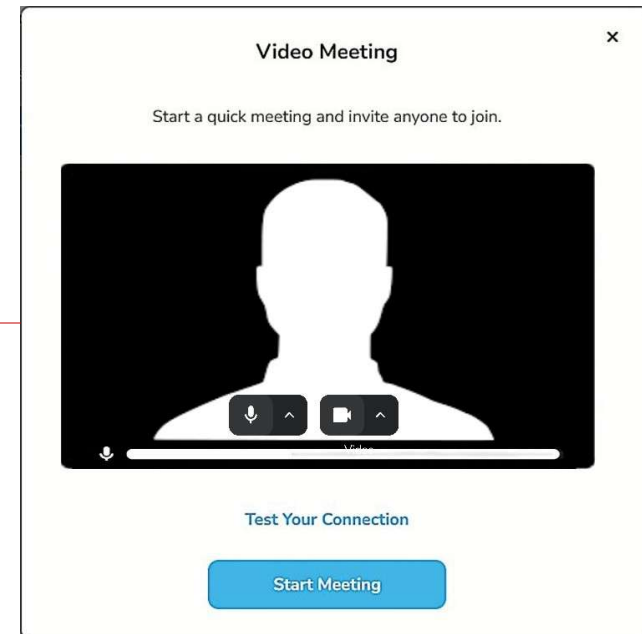
- Turn your microphone or camera OFF or ON



- Test Your Connection (optional)



- When ready, click **Start Meeting**



2c. Start an 'On-Demand' Video Meeting

- Send the Meeting URL, ID & Passcode to Patients/Participants -

Invite your patient/guests to join the meeting

- ❑ Choose one of the three options available to send to your participants

Invite Participants

Share the link or send an invitation to bring others into your meeting.
Participants will have access to video, files, and messages.

Meeting Info

Meeting Link

1. <https://virtualvisit.saskatchewan.ca/...> [Copy](#)

2. [View Meeting Invitation](#)

Invite Participants via Email or SMS

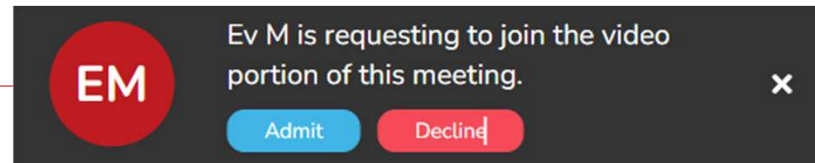
3. [Invite via Email](#)

- 1. Copy** - The copied information includes the web URL link ('https...') only, which you must 'paste' into the body of any email platform you choose to use.
- 2. View Meeting Invitation** - opens a screen that displays all the meeting information (web URL link, Meeting ID and Passcode, date and time (if a scheduled meeting), and instructions), which you must **Copy** & paste into the body of any email platform you choose to use.
- 3. Invite via Email** - opens your computer's default email platform to send all the meeting information. All meeting information will automatically generate into the body of the email.

2d. Start an 'On-Demand' Video Meeting

- Admit Invited Participants / End or Leave the Video Meeting -

- ❑ As participants arrive, the meeting host must either **Admit** or **Decline** them.



- ❑ Complete or leave the meeting:
 - **End Call for All** - the host completely ends the meeting for all participants (invited participants do not have this feature)
 - **Leave Call** - the host and invited participants may leave and return to the meeting, as long as it is active



Video meeting features are found under Section 13 below.

3. Start a Phone Meeting

Phone Meetings only happen between TWO people, the meeting host and one other person.

- ❑ Click **Meet Now** in the dashboard, then select **Start Phone Meeting**
- ❑ Review the screen, then click **Next**
- ❑ Enter the patient/participant's phone number and your number (your number is never shared and remains hidden)
- ❑ Click **Start Phone Call** (the system will call the host first; after they pick up, it will automatically call the other participant)

The screenshot shows the E-Demo Doc Physician HealthBuddy interface. On the left, a sidebar contains icons for 'Clinic' and 'Meet Now'. The 'Meet Now' icon is circled in red, and a red line connects it to the 'Start Phone Meeting' button in the main content area. The 'Start Phone Meeting' button is also circled in red. The main content area displays the 'Start Phone Meeting' form, which includes a 'Next' button (circled in red) and a 'Start Phone Call' button (circled in red). The form also contains two input fields for 'Patient or Participant Phone Number' and 'Your Phone Number', and a 'Cancel' button at the bottom.

4a. Join a Meeting You Are Invited To

Either:

☐ Select **Join a Meeting** under **Meet Now** in the dashboard **OR** from the **Clinic Home** screen:

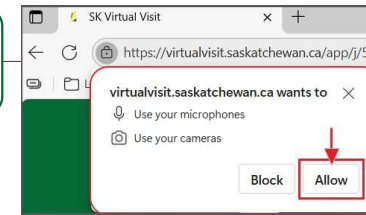
The image displays two screenshots of the HealthBuddy interface. The left screenshot shows the 'E Admin' dashboard with the 'Meet Now' option circled in red, and the 'Join a Meeting' button highlighted with a red box. The right screenshot shows the 'Home' screen for 'E Doctor1' with the 'Join a Meeting' button circled in red. A red arrow points from the 'Join a Meeting' button in the right screenshot to the 'Join a Meeting' button in the left screenshot.

You may also join a meeting from:

- the account **Login** screen > **Join Meeting Now**, or
- using a meeting **URL** link that is sent to you.

4b. Join a Meeting You Are Invited To

- ❑ Whenever prompted, click **Allow** for both your camera and microphone.

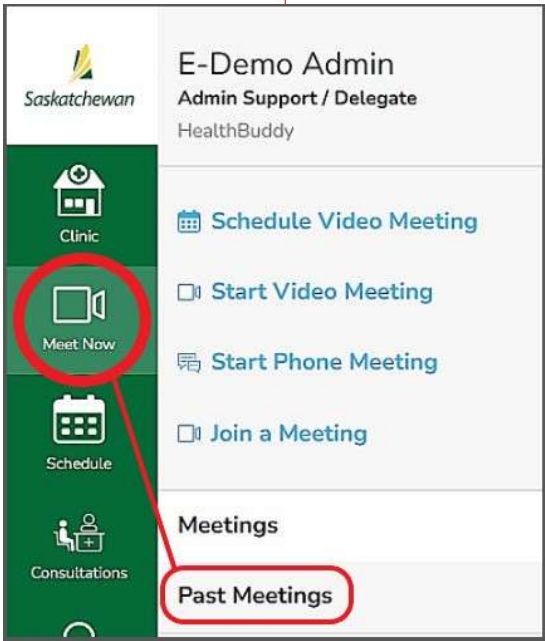


- ❑ If on the web on any device, you should see yourself in video and see the microphone volume bar moving.
- ❑ You may test your audio and video equipment by clicking **Test Your Connection**.
- ❑ Type in the Meeting ID and Passcode **manually** from the information provided to you.
- ❑ When logged in, it is not necessary to add your name, as the system pulls this from your account information.
- ❑ It is recommended you leave your microphone and camera **'ON'** - you may turn the camera OFF and/or mute yourself once in the video, if desired.
- ❑ If you want your camera/microphone settings and name saved for next time, check **Remember my preferences**.

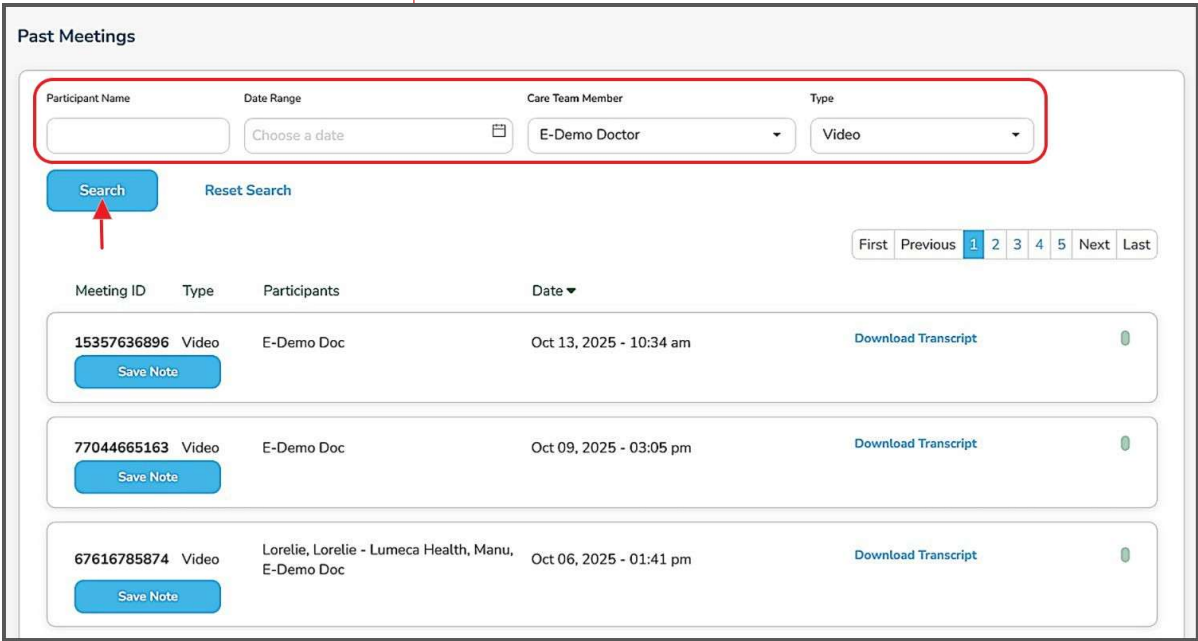


5. Past Meetings

❑ Click **Meet Now** in the dashboard, then select **Past Meetings**.



The most recent meetings will be listed, or
❑ Use the search criteria to find a specific meeting



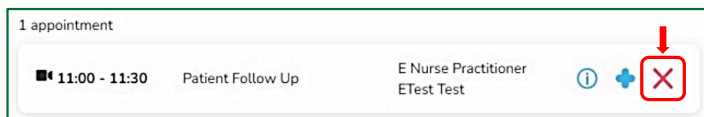
Cancel a Scheduled Meeting

Note: Appointments cannot be edited; they must be cancelled and rescheduled.

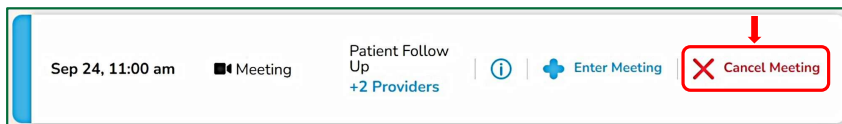
- ❑ Log into your account as the meeting host or clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the meeting you want to cancel (in 'Week' or 'Day' view).
- ❑ Select **X – Cancel Meeting**
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

- Done by the host provider or the clinic admin
- Cancels the appointment entirely and removes it from all invited providers' schedules
- All invited providers will receive a notification, based on their 'Notification Settings' (found under 'Account').
- Invited patients/participants will not receive a notification. They must be contacted directly.

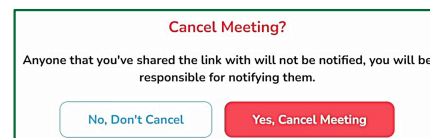
'Schedule' Tab



'Consultations' Tab



Confirm 'Single' Meeting



Confirm 'Recurring' Meetings

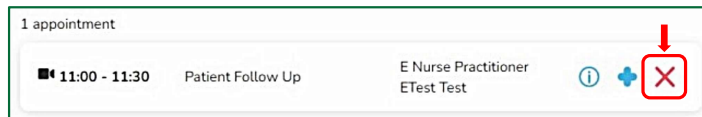


Decline an Invitation to a Scheduled Meeting

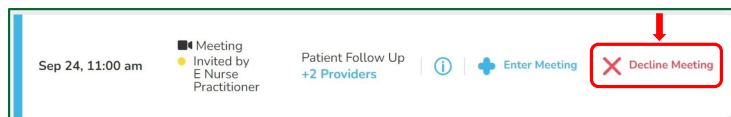
- ❑ Log into your account as the invited clinician or the clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the meeting you want to decline (in 'Week' or 'Day' view).
- ❑ Select **X – Decline Meeting**
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

- Done by the invited provider or the clinic admin
- Removes the appointment from their schedule only and will not change the appointment or schedules of other invited providers.
- The meeting host and office admin will receive a notification, based on their 'Notification Settings' (found under 'Account').

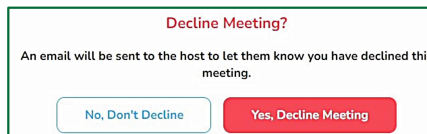
'Schedule' Tab



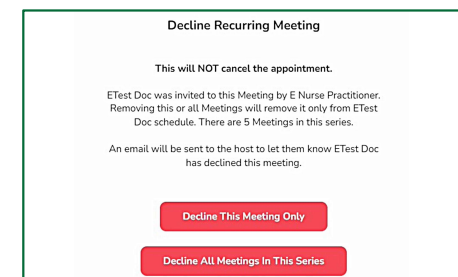
'Consultations' Tab



Confirm 'Single' Meeting



Confirm 'Recurring' Meetings



Patient Wants to Cancel Their Scheduled Video Meeting

- Patients do not need a SK Virtual Visit account to join video meetings they are invited to; they can simply click an '*https/...*' quick link in their email or SMS text message to join.
- Video meeting appointments are not visible when patients are logged into their account, if they have one.

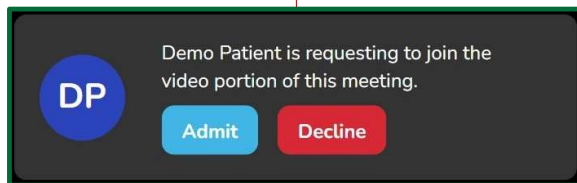
Therefore, if they wish to cancel or reschedule a video meeting, patients should contact the meeting host's clinic directly.

13. Video Session Features

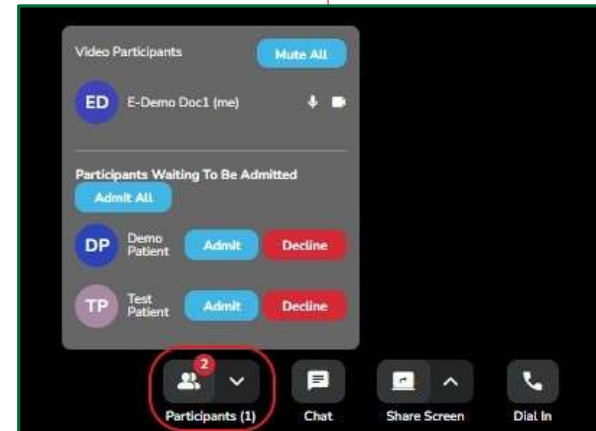


'Admit' or 'Decline' Users into the Video

- ❑ All present care team members of your virtual clinic can **Admit** participants or **Decline** participants who are requesting to enter the video call.
- ❑ This can be done using the popup that appears over the video screen **or** from the **Participants** button.



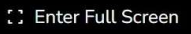
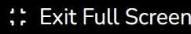
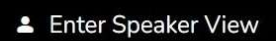



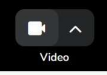

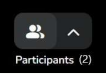






OR



- ❑ When a user is **Declined** from joining the call, they will be notified however, may attempt to re-join, in the event they were declined in error.



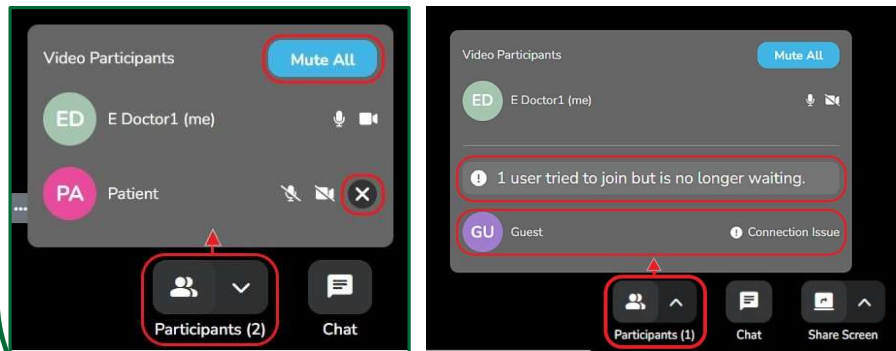
Video Features

 Enter Full Screen  Exit Full Screen	Enter Full Screen / Exit Full Screen
 Enter Speaker View	Video layout where the speaker shows larger to other participants – shared screens are visible in this view only
 Enter Gallery View	Video layout where all participants are equal size on a grid – shared screens are not visible in this view
 Mute  Unmute	Mute/unmute yourself. Click the drop-down menu beside Mute to change selection of your microphone and speaker.
 Video  Video	Turn your video on/off. Click the drop-down menu beside Video to change selection of your camera, to blur your background or change your background image.
 Participants (2)	Click to see participant names. The host can mute/unmute any or all participants or turn their camera on or off.
 Chat	Chat with participants. Note: all participants in the video can see the chat.
	Upload photo or document. In a patient consultation, found below the Message bar. In a meeting, found under the Chat bar.
 Leave Call	Leave Call – leave the video chat. If participants leave the call, the video will stay active for a short time, allowing them time to re-enter the video. End Call for All – ends the video chat completely. Those from outside the virtual clinic cannot do this.
 Dial In  Share Screen  Record	Dial In, Share Screen and Record are discussed in more detail on the following screens.

Managing Participants

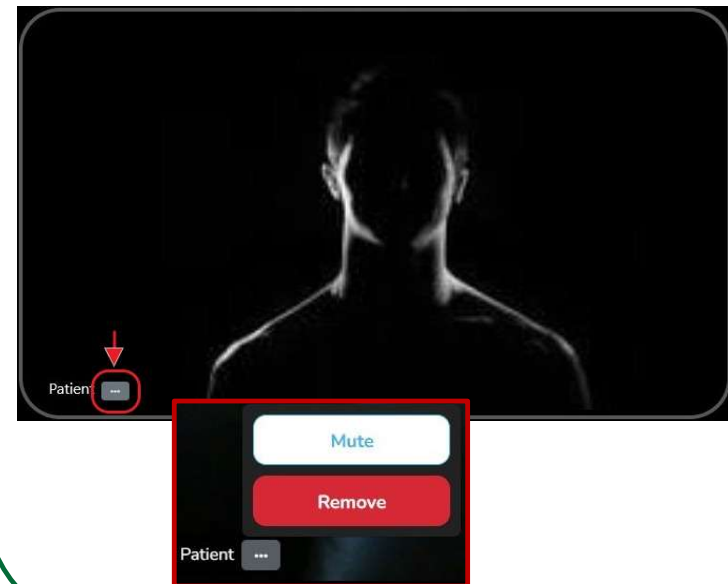
When clicking the **Participants** button, the meeting host can:

- See a list of participants who are in the video
- See who is muted/unmuted
- See who has their camera on or off
- **Mute All** participants
- Click the **X** to immediately remove a participant from the video
- See if anyone is having or had issues joining the video

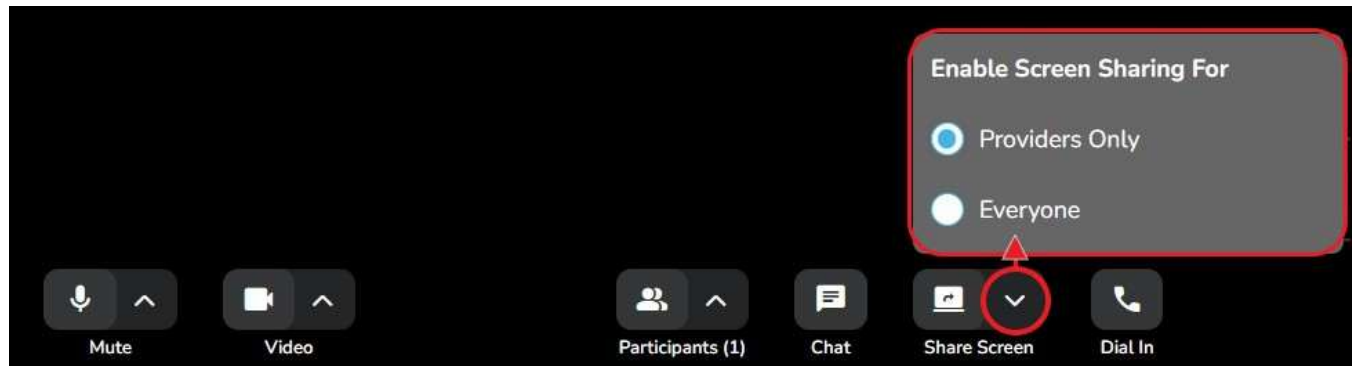


By clicking the **3 dots** in the lower-left corner of a participant's video frame, the meeting host can:

- **Mute/Unmute** a specific participant
- **Remove** a specific participant



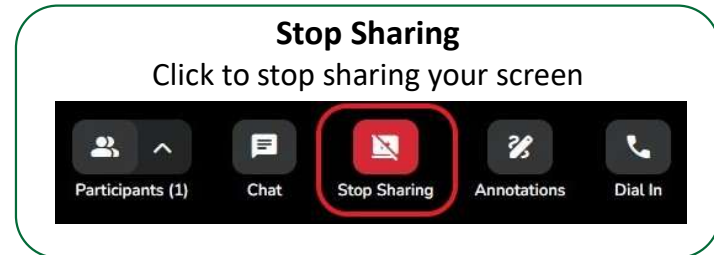
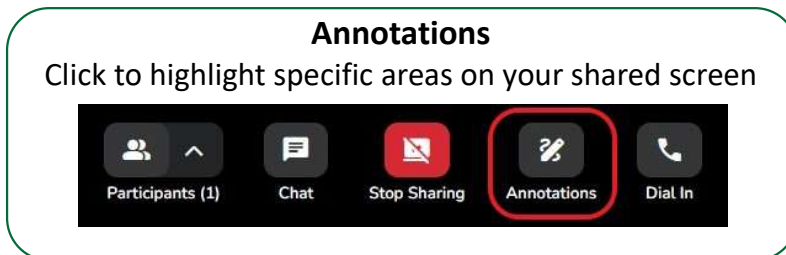
Share a Screen Within a Video



Everyone within the video call can share their screens and annotate, if enabled by the video chat host.

- The host would click the small arrow next to **Share Screen**, then change **Providers Only** to **Everyone**

Once the screen is shared and visible, new buttons appear along the bottom of your video screen:



Send a Chat Message

Chat messages are seen by ALL participants.

This includes those in a patient consultation, who may not currently be in the video itself.

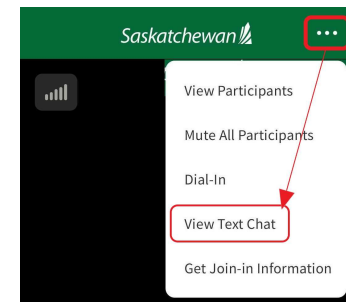
❑ Open the **Chat** window:

On the **WEB**, click the **Chat** button along the bottom of the video window.



❑ Type your chat message and press **Send**.


OR On the 'SK Virtual Visit' mobile APP, click the 3 dots at the top of the video window and select, **View Text Chat**



You may unsend a message, photo, video or document by hovering over the message/file (on laptop/desk) or holding your finger on the item (on mobile) and clicking **Unsend Message/Unsend**, enter a reason and confirm.

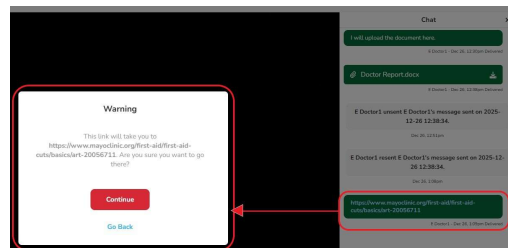
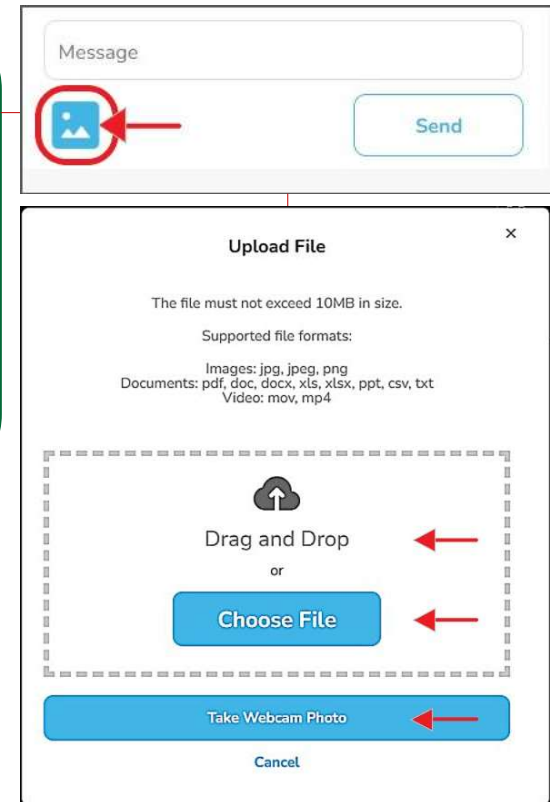
Upload a File (Photo, Video or Document)

All participants within the video call can upload files into the **Chat** window.

- ❑ Open the **Chat** window (see instructions on previous screen).
- ❑ Select this icon  located under the **Message** box.
- ❑ Note the supported file formats listed, then choose one of the 3 options:
 - Drag and Drop from a saved location on your device
 - Choose a saved file from your device
 - Take a webcam photo

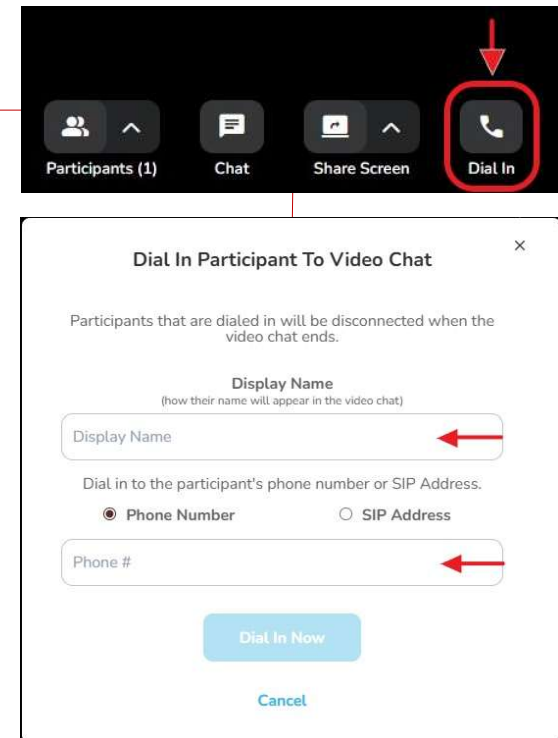
Your photo, document or video will upload into the **Chat** window.

When opening a hyperlink that has been shared in **Chat**, a warning message will appear. By clicking **Continue**, you will be taken to the hyperlink content in a new window. Your video will remain open and may be accessed from the tab at the top of your screen.



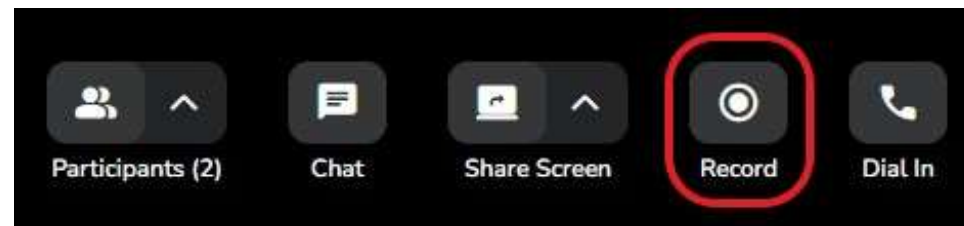
Dial a Participant Into the Video Chat

- ❑ Once in the video chat, click **Dial In**
- ❑ Enter the **Participant's Display Name** (*this is how their name will appear in the video*)
- ❑ Enter the **Participant's Phone Number**
- ❑ Click **Dial In Now**
 - All participants in the video chat will hear the dialed-in person's phone ring and, once they answer, will be able to hear them speak.
 - If an answering machine is picked up, it will be up to the video host to remove the participant from the call.
 - Multiple people can be dialed into a video call - simply repeat the process for each participants.



Record a Video Call

The **Record Video Call** feature is **turned off by default** and requires a request to your Health Service Provider to be turned on. *This button will not appear when the feature is disabled.*

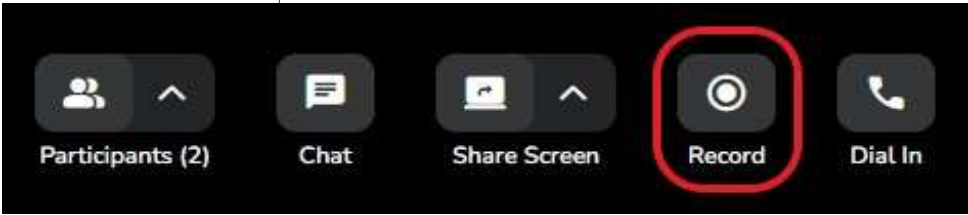


Forward your request via email to your applicable HSP:

SHA	virtualcare@saskhealthauthority.ca
SCC/SCA	virtual.care@saskcancer.ca
SMA	emr@sma.sk.ca
ISC	ehealthisc@canada.ca
Users other than the HSPs mentioned above	servicedesk@ehealthsask.ca

Record a Video Call

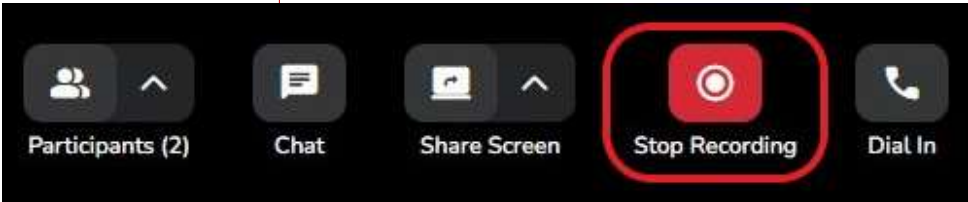
☐ To begin recording, click **Record**.



A message will appear letting you know recording has begun.

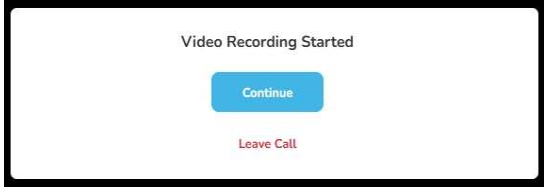


☐ To end recording, click '**Stop Record**'. A message will appear letting you know recording has stopped.



When all participants leave a video meeting or consultation video call, the recording will stop automatically.

Video participants will receive notification that **Video Recording has Started**
They have two options:
▪ Leave Video
▪ Continue



14. Inviting Patients

This feature is for clinics using the **Patient Consultation** method of seeing patients virtually.

When seeing patients via **Video Meetings**, a clinic does not need to invite them to join as a virtual patient, nor do these patients need to create an account.



Patient Self Scheduling

There is a feature in **SK Virtual Visit** that allows for patients to self-schedule appointments based on a calendar that you set.

This feature is turned off for most clinics, and a request must be made if you wish it turned on. Although off, there are some items that you will see in the application that are oriented towards this feature.

For example:

- **Appointment Reasons** – there are default reasons in the system and because patient self-scheduling is turned off, there is less reason to modify these.
- **Notifications for appointments created by patients** - because self-scheduling is turned off, these are not available to change.

Even though self-scheduling is turned off, your patients still need to be invited to join your virtual clinic if you are scheduling them into Patient Consultations.

Inviting Patients

This step is required when you are seeing patients via **patient consultations**.

For patients to have access to your virtual clinic as virtual patients, they must be invited, must create a patient account and accept the invitation you send them. This helps protect your clinic and also ensures your virtual clinic is not overwhelmed with unexpected patients.

Select **Clinic** in the dashboard, then click **Invite Patients**.

Invite Patients

Send an Invitation

Inviting a patient will also generate an invite code that you can give to a specific patient. You can view this code by going to "Patients" and viewing your pending invite list.

Provider

Gellar, Ross

Clinic admins can invite patients on behalf of healthcare providers by following the same steps outlined on the next pages.

They must select the physician from a drop-down menu that will be visible to them.

There are 3 ways to invite patients, each covered on the following pages:

1. Inviting one patient or a small batch
2. Inviting via an Invite Code
3. Importing a .CSV file

1. Inviting one Patient or a Small Batch

- ❑ Type in the patient's first and last name, and either their email address and/or mobile number (if known)
- ❑ If you have more than one patient to add during this time, click **Invite Another Patient** and repeat the above step.
- ❑ Click **Invite Patient(s)**

Send an Invitation

Inviting a patient will also generate an invite code that you can give to a specific patient. You can view this code by going to "Patients" and viewing your pending invite list.

Provider
Doctor, ETest

First Name * Last Name * Email Mobile Number

Man Patient [Redacted] [Redacted]

[+ Invite Another Patient](#)

You will invite **1 patient** to join your clinic.
If you enter a email or mobile number for a patient they will receive a message with a link to accept the invite. Otherwise, you must provide them with the invite code directly.

[Invite Patient\(s\)](#)

Send Invites?

Invitations will be sent to these patients to register with

ED ETest Doc HealthBuddy

First Name Last Name Email Mobile Number

Man Patient [Redacted] [Redacted]

[Confirm and Invite](#)

- ❑ Check you have selected the correct healthcare provider and clinic, then click **Confirm and Invite**

2. Invite Code (when an email address or mobile number is not available)

- ❑ Follow Method 1
- ❑ Scroll down the page to **Invited Patients**
- ❑ Locate the invited patient; note the **Invite Code** and share this with the patient along with the SK Virtual Visit app information available from the Google Play/Apple Store and/or the web address

Invited Patients

Providers: Add Provider (dropdown) | Status: Add Status (dropdown) | [Grid Icon]

Name	Provider	Date Invited	Date Accepted	Phone Number	Email	Invite Code	Status
Man Patient	ETest Doc	September 27, 2024			[Redacted]	YG2J8Q ←	Pending

3a. Import a CSV File with a Large Group of Patients

- For PC and MAC Users Who Are Using Excel -

- ❑ Scroll down to **Upload File to Invite Multiple Patients.**
- ❑ If you are the clinic admin with more than one healthcare provider, **Select the Care Provider** from the drop-down.
- ❑ Select [Click here to download CSV Template.](#)
- ❑ **Leave Row 1 (headings) intact**, and add patient information to the CSV file. If information is unknown, leave the field blank. The phone number should contain no dashes or parenthesis.
- ❑ Save the CSV template to a secure folder, by clicking **Save As**, give it a file name (ensure the extension remains as .CSV), ★ then **Save.**
- ❑ Click **Import CSV**, locate the CSV file you saved and select it. The invitations to your patients will be sent and a pop-up screen will appear stating that your CSV upload sent successfully.

Upload File to Invite Multiple Patients

Upload a CSV using our template. If you are using your own CSV file, make sure the columns are in the same order as our template.

[Click here to download CSV Template](#)

Provider

Doctor, ETest

Import CSV

	A	B	C	D	E	F	G	H	I	J
1	first_name	last_name	email	phone						
2	Dad	Patient	Dad@email.com	3065511234						
3	Mom	Patient	Mom@email.com							
4	John	Patient	John@email.com							
5	Jane	Patient	Jane@email.com							
6	Aunt	Patient		3065515555						
7	Uncle	Patient		3065551111						
8										
9										
10										

File name: Ev Doctor1_patient-invite-June09-2022

Save as type: CSV (Comma delimited)

Tools Save Cancel

Note: Previously invited patients will not receive an additional invitation

3b. Import a CSV File with a Large Group of Patients

- For MAC Users Without Excel Installed -

- ❑ Scroll down to **Upload File to Invite Multiple Patients**.
- ❑ If you are the clinic admin with more than one healthcare provider, **Select the Care Provider** from the drop-down.
- ❑ Select [Click here to download CSV Template](#).
- ❑ Go to your **Downloads** folder and select the CSV template and **Save**. **Leave Row 1 (headings) intact**, and add patient information to the CSV file. If information is unknown, leave the field blank. The phone number should contain no dashes or parenthesis.
- ❑ Click **Export To**, choose **CSV**, then **Next**. **DO NOT click 'Include Table Names'**.
- ❑ Give it a file name and choose the location to save it.
- ❑ Click **Import CSV**, locate the CSV file you saved and select it. The invitations to your patients will be sent and a pop-up screen will appear stating success.

Upload File to Invite Multiple Patients

Upload a CSV using our template. If you are using your own CSV file, make sure the columns are in the same order as our template.

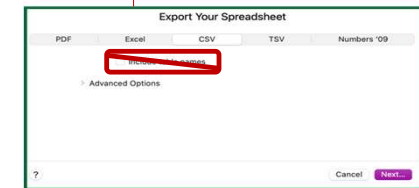
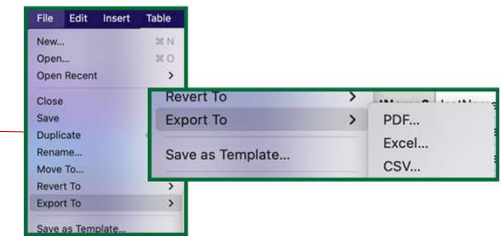
[Click here to download CSV Template](#)

Provider

Doctor, ETest

Import CSV

	first_name	last_name	email	phone
1	firstName1	lastName1	email1@email.com	
2	firstName2	lastName2	email2@email.com	
3	firstName3	lastName3	email3@email.com	
4	firstName4	lastName4	email4@email.com	
5	firstName5	lastName5	email5@email.com	



Note: Previously invited patients will not receive an additional invitation

Invited Patients

This is a list of patients who have been invited to your virtual clinic:

- ❑ Patient’s name, phone number and email (if known at time of sending the invitation).
- ❑ The healthcare provider the patients were invited under.
- ❑ The date that the invitation was sent, as well as the date the invitation was accepted by them. Note: accepted invites do not immediately disappear from this list but remain for approximately 72 hours*.
- ❑ The **Invite Code**, which can be shared with patient(s) and they use to join your virtual clinic (when their email address or cell # are unknown).
- ❑ If this information remains under this section for an extended time, it means that the patient has not created their account and joined your virtual clinic. The invitation either must be **Resent**, or **Removed & Resent** (as it may have the wrong details).

Invited Patients							
<input type="text" value="Search first name, last name or email"/>		Providers <input type="text" value="Add Provider"/>		Status <input type="text" value="Add Status"/>		<input type="button" value=""/>	
Name	Provider	Date Invited	Date Accepted	Phone Number	Email	Invite Code	Status
Baby Girl Patient	ETest Doctor	July 25, 2023				B4QFHM	Pending
Baby Boy Patient	ETest Doctor	July 25, 2023			emarsnau+baby b@lumeca.com	8TY7QT	Pending
Aaron emailtest	Dr. Nagy	June 21, 2023			em..... @testertesttest. com	CVXX84	Error Sending

Status:

Accepted – patient has created their account and joined your virtual clinic*

Pending – still waiting for patient to join your clinic and create their account

Error Sending – the email did not reach the patient (i.e. misspelt email address)

Expired – the invitation time has expired

15. Searching for Patients

(Patients will only appear after you have invited them to join your virtual clinic, they have accepted your invitation and created their 'SK Virtual Visit' account)



Patient Search

- ❑ Select **Clinic** in the dashboard, then click **Patients**.
- ❑ Either:
 - Enter the patient's first name, last name or health card number, **OR**
 - Select the correct healthcare provider from the drop-down list. Check **Show all patients** if you wish to see all patients who are actively part of your virtual clinic, as well as those who have been removed from your virtual clinic. If you do not check this box, you will only see all patients who are active patients of the provider you selected.
- ❑ Click **Search**.
- ❑ Select your patient from the list that appears.

If your patient's name does not appear after searching for them, they have either not yet accepted the invitation to join your clinic, or they still need to be invited by you.

The screenshot shows the top navigation bar of the HealthBuddy interface. On the left, there is a vertical menu with icons for 'Clinic', 'Meet Now', and 'Schedule'. The 'Clinic' icon is circled in red. On the right, the user's profile is displayed as 'E Admin, Admin Support / Delegate, HealthBuddy'. Below the profile, there are buttons for 'Invite Patients' and 'Schedule Appointment'. At the bottom of the right-hand section, a 'Patients' button is highlighted with a red box and a red arrow pointing to it from the left.

The screenshot shows the 'Search for a Patient' form. The form has two input fields: 'Patient Name, ID or Health Card Number' (containing 'Demo') and 'Provider (optional)' (containing 'Providers'). A 'Show all patients' checkbox is checked and highlighted with a red box and a red arrow. Below the form are 'Search' and 'Reset Search' buttons. The 'Search Results' table is shown below, with the second row highlighted in red and a red arrow pointing to it from the right.

Name	Birthdate	Last Consultation Date	Consultation Status	Upcoming Appointments	Provider Association
Demo1 Patient	Jan 1, 2000	Apr 15th, 2024	Archived	0	Yes
Demo2 Patient	Jan 1, 2000	Apr 4th, 2024	Archived	0	Yes
Demo3 Patient	Jan 1, 2000	--	--	0	Yes

Patient Search

The Patient Information screen will appear.

The screenshot shows a patient information form for 'Demo2 Patient'. At the top, there is a 'Select Physician' dropdown menu with 'Doctor, ETest' selected. Below this, the patient ID is '6820' and the health card number is 'No Health Card Info'. A blue 'New Consultation' button is located to the right of the health card number. The patient's profile is represented by a green circle with a white cross. Below the profile icon is a red 'Remove Patient' button. The form is divided into four sections: 'Contact Information' with the email 'emarshall+demo2@lumeca.com', 'Age and Gender' with 'Born on January 1, 2000', '24 years old', and 'Female', and 'Location' with 'No Address Info'. Below the form, there are sections for 'Providers' (listing 'ETest Doctor') and 'Upcoming Appointments' (stating 'No upcoming appointments.').

You will see the following:

- Patient Information
- Provider's name
- Upcoming Appointments
- Consultations Requiring Follow-Up
- Past Medical/Surgical History*
- Allergies*
- Prescription History*
- Past Consultations

*info must be manually entered

Here you may:

- Verify the patient is associated with your clinic
- View information patient entered when they created their profile
- Schedule a **New Consultation**
- **Remove Patient** or
- If removed, **Add Patient to Clinic**

16. Scheduling and Canceling Patient Consultations

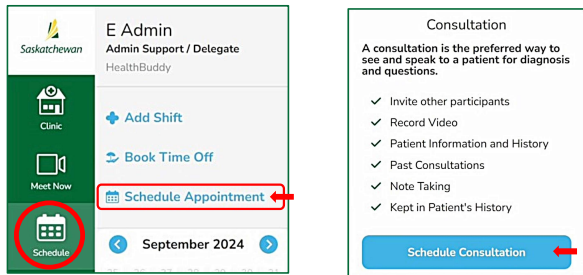
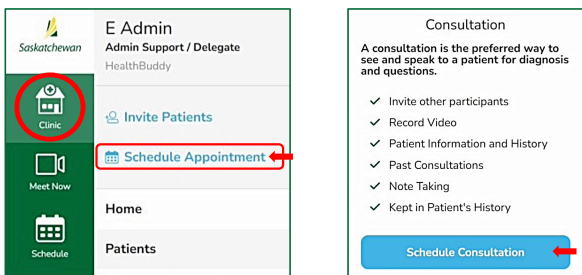

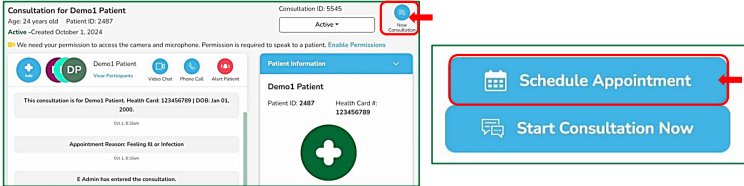
Clinic admins can schedule video meetings and patient consultations on behalf of the healthcare providers within their virtual clinic.



Schedule a Patient Consultation - Step 1

There are four places within the platform from where a patient consultation can be scheduled.

In this section, we will cover doing so from the 'Schedule' tab. ★

<p>★ 1. The 'Schedule' tab ></p> <ul style="list-style-type: none"> Select Schedule Appointment > Schedule Consultation 	<p>2. The 'Clinic' tab ></p> <ul style="list-style-type: none"> Select Schedule Appointment > Schedule Consultation 
<p>3. The 'Patients' tab ></p> <ul style="list-style-type: none"> Search for the patient > click their name > tap New Consultation > Schedule Appointment 	<p>4. While in an active patient consultation ></p> <ul style="list-style-type: none"> Tap New Consultation > Schedule Appointment 

Schedule a Patient Consultation - Step 2

- ❑ Type in the patient's health card number or first / last name (a list will start to appear)

- ❑ Choose the patient, then click **Select Patient**

The screenshot shows a mobile application interface for selecting a patient. At the top left is a blue back arrow and the text '< Back'. The title is 'Select Patient'. Below the title is the instruction: 'Search for and select a patient to schedule an appointment for them.' Underneath is a search prompt: 'Search by first name, last name, or health card number.' A search input field contains the text 'demo'. Below the input field is a list of three patient entries: 'Demo1 Patient DOB: (January 1, 2000)', 'Demo2 Patient DOB: (January 1, 2000)', and 'Demo3 Patient DOB: (January 1, 2000)'. At the bottom right of the list area, it says '1 to 3 of 3 Patients'. At the bottom center, there is a blue button labeled 'Select Patient' and a blue link labeled 'Cancel'. Three red arrows point to the search input field, the first patient entry, and the 'Select Patient' button.

Schedule a Patient Consultation - Step 3

The image shows two overlapping screenshots of a web application interface for scheduling an appointment. The top screenshot shows the main 'Schedule Appointment' form for 'Demo2 Patient'. It has three dropdown menus: 'Select Provider' (set to 'Doctor1, Test'), 'Type of Care' (set to 'Virtual'), and 'Select Appointment Reason' (set to 'Prescription Refill'). A red box highlights the '+ Invite Another Provider' button. A red arrow points from this button to the bottom screenshot. The bottom screenshot shows a modal dialog box titled 'Schedule Appointment for Demo Patient'. It has a 'Provider' field with a search bar containing 'Select or start typing...' and a list of providers: 'Test Doctor1 (host)' and 'Test Doctor2'. A red 'X' icon is next to 'Test Doctor2'. Below the list are 'Type of Care' (set to 'Virtual') and 'Select Appointment Reason' (set to 'Prescription Refill') dropdowns. At the bottom are 'Next' and 'Cancel' buttons. A red arrow points to the 'Next' button.

- ❑ Clinic admins must select the healthcare provider's name from the **Select Provider** drop-down menu.
- ❑ Choose **Type of Care** (virtual or in-person) and **Appointment Reason** from the drop-down menus.
- ❑ If additional providers from the same virtual clinic are being invited to the patient consultation, click **+ Invite Another Provider**.
- ❑ Add their name from the **Provider** drop-down menu. If someone is added by mistake, click the red **'X'** beside their name, to remove them from the list.
- ❑ Once complete, click **Next**

Schedule a Patient Consultation - Step 4

'Date' - Enter the date of the meeting or, if scheduling recurring meetings, the first meeting date.

'Length' - the length of the meeting (this is approximate; the appointment will not automatically end if it extends past this time).

When scheduling a single provider and their schedule **IS NOT** entered:

- Select **Specific Time**
- Under **Start Time** select the time of day the appointment(s) will start

Specific Time	See Availability
October 03, 2024	2:30 pm - 2:40 pm
October 03, 2024	2:35 pm - 2:45 pm
October 03, 2024	2:40 pm - 2:50 pm
October 03, 2024	2:45 pm - 2:55 pm

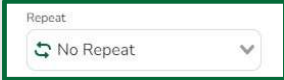
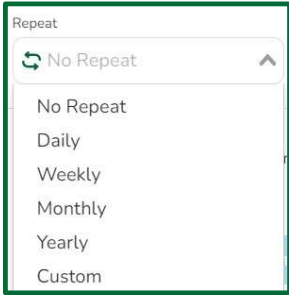

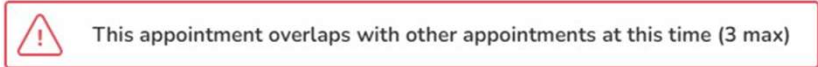

When scheduling a single provider and their schedule **IS** entered:

- Select **See Availability**
- Select an available time from the list

When scheduling multiple providers from the same virtual clinic to join a consultation, the **See Availability** and **Specific Time** buttons will not appear.

- Select a **Start Time**.

Schedule a Patient Consultation - Step 5 - 'Repeat'

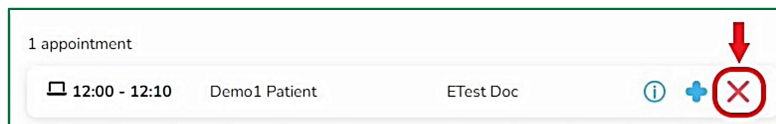
<p>If scheduling a <u>one-time</u> consultation, select No Repeat.</p>	
<p>If scheduling <u>recurring</u> consultations, choose the occurrence:</p> <ul style="list-style-type: none"> ▪ Daily – occurs every day, Monday thru Sunday ▪ Weekly – any day of the week, Monday thru Sunday ▪ Monthly – any day of the month OR the ordinal of a weekday ▪ Yearly – same day every year OR the ordinal of a weekday of a month ▪ Custom – every # of days (99 is max), every # weeks, every # of months 	
<p>Under End Date, select the date the last consultation is to occur. A note will indicate the appointment(s) being scheduled.</p>	
<p>If scheduled patient consultations overlap with other appointments that a host provider or an invited provider currently has, a notification will appear to the person doing the scheduling (host provider or clinic admin).</p>	
<p>Click Schedule Appointment.</p>	

Cancel a Scheduled Patient Consultation

Note: Scheduled appointments cannot be edited; they must be cancelled and rescheduled.

- ❑ Log into your account as the consultation host or clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the consultation you want to cancel (in 'Week' or 'Day' view).
- ❑ Select **X – Cancel Consultation**
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

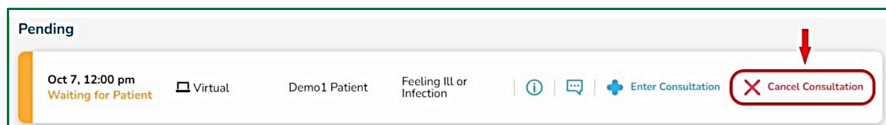
'Schedule' Tab



1 appointment

12:00 - 12:10 Demo1 Patient ETest Doc

'Consultations' Tab



Pending

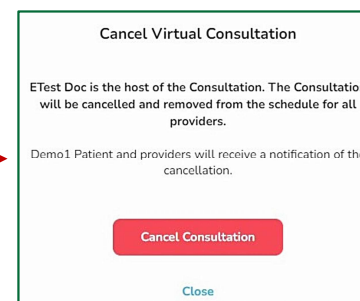
Oct 7, 12:00 pm
Waiting for Patient

Virtual Demo1 Patient Feeling Ill or Infection

Enter Consultation Cancel Consultation

- Done by the host provider or the clinic admin
- Cancels the appointment entirely and removes it from all invited providers' schedules
- All invited providers will receive a notification, based on their 'Notification Settings' (found under 'Account').

Confirm 'One-Time' Consultation



Cancel Virtual Consultation

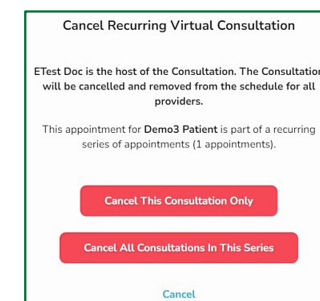
ETest Doc is the host of the Consultation. The Consultation will be cancelled and removed from the schedule for all providers.

Demo1 Patient and providers will receive a notification of the cancellation.

Cancel Consultation

Close

Confirm 'Recurring' Consultations



Cancel Recurring Virtual Consultation

ETest Doc is the host of the Consultation. The Consultation will be cancelled and removed from the schedule for all providers.

This appointment for Demo3 Patient is part of a recurring series of appointments (1 appointments).

Cancel This Consultation Only

Cancel All Consultations In This Series

Cancel

Decline an Invitation to a Scheduled Patient Consultation

- ❑ Log into your account as the invited clinician or the clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the consultation you want to decline (in 'Week' or 'Day' view).
- ❑ Select **X – Decline Consultation**.
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

- Done by the invited provider or the clinic admin
- Removes the appointment from this invited provider's schedule only and will not change the appointment or schedules of other invited providers.
- The meeting host and office admin will receive a notification, based on their 'Notification Settings' (found under 'Account').

'Schedule' Tab

1 appointment

12:30 - 12:45 Demo2 Patient ETest Doc E Nurse Practitioner

Inited by ETest Doc

'Consultations' Tab

Pending

Oct 7, 12:30 pm Virtual Waiting for Patient Invited by ETest Doc

Demo2 Patient +2 Providers Feeling Ill or Infection

Enter Consultation Decline Consultation

Confirm 'One-Time' Consultation

Decline Virtual Consultation

This will NOT cancel the appointment.

E Nurse Practitioner was invited to this Consultation by ETest Doc. Removing this Consultation will remove it only from E Nurse Practitioner schedule.

An email will be sent to the host to let them know E Nurse Practitioner has declined this meeting.

Decline Consultation

Close

Confirm 'Recurring' Consultations

Decline Recurring Virtual Consultation

This will NOT cancel the appointment.

E Nurse Practitioner was invited to this Consultation by ETest Doc. Removing this or all Consultations will remove it only from E Nurse Practitioner schedule. There are 1 Consultations in this series.

An email will be sent to the host to let them know E Nurse Practitioner has declined this meeting.

Decline This Consultation Only

Decline All Consultations In This Series

Cancel

Patient Makes an Online Request to Cancel Their Scheduled Consultation

Patients may log into their **SK Virtual Visit** account and make an online request to have their patient consultation cancelled.

Clinic users will find these requests under either...

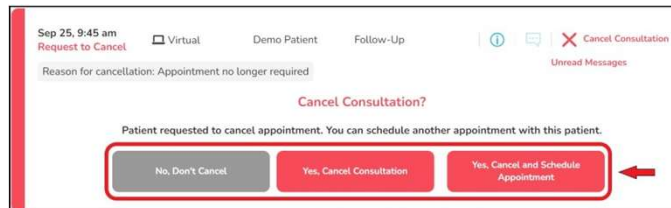
Consults Tab >

'Active and Pending' or 'Requests to Cancel':

- ❑ Locate the scheduled appointment, then click **X Cancel Consultation**.

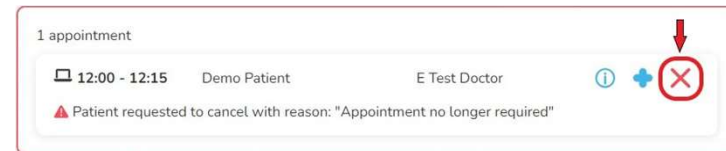


- ❑ Select one of the three available choices:
 - **No, Don't Cancel**
 - **Yes, Cancel Consultation** – choosing this option will promptly cancel the appointment.
 - **Yes, Cancel and Schedule Appointment** – by clicking this option, the appointment will be cancelled immediately, and you will be redirected to the **Schedule Appointment** screen, where you can proceed to reschedule.

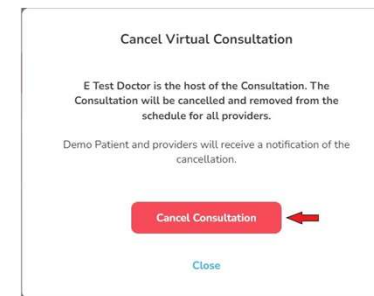


Schedule Tab >

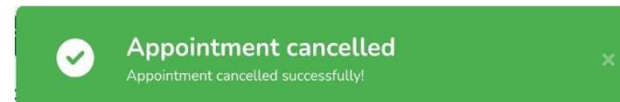
- ❑ Locate the scheduled appointment, tap into it, then click the **'X'**.



- ❑ Click **Cancel Consultation** to confirm.



A green notification will pop up, indicating that the appointment has been successfully cancelled.



17. Enter Scheduled Appointments



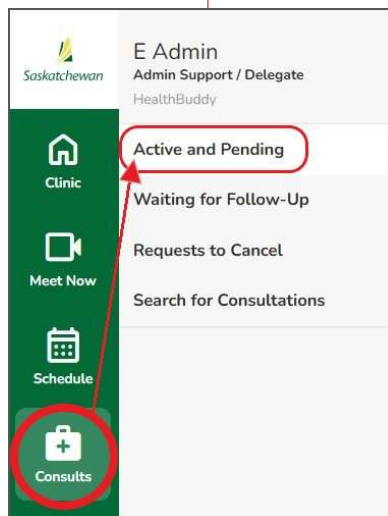
The 'Active & Pending' Screen

Scheduled video meetings and patient consultations can be accessed from two places in the dashboard, either the **Schedule** tab, or here on the **Active & Pending** screen, which is designed to display a provider's schedule in booking sequence

- ❑ If working with more than one clinic/location, choose from the **Select Clinic** drop-down menu.

Select Clinic
E Test Clinic

- ❑ Select **Consults** in the dashboard, then click **Active & Pending**



- ❑ Clinic admins must select the healthcare provider's name from the **Select Schedule** drop-down menu.

Select Schedule
Doctor, ETest

Today Past Past & Today CST (-06:00) Current timezone

Active

Oct 7, 12:00 pm	Virtual	Demo1 Patient	Feeling Ill or Infection	Waiting to Archive	Info	Chat	View Consultation	Cancel Consultation
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Pending

Oct 7, 12:30 pm	Virtual	Demo2 Patient +2 Providers	Feeling Ill or Infection	Info	Chat	Enter Consultation	Cancel Consultation
Oct 7, 1:00 pm	Virtual	Demo3 Patient +2 Providers	Feeling Ill or Infection	Info	Chat	Enter Consultation	Cancel Consultation
Oct 7, 3:00 pm	Meeting	Team Meeting +3 Providers		Info		Enter Meeting	Cancel Meeting

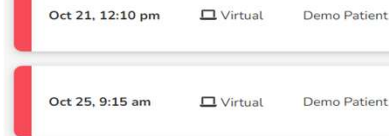
'Active & Pending' Screen Headings & Color Schemes

Active:

Consultations you have entered and started communicating in:

- Completed and 'Archived'
- Active & not yet 'Archived'
- Active where a patient has not arrived or responded to you

Active



The screenshot shows a list of active consultations. Each row has a red vertical bar on the left. The first row shows 'Oct 21, 12:10 pm' with a 'Virtual' icon and 'Demo Patient'. The second row shows 'Oct 25, 9:15 am' with a 'Virtual' icon and 'Demo Patient'.

Oct 21, 12:10 pm	Virtual	Demo Patient
Oct 25, 9:15 am	Virtual	Demo Patient

RED – 'Waiting to Archive - completed 'Archived' consultations. There is a wait of 3 hours that these consults remain open, in the event additions need to be made. Afterwards, they may be found under 'Search for Consultations'.

Also seen here are consults entered by the healthcare provider, but not yet Archived.

Pending:

Scheduled Consultations and Meetings:

- 'Patient is Ready'
- 'Waiting for Patient'
- Scheduled Video Meeting



The screenshot shows a single pending consultation with a blue vertical bar on the left. It displays 'Jul 21, 1:00 pm', a 'Meeting' icon, and 'test mtg'.

Jul 21, 1:00 pm	Meeting	test mtg
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BLUE – scheduled Video Meetings



The screenshot shows a pending consultation with a green vertical bar on the left. It displays 'Oct 25, 8:40 pm' and 'Patient Ready' in green text, a 'Virtual' icon, and 'Demo Patient'.

Oct 25, 8:40 pm Patient Ready	Virtual	Demo Patient
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GREEN – 'Patient Ready' - the patient is marked as ready and is available for their appointment


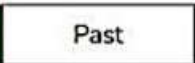
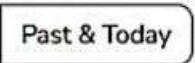
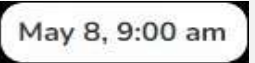






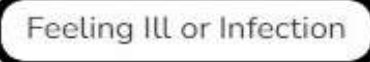




The screenshot shows a pending consultation with an orange vertical bar on the left. It displays 'Oct 25, 6:00 pm' and 'Waiting for Patient' in orange text, a 'Virtual' icon, and 'Monica Bing'.







Oct 25, 6:00 pm Waiting for Patient	Virtual	Monica Bing
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GOLD – 'Waiting for Patient' – the patient has a scheduled consultation

Active & Pending Screen Features – Page 1

  	Past & Today – filter appointments from today, the past or both
	Appointment Date and Time
 or  or 	Appointment Type (Virtual, In-Person or Video Meeting)
 or 	Name of Meeting or Patient
	Number of providers from the same virtual clinic invited to this appointment. Click this button to see their names. If only one provider is scheduled, this button will not appear.
	Reason for patient consultation
	Shareable Consultation or Meeting Link
	Quick Message – present messages to send to patients (available for consults only)

Active & Pending Screen Features – Page 2

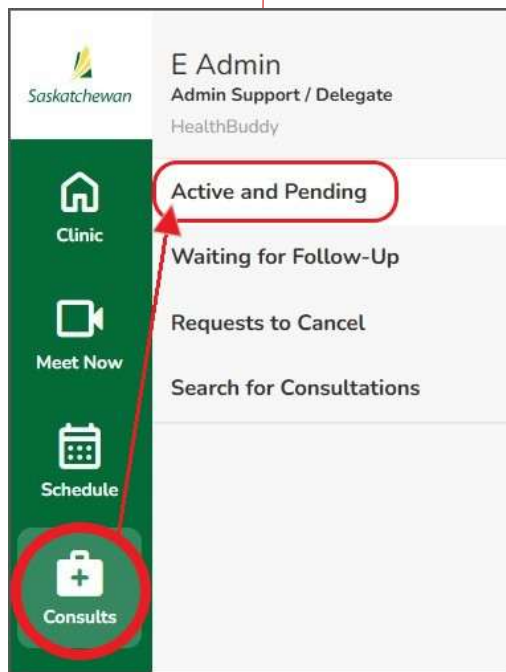
	<p>'View Consultation' under the 'Active' section – consultations the healthcare provider has entered and started, including 'Archived' and those the patient has not yet responded to or entered.</p>
	<p>'Enter Meeting/Consultation' under the 'Pending' section – When you initially enter the patient consultation, the patient will not realize you are there until you click 'Enter Consultation' again at the top of the chat area. This gives you a chance to review the consult info ahead of time, as well as leave the consult and return later, when ready.</p>
 	<p>Cancel – the host provider or their admin can cancel the appointment entirely Decline – the invited provider can decline their invitation to the appointment only</p>
	<p>Patient Request to Cancel (for patient consultations only) - after clicking 'X Cancel Consultation, there are 3 options to choose from – No, Don't Cancel; Yes, Cancel Consultation or Yes, Cancel and Schedule Appointment</p>
	<p>Consultation Status – options include Active, Pending Imaging, Labs, Other, Referred to Specialist, Cancel Consultation, Archive Consultation, Waiting to Archive. This can be changed on this screen or within the consultation itself.</p>

18. Starting a Scheduled Patient Consultation or Video Meeting

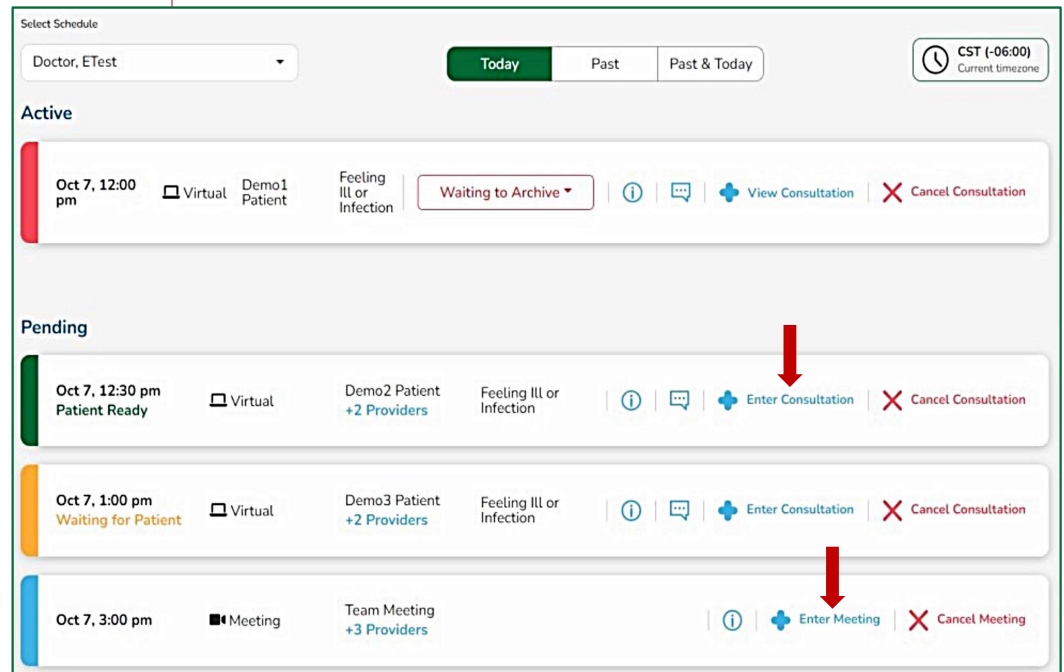


Starting a Patient Consultation or Video Meeting

- ❑ Click **Consults** in the dashboard
- ❑ Select **Active & Pending**



- ❑ Click **Enter Consultation / Enter Meeting**



The Patient Consultation – Step 1

When you first enter the consultation, the patient is not yet aware you have arrived. This gives you a chance to review the appointment details. You can leave and re-enter when ready to begin.

- Once you are ready to begin, click the **Enter Consultation** button. The patient will see *'Dr ~~~ has entered the consultation'*.

Consultation for Demo Patient
Age: 24 years old Patient ID: 132
Assigned - Created February 22, 2024

Active ▾ New Consultation

DP Demo Patient
View Participants Video Chat Phone Call Alert Patient

In order to start chatting, you must enter the consultation.

Enter Consultation

E Test Doctor has been assigned to the consultation.
Feb 22, 2:35pm

This consultation is for Demo Patient. Health Card: 123456789 | DOB: Jan 01, 2000.
Feb 22, 2:35pm

Appointment Reason: Feeling Ill or Infection
Feb 22, 2:35pm

Patient Information

Demo Patient
Patient ID: 132 Health Card #: 123456789

Contact Information
emarshall+demo1@lumeca.com
Mobile Phone: (306) 434-5335
Home Phone:

- Send a **Message** to let them know you have arrived.

Appointment Reason: Feeling Ill or Infection
Feb 22, 2:35pm

E Test Doctor has entered the consultation.
Feb 22, 3:20pm

Message

Send

- Click **Alert Patient** if patients are not responding. Send them a quick message via SMS text or a message within the consultation itself.

Consultation for Demo1 Patient
Age: 26 years old Patient ID: 132
Active - Created January 7, 2026

DP Demo1 Patient
View Participants Video Chat Phone Call Alert Patient

E Doctor1 has entered the consultation.

The Patient Consultation Video Chat– Step 2

The following options are available:

- **Video Chat** – begin the video portion of the consultation
- **Phone Call** – call the patient through this consultation, if video chat does not work
- **Message** – send a chat message to your patient/participant

The screenshot displays a consultation interface for 'Demo1 Patient'. At the top, it shows 'Consultation ID: 1429' and 'Active'. Below this, there are three icons: 'Add', 'DP Demo1 Patient', and 'Alert Patient'. The 'Video Chat' and 'Phone Call' icons are highlighted with red boxes and arrows. The main area contains several status messages: 'E Doctor1 has been assigned to the consultation.', 'This consultation is for Demo1 Patient. Health Card: 123456789 | DOB: Jan 01, 2000.', 'Appointment Reason: Feeling Ill or Infection', and 'E Doctor1 has entered the consultation.'. At the bottom, there is a 'Message' input field and a 'Send' button.

'Patient Information' was entered by the patient when they set up their account and can only be changed by the patient.

Once yourself and the patient are ready to proceed, click **Video Chat**.



Start a Video Chat in a Patient Consultation

If prompted by your laptop/desktop for camera and microphone use when entering the video chat, always 'Allow/Enable' your camera and microphone. These are permissions for your browser and this platform.

With 'patient consultations' you can start and end as many video chats during the active consultation as necessary, adding and preventing participants as desired.

You may prevent certain participants from joining a video chat. For example, you may wish to video with another colleague from your clinic first, before having the patient join. End that video, then start a new one with the patient.

- To do this:
 - **Check** the **Prevent Other Consultation Participants From Joining** checkbox, then
 - **Uncheck** the name of the participant(s) you do not want in the video chat, and
 - **Check** the name(s) of the participant(s) you want in the video chat.
- Check** the boxes to enable your microphone, camera, and 'Remember your preferences for future meetings' for within the video chat .
- When ready, click **Start Video Chat**.

Start Video Chat

Please select who you would like to join the video chat for Demo2 Patient.

Patient

Demo2 Patient

Care Team

ETest Doc PRIMARY

E Nurse Practitioner

Prevent Other Consultation Participants From Joining

Enable microphone when the meeting starts

Enable camera when the meeting starts

Remember my preferences for future meetings

Start Video Chat

Cancel

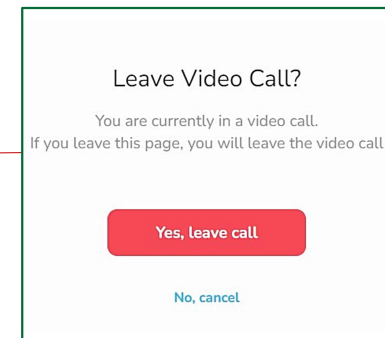
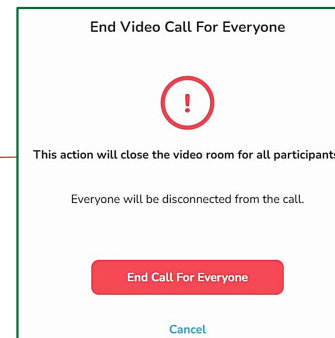
End a Video Chat in a Patient Consultation

At the bottom-right corner of the screen, click the red **Leave Call** button. The host and members of their clinic care team who are present, will see two options:

- **'End Call for All'**- will immediately end the call for the host and all other participants of the video chat. Important: if any of the host's care team members are present and click this button, they will end the call for everyone
- **'Leave Call'** - available to all participants in the video call - the host, patient and others. Important: as long as the host or one of the clinic care team remain in the video chat, it will remain open. All others may **Leave Call** and return if necessary.
- If only the host and patient are in the call, when the host clicks either **End Call for All** or **Leave Call**, the video chat will end for them both.

Confirm your selection:

- **'End Call for Everyone'** - ends the video call for all participants. In patient consultations, you can start and end as many video chats as desired during an active consultation.
- **'Yes, leave call'** – if any member of the clinic care team remains on the video call, others can leave the video and rejoin if needed.



Archive Completed Consultations - Important

Consultation for Demo Patient
Age: 24 years old Patient ID: 132
Active - Created February 22, 2024

Consultation ID: 1198

Active

Active

Pending Imaging

Pending Labs

Referred to Specialist

Pending Other

Cancel Consultation

Archive Consultation

Message

Send

Patient Information

Demo Patient
Patient ID: 132

Age and Gender

Born on January 1, 2000
24 years old
Male

Location

Box 10, Regina, Saskatchewan, S4S 4P4

❑ When the consultation is complete, click the **Active** drop-down and choose **Archive Consultation**.

- Once **Archived**, consultations remain on the **Active & Pending** screen for approximately 3 hours (in the event further action is needed by either the healthcare provider, the clinic admin or the patient). After that time, locate them under **Consultations > Search for Consultations**.
- **Note:** unarchived consultations remain Active to both the clinic and patient and can create backlog and confusion.

Past 'Patient Consultations'

Saskatchewan E Admin
Admin Support / Delegate
HealthBuddy

Active and Pending
Waiting for Follow-Up
Requests to Cancel
Search for Consultations
Consultations
Account

Search for Consultations

Consult: ID
Patient: Name or ID
Province: Add Province
Consultation Status: Add Status
Care Team Members: Add Care Team Member
Date Range: Add Date

Search **Reset**

Search Results

Search to see results

- Consult ID
- Patient First Name, Last Name, or SK Health Number
 - Province
- Consultation Status
- Care Team Members
 - Date Range

- ❑ Select **Consults** in the dashboard, then click **Search for Consultations**
- ❑ Enter applicable search criteria
- ❑ Select **Search**

Selection criteria includes any (or all) of the following:

- Consult ID
- Patient First Name, Last Name, or SK Health Number
 - Province
- Consultation Status
- Care Team Members
 - Date Range

Finding Recordings of Video Meetings / Consultations

'Meet Now' Meetings

Past Meetings can be found under:

- Meet Now > Past Meetings
- Select the meeting from the list or search for it.
- If recorded, a video recording will be available to view after approximately an hour.

Participant Name: Date Range: Type:

[Search](#) [Reset Search](#)

First Previous **1** Next Last

Type	Participants	Date
Video	Guest G8RB, ETest Doctor	Nov 15, 2022 - 04:16 pm

Meeting with Demo Patient

Recorded
Recording 1 Recording 2

Patient Consultations

Depending on whether they have been Archived or not, Past Consultations can be found under either:

- Consultations > Active & Pending
- Consultations > Search for Consultations
- Open the applicable Patient Consultation
- If recorded, a video recording can be found within the consultation under 'View Recordings'

Waiting To Archive - Created November 15, 2022

DP Demo Patient
View Participants

ETest Doctor has been assigned to the consultation.
Nov 15, 2:22pm

This consultation is for Demo Patient. Health Card: 123456789 | DOB: Jan 01, 2000.
Nov 15, 2:22pm

Appointment Reason: Feeling Ill or Infection
Nov 15, 2:22pm

Demo Patient is now marked as ready.
Nov 15, 2:22pm

ETest Doctor has entered the consultation.
Nov 15, 2:22pm

Message [Send](#)

Patient Information

Demo Patient
Patient ID: 132 Health Card #: 123456789

Contact Information
emarshall+patient5@lume.ca.com
Mobile Phone: (306) 434-5335
Home Phone:

Age and Gender
Born on January 1, 2000
22 years old
Male

Location
Box 10, Regina, Saskatchewan, S4S 4P4

Preferred Pharmacy
No preferred pharmacy set

[Video Recordings](#)

20. Provider Support



PHONE:

1-306-988-2578, ext 1



EMAIL:

virtualvisit@ehealthsask.ca



WEBSITE:

<https://skvirtualvisit.zendesk.com>

21. Citizen Support



PHONE:

1-306-988-2578, ext 1



EMAIL:

virtualvisit@ehealthsask.ca



WEBSITE:

<https://skvirtualvisit.zendesk.com>