



RELEASE NOTES

Availability Filtering in Reassign

What is it?

Availability Filtering in Reassign enables a user to quickly identify the best person to reassign a patient to, based on availability, waiting room capacity, and state medical licensure.

Why is it useful?

Allowing a clinical user the option to filter and sort users based on availability and waiting room capacity will reduce the length of time it takes for a patient to be transferred to the next appropriate user associated with the visit. This then increases productivity and reduces patient wait times. This feature also improves the patient experience by preventing patients from being reassigned to unavailable users who may not be available to connect with the patient at that time.

When should I use it?

Availability Filtering in the eVisit Reassign tool is designed for organizations who require at least one hand-off of a patient between two clinical users and where provider availability needs to be verified before the handoff.

Feature Overview


To use Availability Filtering in Reassign, follow the steps below:

1. Select the Requeue/Reassign Arrow in the Visit Controls during a visit
2. Click the **Reassign** option
3. In the Reassign window, check the **Show Only Available Providers** box
4. The providers list will update to only show providers whose availability toggle is set to **On Call**


Choose a provider to reassign to

Sort by: **Shortest queue** 6 results


Search by name

 **Doctor Peterson**
Cardiologist


1 Patients (10 min)

 **Doctor Kerry**
Specialty


1 Patient (10 min)

 **Doctor Nickolas**
Specialty


2 Patients (20 min)

 **Doctor Jones**
Specialty

2 Patients (20 min)

 **Doctor Fox**
Specialty

4 Patients (1 hr)

 **Doctor Snow**
Specialty

0 Patients (0 min)
Unavailable

Cancel

Assign

Filters

Provider

☐ Show only available providers

Patient

Patient Location


☐ Override

Florida (Geo IP)


Choose a provider to reassign to

Sort by: **Shortest queue** 5 results


Search by name

 **Doctor Peterson**
Cardiologist


1 Patients (10 min)

 **Doctor Kerry**
Specialty


1 Patient (10 min)

 **Doctor Nickolas**
Specialty

2 Patients (20 min)

 **Doctor Jones**
Specialty

2 Patients (20 min)

 **Doctor Fox**
Specialty

4 Patients (1 hr)

Cancel

Assign

Filters

Provider

☒ Show only available providers

Patient

Patient Location

☐ Override

Florida (Geo IP)

To use Sorting in Availability Filtering, follow the steps below:

1. Select the Requeue/Reassign Arrow in the Visit Controls
2. Click the **Reassign** option
3. Click on the **Sort By** drop-down menu
4. Select your desired option (i.e. Shortest Queue)
5. The providers list will update and sort the list of providers who have the fewest patients currently in their Waiting Room in ascending order (in the example of selecting **Shortest Queue**)

Choose a provider to reassign to


Sort by: None 5 results


Search


Shortest queue


Longest queue


Alphabetical (A-Z)

 **Doctor Smith**
Specialty 20 min

 **Doctor Jones**
Specialty 10 min

 **Doctor Fox**
Specialty 4 Patients (1 hr)

 **Doctor Nicholas**
Specialty 2 Patients (20 min)

 **Doctor Peterson**
Cardiologist 1 Patients (10 min)

Cancel

Assign

Filters

Provider
☒ Show only available providers

Patient
Patient Location ☐ Override
Florida (Geo IP)

Choose a provider to reassign to


Sort by: None 5 results


Search


Shortest queue ✓


Longest queue


Alphabetical (A-Z)

 **Doctor Smith**
Specialty 20 min

 **Doctor Jones**
Specialty 10 min

 **Doctor Fox**
Specialty 4 Patients (1 hr)

 **Doctor Nicholas**
Specialty 2 Patients (20 min)

 **Doctor Peterson**
Cardiologist 1 Patients (10 min)

Cancel

Assign

Filters

Provider
☒ Show only available providers

Patient
Patient Location ☐ Override
Florida (Geo IP)

How do I get started?

This improved page will be available to all customers automatically with the release. No action is necessary.

Additional Information

Please note the following additional details about the Availability Filtering in Reassign feature:

- Providers whose availability toggle is set to **Unavailable** will be excluded from the provider list when the **Show Only Available Providers** checkbox is enabled. Only providers who are toggled to **On Call** will present in the list when the filter is enabled
- When **Sort By: Shortest Queue** is enabled, the provider list will display:
 - Providers with the fewest number of patients and shortest estimated wait time in their individual Waiting Rooms, in ascending order
 - If more than one provider has the same quantity of patients in their individual Waiting Rooms, the list will sort by when the provider was created in eVisit, in ascending order, and then by the estimated wait time in their individual Waiting Rooms
- For customers who do not need to differentiate between available and unavailable providers during reassign, the logic of the Reassign feature will remain unchanged, with the exception of the added filters and new sorting capabilities.