



RELEASE NOTES

Provider Availability Discrepancy Warning

What is it?

Provider availability discrepancy warns the provider when their availability change will conflict with their scheduled availability.

Why is it useful?

Provider defined calendar availability plays an important role in ensuring providers are available to conduct visits at a defined time. Turning the on-call toggle to be unavailable allows for greater flexibility but can also accidentally create an availability discrepancy where the provider will not be available for on-demand visits. This feature will serve as a reminder and reduce how often these discrepancies occur.

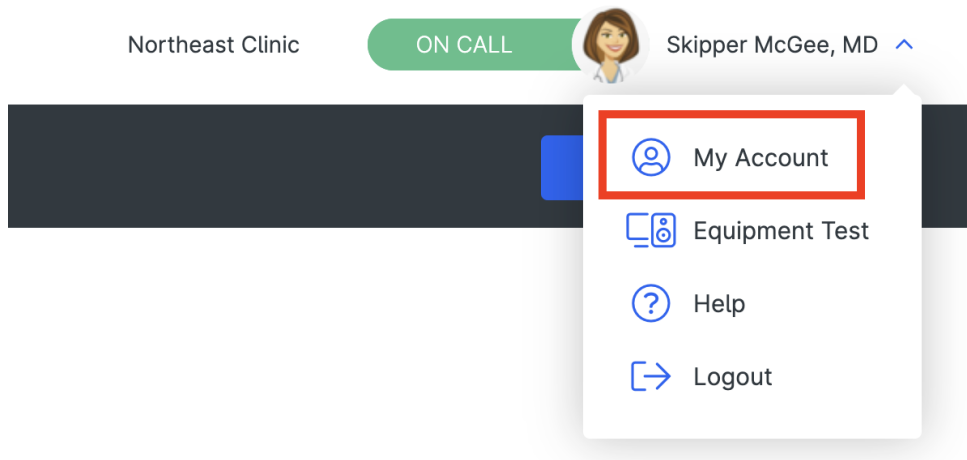
When should I use it?

It will automatically display a discrepancy every time a provider has a calendar availability block, and during that block, turns their on-call toggle to unavailable.

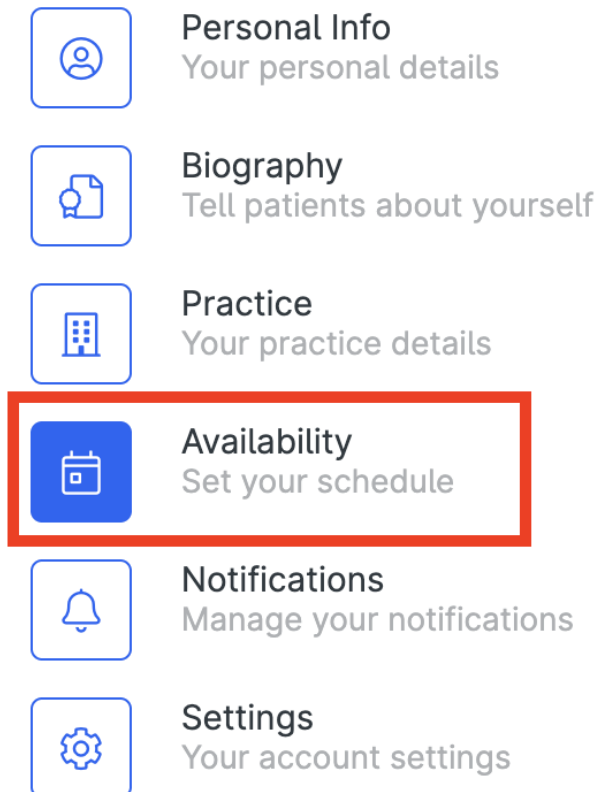
Feature Overview

To see how this feature will appear when triggered, follow these steps:


1. In the user drop-down menu, click **My Account**.



2. On the left side of the screen, click **Availability**.






- On the calendar, create an availability block for the current day and time. If there is already an availability block in place, go to step 4.

Northeast Clinic **ON CALL**  Dr. Ester London ▾

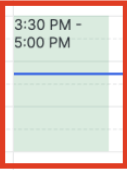
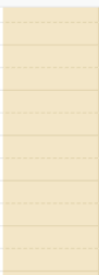
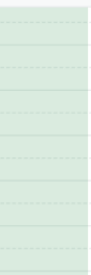

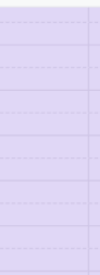
Visit History **Scheduling**

Set Availability


Click and select the times you will be available for telemedicine visits.


 = Schedulable & Available
 = Schedulable Only
 = Available Only

Time Zone (GMT-07:00) America/P... ▾ Provider Filter Skipper McGee ▾

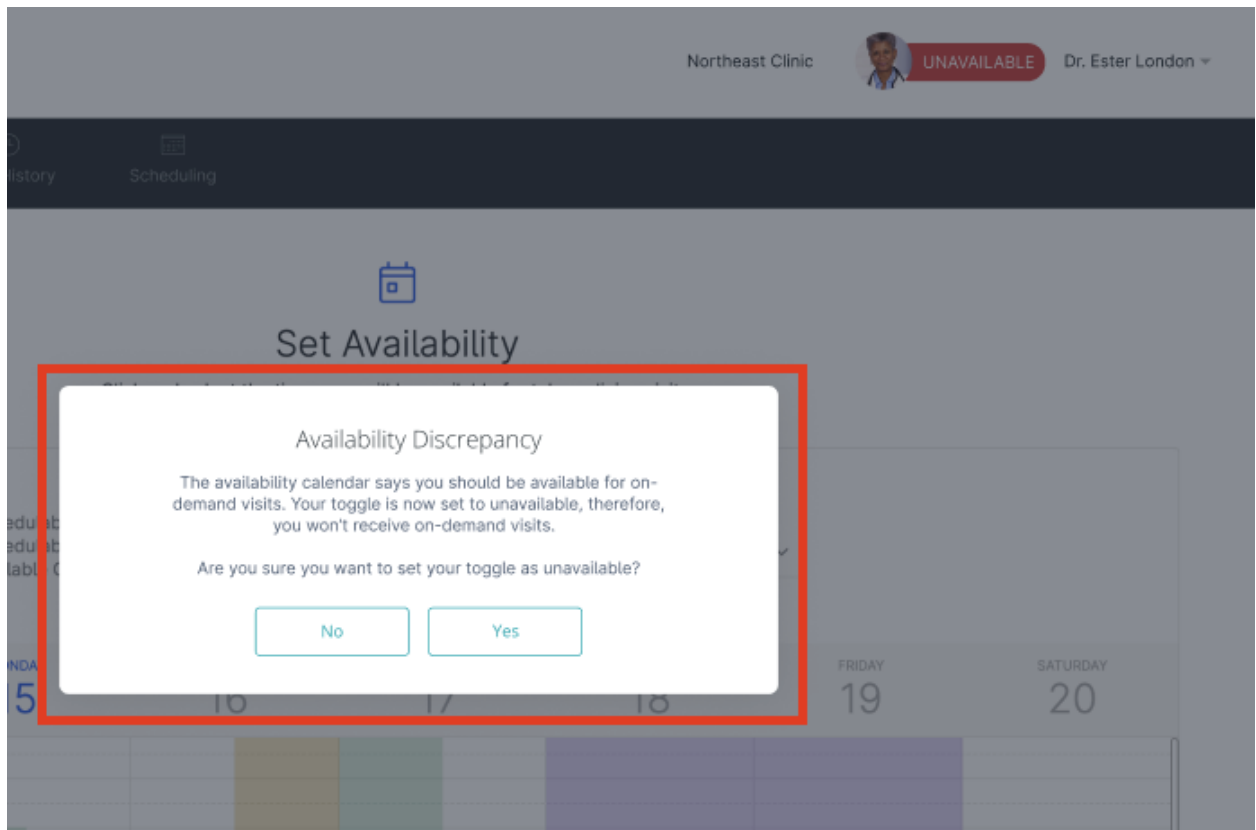
MONDAY 15	TUESDAY 16	WEDNESDAY 17	THURSDAY 18	FRIDAY 19	SATURDAY 20
					

- Click the **On Call** toggle to it toggles into the **Unavailable** position.

Northeast Clinic **ON CALL**  Dr. Ester London ▾

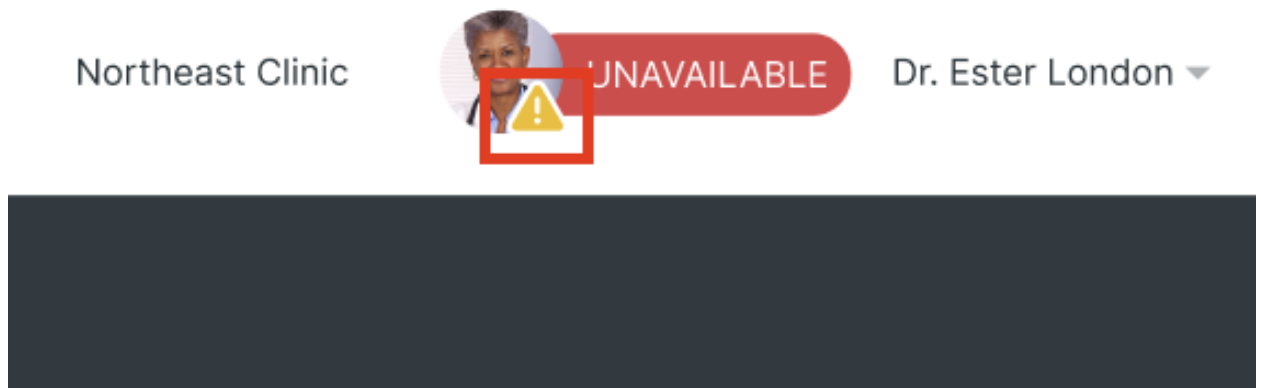
Northeast Clinic  **UNAVAILABLE** Dr. Ester London ▾

5. A pop-up warning will display asking if you want to continue with the toggle in the unavailable position.

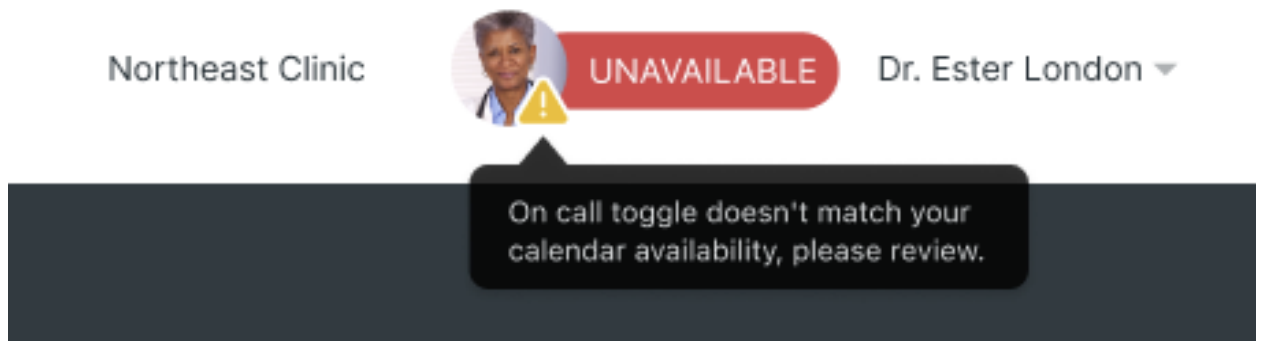


6. Clicking **No** will keep the on call toggle in the ON CALL position so the provider remains available for On-Demand visits.

7. Clicking **Yes** will turn the on-call toggle into the UNAVAILABLE position. This means the provider will not be available for On-Demand visits. It will cause a reminder alert icon to display next to the unavailable toggle, showing the provider there is a discrepancy between their availability calendar and their on-call toggle. This icon will remain for the duration of the existing availability calendar block.



8. Hovering over the icon will display a tooltip with details about the current scenario.



How do I get started?

This feature will be available to all customers automatically. There is nothing you need to do.