

Summary

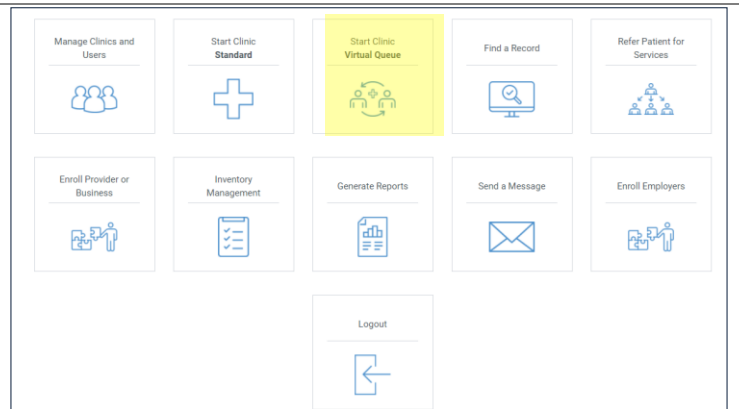
The Virtual Queue automates the check-in and check-out process for clinic patients, allows patient medical information review and lets Clinic users set social distancing protocols and clinic capacity.

Please note that the use of the Virtual Queue is optional and that Clinic Activity Form for Clinic Day is used when not using Virtual Queue. This feature is the equivalent to an online airline boarding pass, so the patient will need a mobile device to “check-in” to the clinic remotely.

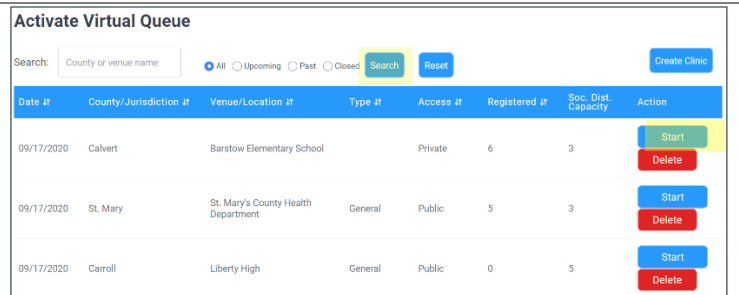
Key Steps

Step 1: Add Inventory

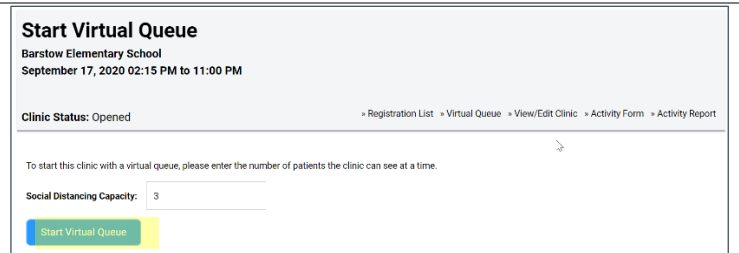
a. Click on “Start Clinic Virtual Queue”



b. Find the clinic that you wish to start by scrolling through the list or by entering the clinic name in the Search field and then clicking the “Search” button. Select the Venue/Location by clicking the blue “Start” button on the right



c. Fill in the **Social Distancing Capacity** for the clinic and click “Start Virtual Queue”



- d. Select **Open for Check In**. In the confirmation dialog that displays, select **Open Clinic**

Manage Virtual Queue
Manhattan Beach Fire Department
January 16, 2021 09:00 AM to 05:00 PM

Clinic Status: Upcoming

Total Registered: 0 Social Distancing Capacity: 4 (update)

Buttons: Send Check-in Links, Open For Check In, Close Clinic

Search: Patient name

Filter: All, Not Checked In (0), Canceled (0), Checked In (0), Invited (0), At Clinic (0), Completed (0), Pending (0)

- e. The **Manage Virtual Queue** page redisplay
- The clinic status is now **Opened for Check In**. PrepMod sends notifications to patients who are scheduled for the first appointment slot so that they can check in using their mobile devices

Manage Virtual Queue
Bushy Park Elementary School
September 20, 2020 09:00 AM to 05:00 PM

Clinic Status: Opened

Total Registered: 1 Social Distancing Capacity: 5 (update)

Buttons: Pause Automation, Close Clinic, Reopen for Check-In Only

Search: Patient name

Filter: All, Not Checked In (0), Canceled (0), Checked In (0), Invited (0), At Clinic (0), Completed (1), Pending (0)

Step 2: Check in a patient

- a. When the patient arrives at the clinic and clicks the link from their mobile device, they are checked in
- If a patient is unable to check in themselves with their mobile device, you can check them in yourself from the virtual queue
- Locate the patient by scrolling through the list or by entering part of their name in the **Search** field
- Select **“Check-in”** next to the patient’s name

Manage Virtual Queue
Barstow Elementary School
September 17, 2020 02:15 PM to 11:00 PM

Clinic Status: Opened

Total Registered: 6 Social Distancing Capacity: 3 (update)

Buttons: Pause Automation, Close Clinic, Reopen for Check-In Only

Search: Patient name

Filter: All, Not Checked In (0), Canceled (0), Checked In (0), Invited (0), At Clinic (0), Completed (2), Pending (4)

Appointment Time	Name	Date of Birth	Queue State	Actions
02:35 pm	Minnie Mouse	12/25/1973	Completed	Check In
02:55 pm	Frank Ranbo	12/31/1901	Completed	Check In

Step 3: Open the Clinic

- a. After you have opened the clinic for check-in and patients have begun checking in, you are ready to open the clinic so that patients can begin coming into the clinic
- Select **“Open Clinic”**

Manage Virtual Queue
Cranberry Station Elem.
September 18, 2020 09:00 AM to 05:00 PM

Clinic Status: Opened For Check In

Total Registered: 3 Social Distancing Capacity: 5 (update)

Buttons: Open Clinic, Close Clinic, Revert To Pending

Search: Patient name

Filter: All, Not Checked In (0), Canceled (0), Checked In (0), Invited (0), At Clinic (0), Completed (2), Pending (0)

Appointment Time	Name	Date of Birth	Queue State	Actions
01:20 pm	Truman Schinner	03/10/1991	Completed	Check In
01:20 pm	Josiah Keebler	07/14/1988	Completed	Check In

- a. In the confirmation dialog that displays, select **“Open Clinic”**

- b. PrepMod changes clinic status to **Opened** and begins notifying patients that they may come into the clinic for services

Note: When notifying patients that they may come into the opened clinic, PrepMod ensures that only the allowed number of patients is in the clinic at any given moment given the social-distancing capacity

- c. When a patient enters the clinic, staff select **“Mark Arrived”** next to the patient’s name

Step 4: Manually add a patient

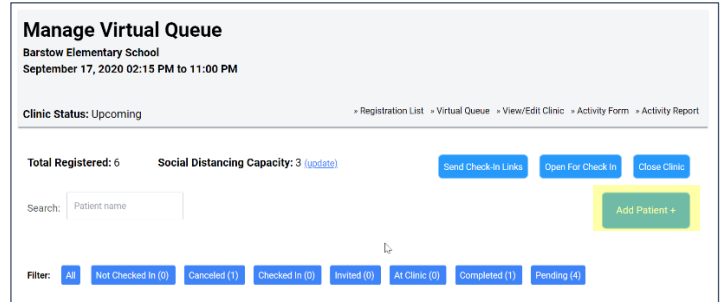
- a. If your clinic accommodates walk-in patients, you can manually add them to the clinic

Open the **Manage Virtual Queue** page and select **Registration List**

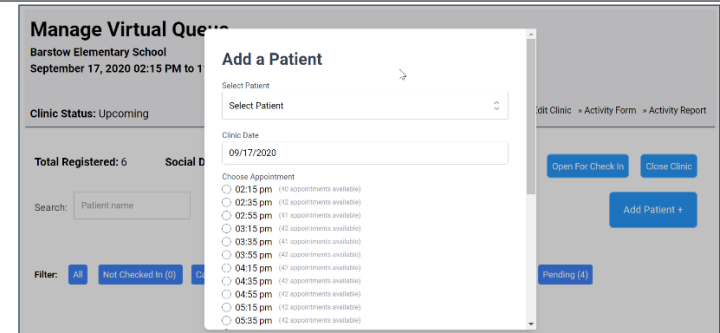
- b. In the Registration List page, select **“Add More Patients”**

- c. Enter patient information

d. Return to the virtual queue and select “Add Patient”



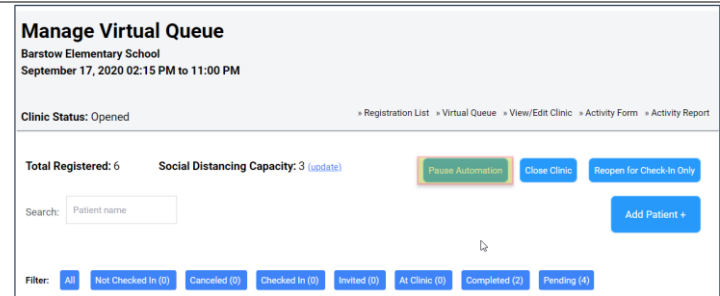
e. In the dialog box that opens, select the patient just added to the registration list and select an available appointment slot. The patient will now show in the virtual queue



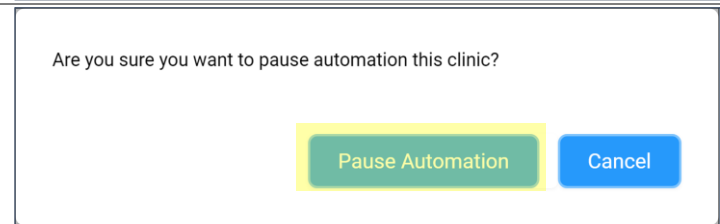
Step 4: Pause automation

a. When you need to temporarily stop the clinic—for example, when staff are taking a lunch break—you can pause the automated actions of the virtual queue

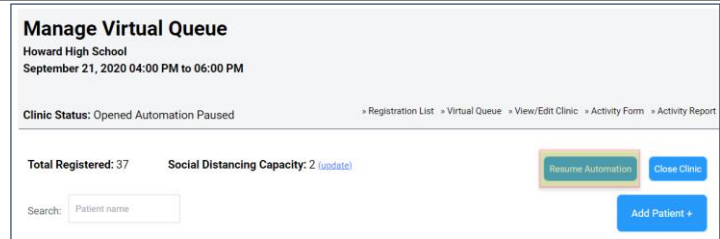
Select “Pause Automation”



b. A confirmation dialogue box will appear. Select **Pause Automation**



c. To resume the virtual queue, go through the same steps. The system will only display the correct action. Select “Resume Automation”



Step 5: Filter the Virtual Queue

a. Near the top of the **Manage Virtual Queue** page is series of buttons that allow you to filter the list of patients according to their status

The available filters are as follows:
All – All patients who are registered for the clinic.
Not Checked In – Patients who have not checked in.
Canceled – Patients whose appointments have been canceled.
Checked In – Patients who have check in.

Invited – Patients who have been invited to come in.

At Clinic – Patients who are being seen in the clinic.

Completed – Patients who have completed testing or vaccination.

Pending – Patients who have still not entered the clinic after they were invited and sent a follow-up reminder.

- b. From the **Manage Virtual Queue** page, you can cancel a patient’s appointment by selecting **Cancel** in the row of the appointment

Invited				
Appointment Time	Name	Date of Birth	Queue State	Actions
02:35 pm	Minnie Mouse	12/25/1973	Invited	Move To Pending Mark Arrived Check In Cancel

- c. From the **Manage Virtual Queue** page, select the **Canceled** filter, or just scroll down to the list of canceled appointments

Canceled				
Appointment Time	Name	Date of Birth	Queue State	Actions
01:20 pm	Truman Schinner	03/10/1991	Canceled	Reinstate Check In

The list of canceled appointments displays.
Select **Reinstate** in the row of the appointment.
The patient is moved from the **Canceled** list to the **Not Checked In** list

Additional Resources

- PrepMod User Manual
- PrepMod Clinic Activity Report
- PrepMod Clinic Day Tasks
- PrepMod Clinic Planning
- PrepMod In Clinic Handbook