Queue Configuration

Information for healthcare professionals

Purpose:	Adjusting the filter setting for your Queue allows more control over which client appointments display to you. The Queue can be adjusted at any time, which can support users who may provide care in a variety of clinical areas on different days. For example, your Queue can be adjusted to limit your view to particular waiting room(s).

Configuration of Filters in BC Virtual Visit Queue

NOTE: If you are using a Desktop application, you will need to maximize the window to full screen to access this functionality.

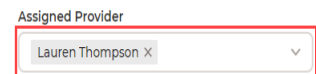**Step 1:** Click onto **Queue** from the left navigation bar

Step 2: Click on the filter icon to open your filter options

Step 3: Select the appointment status types you would like to display. See below for a definition of statuses:

- **Scheduled:** an upcoming appointment that has been scheduled with a client.
- **Arrived:** not applicable to current Island Health workflows as this is related to manual adjustment of appointment status.
- **Waiting:** a client has completed check in and is waiting for a provider to join.
- **On Call:** a video appointment is currently in session.
- **On Hold:** an appointment has been placed on hold and the client is placed back into the waiting room.
- **Cancelled:** an appointment has been cancelled.
- **No Show:** appointments for which a client never connected to the waiting room.
- **LWBS:** appointments for which clients left the waiting room before their provider joined.
- **Incomplete:** an appointment manually updated to incomplete.

Step 4: Search and select the Waiting Rooms you would like to display in your Queue. If you do not select any Waiting Rooms, all Waiting Rooms you have access to will display.

Step 5: You can also use the Assigned Provider filter if you are looking for visits assigned to given Provider(s). Search and select the Providers that you would like to view visits for.