Purpose:	To describe the filter options available on the BC Virtual Visit Queue, Schedule, and Waiting Room tabs that allow for customization of patient visit display. Filters can be adjusted at any time, which can support users who may provide care in a variety of clinical areas on different days.

Filter Configurations for Visits

NOTES:

- If you are using the BC Virtual Visit Desktop application, you must maximize the window to full screen to access filters.
- The filter options you set will be saved and will automatically apply whenever you access the tabs.
- You can set different filter options for each Waiting Room you have access to.
- To reset filters back to the default, click "Reset" at the top right of the filter options.

1. Click onto the **Queue, Schedule, or Waiting Room** tabs from the left navigation pane.

2. Click on the filter icon to open your filter options.

3. **Timeframe -** Select one of the options from the dropdown to view visits scheduled only within that Timeframe. Choose "Select Date Range" to enter a custom date range.
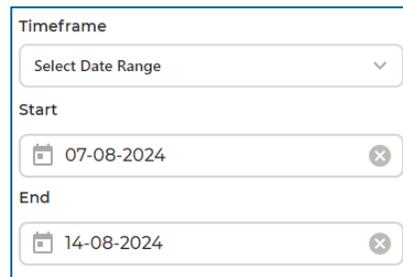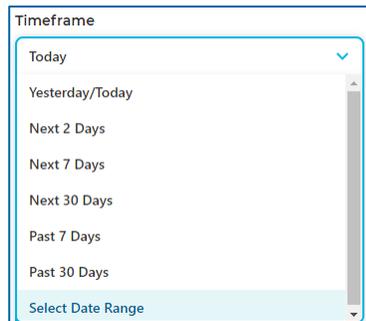
- To search for visits on a specific Date, choose "Select Date Range", and set the Date you are looking for as both the Start and End date.

Filter Configuration for Visits
Last Updated Nov 20, 2024
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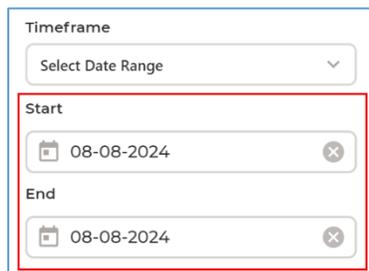
> **TIP:** The Timeframe filter can be set differently on each of the Queue, Schedule, and Waiting Room tabs to provide diverse views of your visits. It is recommended to:
>
> - Set the Timeframe for the **Queue** as "Today", to show visits scheduled for the current day.
> - Set the Timeframe for the **Schedule** as "Next 7 Days", to show visits scheduled for the week.
> - Set the Timeframe for each **Waiting Room** based on any specific views you would like to see.
>
> You can change the Timeframe filter on any of the tabs at any time.

4. **Patient -** You can use the Patient filter if you are looking for visits for a specific patient. If possible, search by a unique identifier such as the PHN or MRN to narrow down your search results.

5. **Displayed Statuses -** Select the visit statuses you would like to display. See below for status definitions:
   - **Scheduled:** an upcoming visit that has been scheduled with a patient.
   - **Arrived:** not applicable to current Island Health workflows as this is related to manual adjustment of visit status.
   - **Waiting:** a patient has completed check-in and is waiting for a health care provider to join.
   - **On Call:** a visit is currently in session.
   - **On Hold:** a visit has been placed on hold and the patient is placed back into the waiting room.
   - **Complete:** a visit that has been completed.
   - **Cancelled:** a visit that has been cancelled.
   - **No Show:** a visit where the patient never connected to the waiting room.
   - **LWBS (Left Without Being Seen):** a visit where the patient left the waiting room before their health care provider joined.
   - **Incomplete:** a visit that hasn't been ended properly or that has been manually changed to incomplete.

6. **Waiting Rooms -** Search and select the Waiting Rooms whose visits you would like to display in the **Queue** or **Schedule**. If you do not select any Waiting Rooms, all Waiting Rooms you have access to will display. By default, opening a specific **Waiting Room** will only show visits scheduled in that Waiting Room.

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7. **Assigned Provider -** You can use the Assigned Provider filter if you are looking for visits assigned to specific health care provider(s). Search and select the health care providers that you would like to view visits for.

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