

APPENDIX E - Appointment Types Bank

Appointment Type Definition:

A broad category which is generic and simple in nature and assists to define the anticipated length of an appointment. Where possible, all clinics (including those delivering Specialty Services such as Latent TB, Teen Clinic, etc.) should be using the same Appointment Types. PCP/PCCs may have patients that don't fit the standard Appointment Type and will need to adjust accordingly by individual patient needs (i.e. consider patient's history of problems) and ensure proper use of flag options to cue scheduler. Clinics may need to adjust Appointment Type length for new learners or team members with a graduated plan to work towards reaching the allotted appointment target range by role. Appointment Types may also include EMR workarounds; "meetings" for example, is listed as a Type in order for teams to maintain flexibility in scheduling.

***NOTE** - While usage of Appointment Types is fairly consistent amongst most WRHA Primary Care Direct Operated Clinics, there are different Appointment Types known to be in use at BridgeCare Clinic, Kildonan Medical Centre and Northern Connection Medical Centre due to the nature of services being delivered at those sites and/or former linkages with University Manitoba Family Medicine.

BANK OF TYPES	DEFINITION
Group - In Person	Used in conjunction with the actual Group Session name (see Appointment Reasons)
Group - Virtual	Used in conjunction with the actual Group Session name (see Appointment Reasons)
Home Visit	Scheduled visit in the patient's home
Long Visit	Appointment is equal to or greater than 2 units (Two 15 minute blocks of time is equal to 30 minutes)
Meeting	Use in conjunction with " Case Conference " as the appointment reason
Minor Procedure	Minor Procedure
New Client Initial Visit	Used for tracking new patient intakes (Primary Care or Mental Health Health CIHI Wait Times)
Off Site	Bookable
One Time Visit	Typically used for a "non-patient" of the clinic
Periodic Health Review	Formerly referred to as "Complete Physical"
Short Visit	Appointment is equal to one 15 block of time (One 15 minute block of time is equal to 15 minutes)
Teen Clinic	Teen Clinic appointment
Telephone Visit	Involves audio only between the provider and patient
Virtual Care - Video Conference	Involves both audio & video between the provider and patient

***As of July 14, 2022**

As a result of prior workflows having been developed and implemented, there are four Appointment Type **EXCEPTIONS** (not listed above) currently being used at specific clinics as follows:

- Methadone (used at Aikins ONLY)
- Pre-Op (used at Access Downtown ONLY)
- Recall Appointment (used at Access Transcona ONLY)
- Same Day Appointment (used at Access Transcona ONLY)

Intent is to revisit the use of Appointment Types in the future to further streamline and minimize available options where possible.