

APPENDIX: A

EMR Support Services WICCC Wait Time Portal Clinic Management Guide



Quick Reference Guide

Clinic Management Guide

WICCC ACCESS Fort Garry

[Update Care Status & Type](#)[Update Regular Hours](#)[Update Holiday Hours](#)[Update Exception](#)

Today:

Hours: 9:00 AM to 7:00 PM (Regular)
Care Status: Accepting Patients
Care Type: Prescriber and Nursing

Patients Waiting	Patients Being Treated	Wait Time	Wait Time (Displayed to Public)
0	0	0 Hours	Closed

**Wait times last updated: August 30, 2022 8:00:02 AM*

Today

- Shows information for the clinic today including:
 - Hours – Based on regular, holiday, and exception hours inputted by the clinic
 - Care Status – Whether the clinic is accepting patients or not; default is Accepting Patients, but can be overridden.
 - Care Type – Care type the clinic is offering; default is Prescriber and Nursing, but can be overridden
 - Wait Time – Based on data from Accuro, refreshed every 15 minutes
 - Patients Waiting – Number of appointments marked as Arrived but not Seen or Completed
 - Patients Being Treated – Number of appointments marked as Arrived and Seen, but not Completed
 - Wait Time – The average time between Arrived and Seen **for appointments in the last hour**
 - Wait Time (Displayed to Public) – Wait times shown to the public which takes hour of operation and care status into consideration.

Update Care Status & Type

Care Status

Accepting Patients

Reduced Capacity, Call Ahead (Override)

Unexpected Closure (Override)

Care Types

Prescriber and Nursing

No Prescriptions Available (Override)

[Save](#) [Cancel](#)

Care Status

- Care status by default is Accepting Patients
- As the capacity of the clinic changes throughout the day, the clinic can override this by clicking Update Care Status & Type. Along Accepting Patients, override options include:

Original Effective Date:
Revised Effective Date:
Policy Reference Number:

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- Reduced Capacity, Call Ahead – The clinic is near capacity so patients should be encouraged to call ahead prior to coming to the site
- Unexpected Closure – The clinic has to close unexpectedly

Care Type

- Care Type by default is Prescriber and Nursing
- Based on staffing of the clinic, the clinic can override this by clicking Update Care Status & Type. Along with Prescriber and Nursing, the override option is:
 - No Prescriptions Available – Only nurse managed care is available at the clinic

Hours of Operation - Regular Hours

- Regular hours are the standard operating hours for the clinic as posted at the site
- If regular hours change for one or more days of the week, click Update Regular Hours
Update Regular Hours

Regular hours are the standard operating hours for the clinic that are posted at the site.

Monday:	<input type="text" value="🕒 1:00 PM"/>	to	<input type="text" value="🕒 7:00 PM"/>	<input type="button" value="🗑"/>	<input type="button" value="⊕"/>
Tuesday:	<input type="text" value="🕒 9:00 AM"/>	to	<input type="text" value="🕒 7:00 PM"/>	<input type="button" value="🗑"/>	<input type="button" value="⊕"/>
Wednesday:	<input type="text" value="🕒 9:00 AM"/>	to	<input type="text" value="🕒 7:00 PM"/>	<input type="button" value="🗑"/>	<input type="button" value="⊕"/>
Thursday:	<input type="text" value="🕒 9:00 AM"/>	to	<input type="text" value="🕒 7:00 PM"/>	<input type="button" value="🗑"/>	<input type="button" value="⊕"/>
Friday:	<input type="text" value="🕒 9:00 AM"/>	to	<input type="text" value="🕒 7:00 PM"/>	<input type="button" value="🗑"/>	<input type="button" value="⊕"/>
Saturday:	<input type="text" value="🕒 9:00 AM"/>	to	<input type="text" value="🕒 4:00 PM"/>	<input type="button" value="🗑"/>	<input type="button" value="⊕"/>
Sunday:	Closed <input type="button" value="⊕"/>				

- A clinic is closed if no hours are specified for the day.
- Click the to add an hour range, and specify the open and close hours
- If a time range needs to be removed, click the
- Click the to add any additional hour ranges if the clinic is closed in the middle of the day (for example at lunch)
- Click Save once all updates are complete, or Cancel to not save the changes

Original Effective Date:
Revised Effective Date:
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Hours of Operation - Holiday Hours

- Holiday hours are clinic operating hours for the recognized holidays as per Shared Health Manitoba. Days in lieu are the clinic operating hours for the alternate days if the recognized holiday falls on a weekend.
- If holiday or days in lieu hours need to be changed, click Update Holiday Hours

Update Holiday Hours ×

Holiday hours are clinic operating hours for the recognized holidays as per Shared Health Manitoba. Days in lieu are the clinic operating hours for the alternate days if the recognized holiday falls on a weekend.
Note: Calendar days shown for holidays and days in lieu will always be in the future.

January - April May - September October - December

New Year's Day Sunday, January 01, 2023 Closed	Holiday Hours ▾	Day in lieu Monday, January 02, 2023	Regular Hours ▾
Louis Riel Day Monday, February 20, 2023 Closed	Holiday Hours ▾		
Good Friday Friday, April 07, 2023 Closed	Holiday Hours ▾		
Easter Monday Monday, April 10, 2023	Regular Hours ▾		

- If hours match regular hours, select Regular Hours
- If hours are different than regular hours, select Holiday Hours. The hours of operation can be set:
 - Click the to add an hour range, and specify the open and close hours
 - If a time range needs to be removed, click the
 - Click the to add any additional hour ranges if the clinic is closed in the middle of the day (for example at lunch)
- Click Save once all updates are complete, or Cancel to not save the changes

Hours of Operation - Exception Hours

- Exceptions are planned days in the future when the clinic operating hours are different from regular and recognized holidays due to staffing, events, clinic renovations, etc.
- If exceptions need to be added or updated, click Update Exception Hours

Update Exception Hours ×

Exceptions are known days when the clinic operating hours are different from regular and recognized holidays due to staffing, events, clinic renovations, etc.
Note: Only exceptions in the future will be displayed.

Date ✘ Date is required

Reason

✘ Required
Closed





Original Effective Date:
Revised Effective Date:
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- Click Add Exception Day to add a new day
 - Pick the date of the exception with the calendar picker  Friday, August 26, 2022
 - Indicate the reason for closure
 - Specify the hours for this day
 - Click the  to add an hour range, and specify the open and close hours
 - If a time range needs to be removed, click the 
 - Click the  to add any additional hour ranges if the clinic is closed in the middle of the day (for example at lunch)
 - If the exception day needs to be removed, click the trash can next to the Date
- Click Save once all updates are complete, or Cancel to not save the changes