 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>PRIMARY HEALTH CARE OPERATIONAL GUIDELINE</p>	<p>Operational Guideline: WICCC Wait Time Portal Clinic Management</p>	<p>Guideline Number: PCOG#: 42</p>
	<p>Approved By: Primary Care Service Area Leadership</p>	<p>Pages: Page 1 of 3</p>
	<p>Approval Date: November 21, 2022</p>	<p>Supersedes: New</p>

1. INTENT:

1.1. To provide guidance and direction to the clinical team for use, management, and orientation of new staff of the WICCC Wait Time Portal for the following Walk-In Connected Care Clinic (WICCC) sites:

- WICCC ACCESS Fort Garry
- WICCC ACCESS Norwest
- WICCC ACCESS Winnipeg West
- WICCC Centre de Santé St-Boniface
- WICCC McGregor

2. DEFINITIONS:

2.1. Walk-In Connected Care Clinic (WICCC):


- Walk-In Connected Care Clinics (WICCCs) are available to the general public on a walk-in basis to meet unexpected health care needs during times when it is difficult to see their regular care provider. Walk-In Connected Care is provided by nurse practitioners, physician assistants and registered nurses who can also directly communicate and connect back to regular care providers if required.

2.2. Wait Time Portal:

- Internal WRHA website to collate WICCC hours of operations, wait times, care status and care type available, including disruptions and exceptions.
- The information in this portal is forwarded to a public facing website to guide patients' decisions on accessing appropriate episodic care.

2.3. Hours: to accurately reflect the hours of operation

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

 <p>PRIMARY HEALTH CARE OPERATIONAL GUIDELINE</p>	Operational Guideline: WICCC Wait Time Portal Clinic Management	Guideline Number: PCOG#: 42
	Approved By: Primary Care Service Area Leadership	Pages: Page 2 of 3
	Approval Date: November 21, 2022	Supersedes: New

2.4. Care Status: - to accurately reflect the availability of appointments. Care status by default is *Accepting Patients*, and may be changed between messages throughout the day as slots are assigned and/or open up again

- Accepting Patients – DEFAULT - Represents continued slot times available in the EMR “Scheduler” to assign to incoming patients.
- Reduced Capacity, Call Ahead - Represents when all slot times in the EMR “Scheduler” have been assigned to patients. No remaining slot times available. **Shall not be used to managing incoming presentations at times of high demand.**
- Unexpected Closure - The clinic has to close unexpectedly e.g. Pipe burst, power outage, etc.

2.5. Care Type:

- Prescriber and Nursing - Standard Care, including all Nursing and Prescriber services
- No Prescriptions Available - Only nurse managed care is available at the clinic **No Prescriber scheduled**


2.6. Wait Times:

- Wait Time - The average time of all patients marked as Arrived for appointments in the last hour. *Based on data from Accuro, refreshed every 15 minutes.*
- Patients Waiting – Number of appointments marked as Arrived but not Seen or Completed *Patients waiting onsite.*
- Patients Being Treated – Number of appointments marked as Arrived and Seen, but not completed. *Patients moved to exam rooms using Traffic Manager.*
- Wait Time (Displayed to Public) – Wait times shown to the public which takes hour of operation and care status into consideration.

3. GUIDELINE:

3.1. New Staff Onboarding/Orientation:

- Each WICCC site is responsible to ensure WICCC Wait Time Portal Management training is part of new staff onboarding and orientation.
- Access for new users is requested via Digital Health [Account & Access Request Form](#) – with request for access noted in the Other Digital Health Applications/Requirements/Notes: section at the bottom of form.

 <p>PRIMARY HEALTH CARE OPERATIONAL GUIDELINE</p>	Operational Guideline: WICCC Wait Time Portal Clinic Management	Guideline Number: PCOG#: 42
	Approved By: Primary Care Service Area Leadership	Pages: Page 3 of 3
	Approval Date: November 21, 2022	Supersedes: New

3.2. Weekly Processes:

- Team manager to designate administrative staff that will be responsible for online portal management for each day of the following week.
- Mondays:
 - Team manager to confirm regular, holiday and exception hours are accurate for upcoming week for designated administrative staff. Administrative staff ensure information is accurate in portal and enters changes as needed.
- Daily:
 - Designated portal management staff to confirm Clinic’s Hours are listed accurately for the day and confirm Care Type section is accurate for the day.

3.3. Issues/Troubleshooting:

- Team Manager to reach out to Centralized Services for follow-up with Digital Health *(clarification to come)*

4. SOURCES/ REFERENCES:

4.1. Important Links

- **WICCC Wait Time – UAT Training Site:** <https://wiccc-waittimes.testweb.prv/>
- **WICCC Wait Time Live Site:** [Non-Production Login Portal \(testweb.prv\)](#)
- **Training Video:** <https://youtu.be/dVoOklgfaA0>
- **WICCC Wait Time Public Site:** [Walk-In Connected Care | Winnipeg Regional Health Authority \(wrha.mb.ca\)](#)

5. APPENDICES:

- **Appendix A:** WICCC Wait Time Portal Clinic Management Quick Reference Guide

SCOPE: Applicable to all WRHA Primary Care Direct Operation Walk-In Connected Care Clinics located at Access Winnipeg West, Access Fort Garry, and McGregor, as well as WICCC ACCESS Norwest, WICCC Centre de Santé St-Boniface

NOTE: While the Funded Community Health Agencies are out of scope of Primary Care Operating Guidelines, it is recommended the content and/or processes be adapted/adopted where applicable.

**Questions regarding this or any other Primary Care Operating guideline should be directed to Primary Care Service Area Leadership*