# Using Reacts: Booking a Clinical eVisit

**Kingston Health Sciences Centre**

Centre des sciences de la santé de Kingston

## Introduction

KHSC is recommending that medical secretaries book all Clinical eVisits for physicians to ensure patients are unable to reach physicians directly on Reacts before or after his/her Clinical eVisit.

The following Job Aid provides:
1. How a medical secretary can book a Clinical eVisit for a physician
2. How a physician can book a Clinical eVisit (without create a guest contact) – this can be completed when a medical secretary is unavailable to book a Clinical eVisit *and* the physician wants to avoid direct contact with patient

*Please note: You must have already added the physicians you work with to your contact list. If you haven't, exit this job aid and follow the job aid provided called "How to create contact list"*
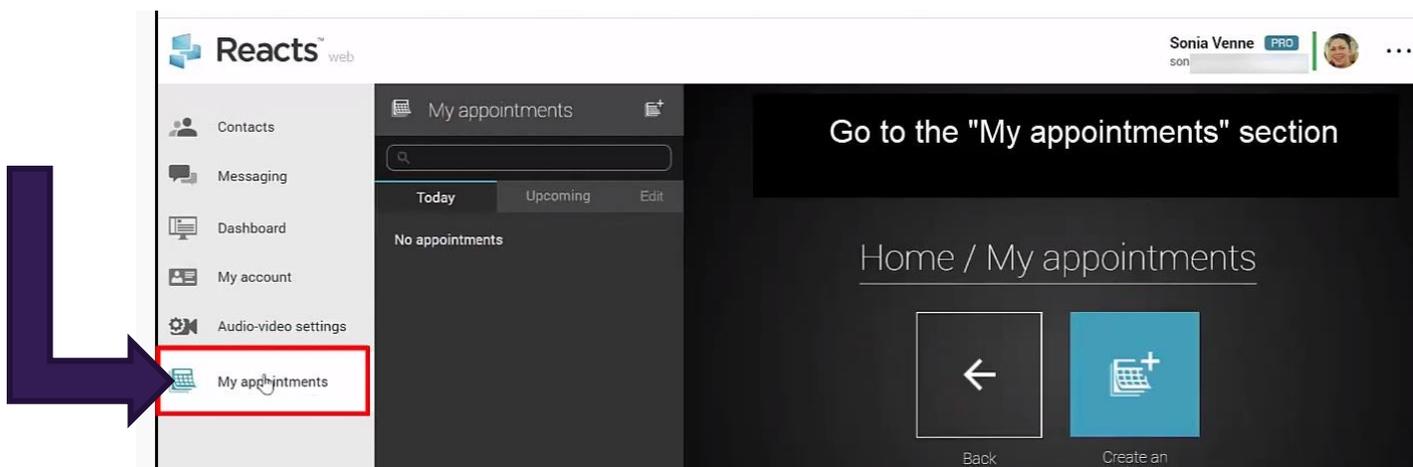
## Best Practice: Secretary books Clinical eVisit

All KHSC Medical Secretaries are receiving Pro Accounts to ensure they can book Clinical eVisits.
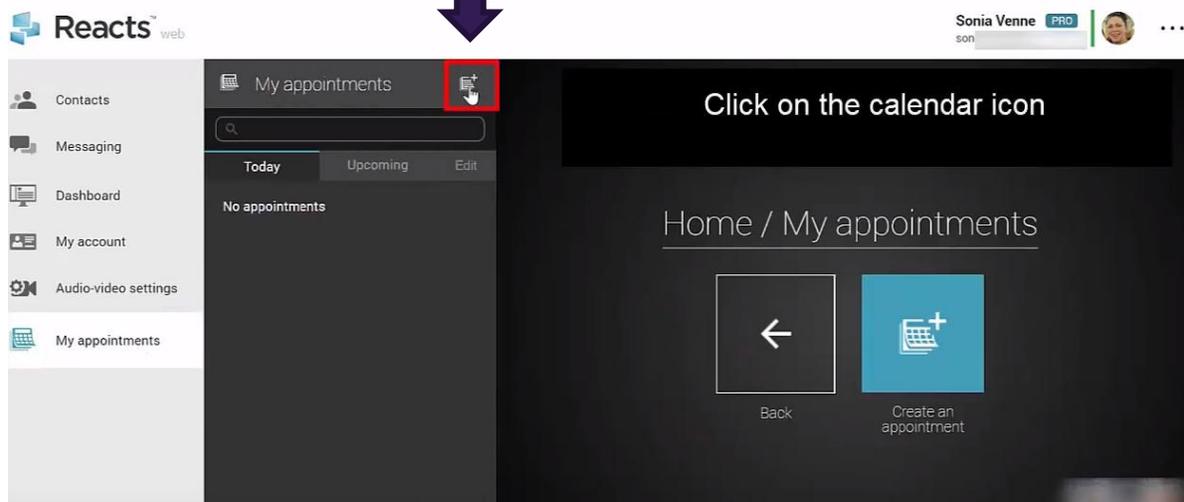*Please note: Password sharing between Medical Secretaries is permitted until further notice.*

1. **Log into your Reacts account (Desktop or Web-based\*)**
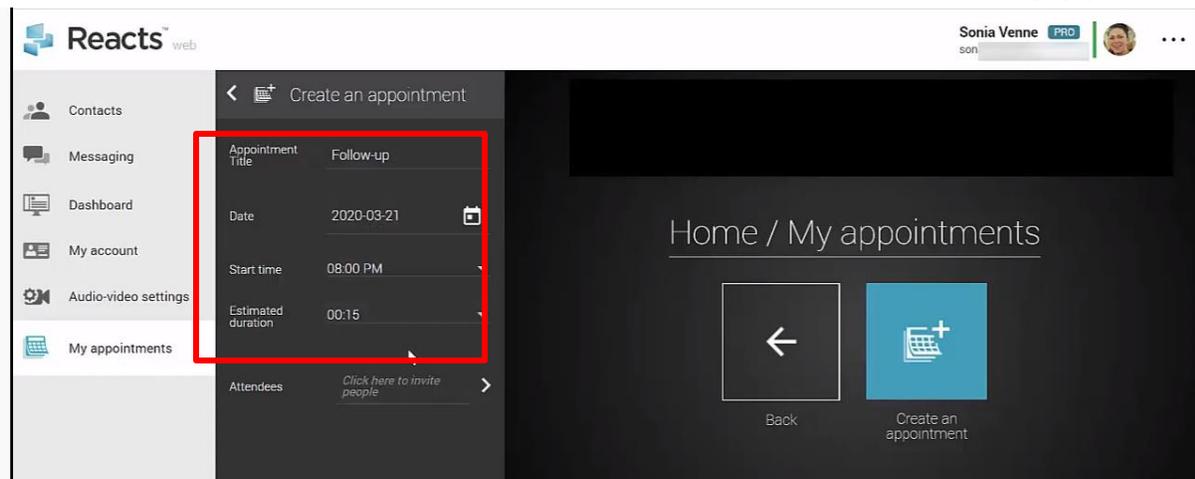   *\*Remember: If using web-based application, you must use Google Chrome*

2. **Once in Reacts, go to My appointment**

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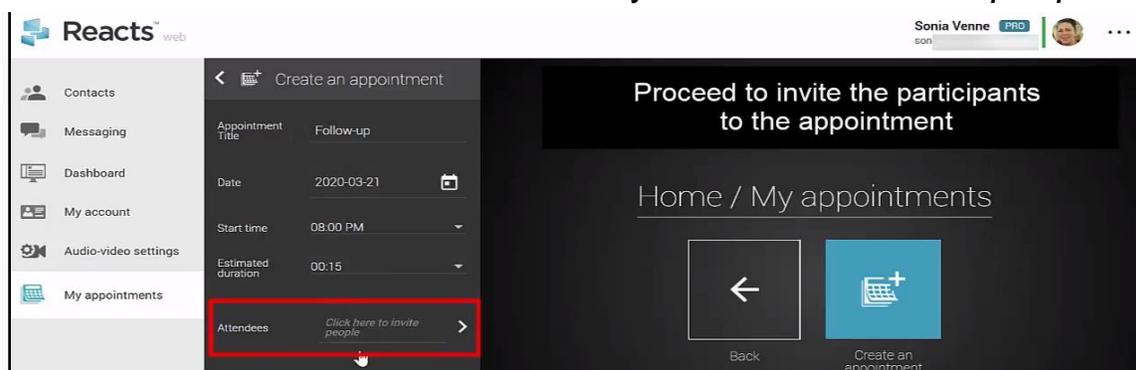
## 3. Click on the Calendar icon



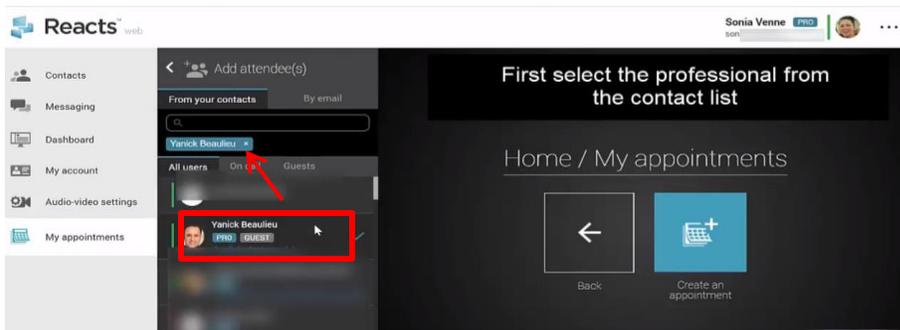## 4. Enter a title, date, start time, and duration for the Clinica eVisit (appointment)



## 5. Proceed to invite the participants to the Clinical eVisit (appointment)
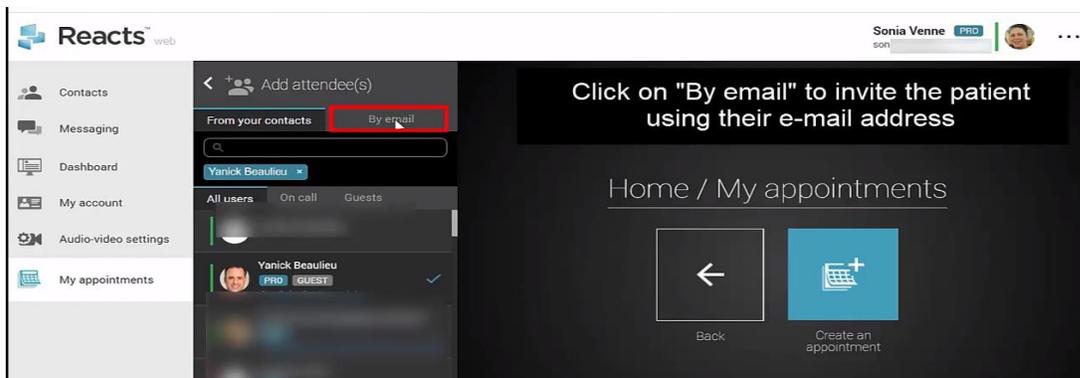Click on the field next to Attendees where it says *Click here to invite people*

## 6. First, select the physician from the contact list
When you click on the user in your list, their name will appear above the list. You can proceed to invite others, if necessary.
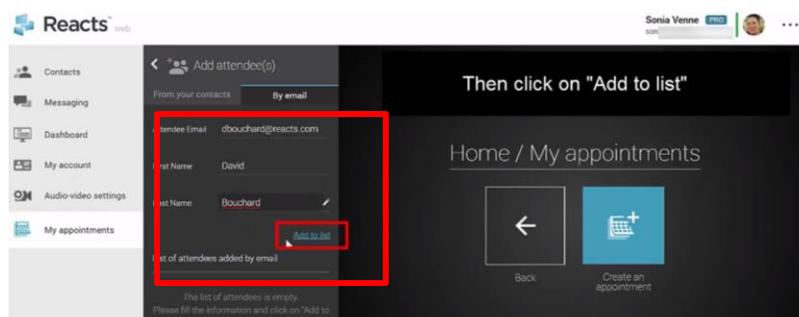


## 7. Next, click "By email" to invite the patient using their email address (if you haven't added them already as a guest to your contact list)
When you click on the user in your list, their name will appear above the list. You can proceed to invite others, if necessary.
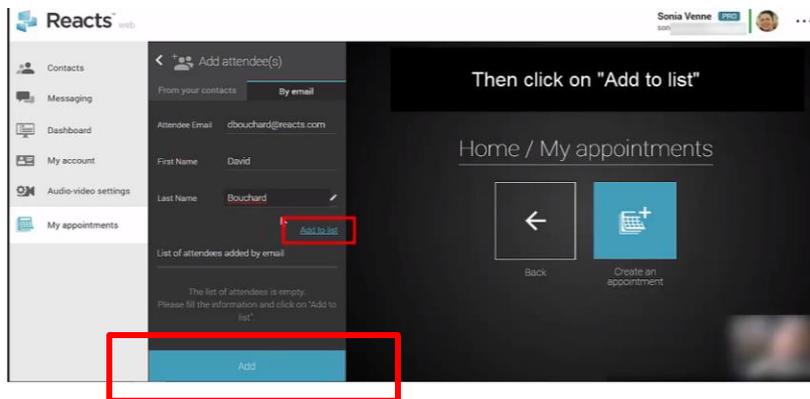


## 8. Enter patient's full name in the first name field and CR number in the last name field, and email address in the email field
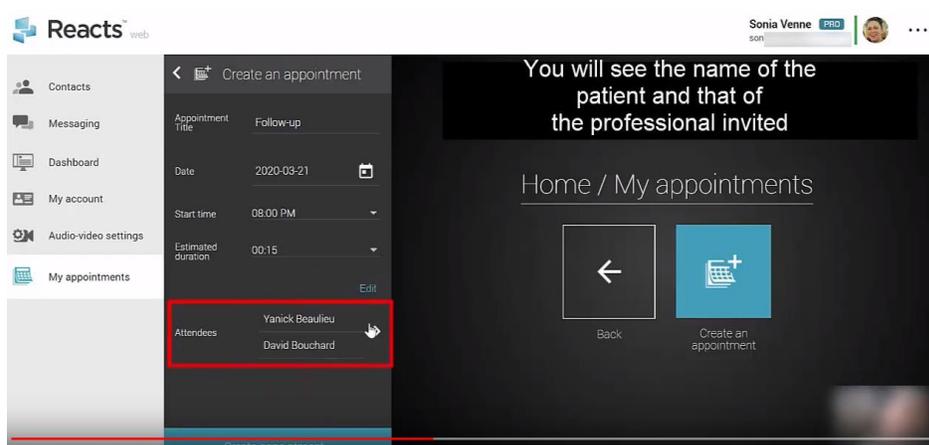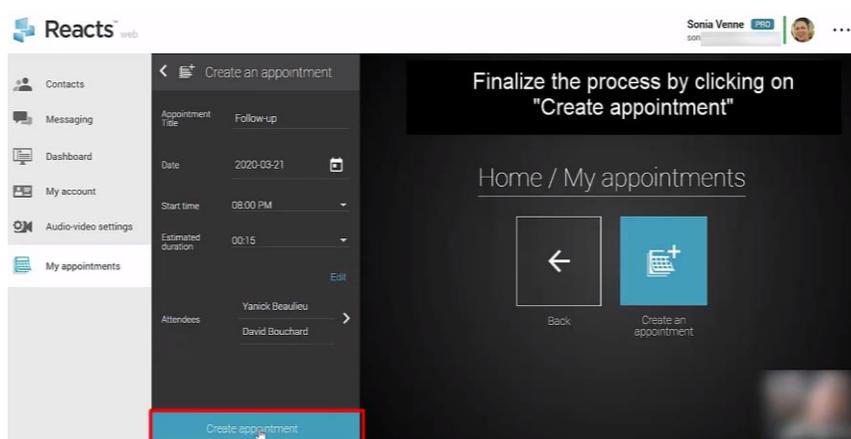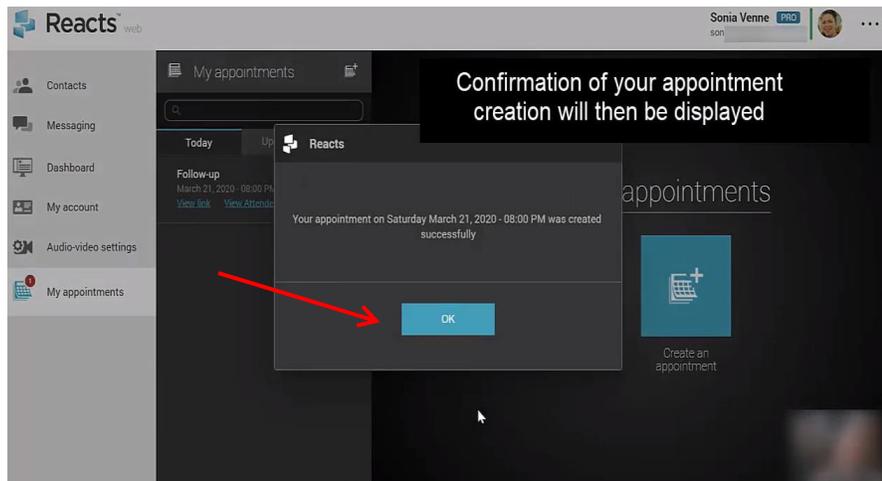
## 9. Click 'Add to list'

## 10. Click 'Add'



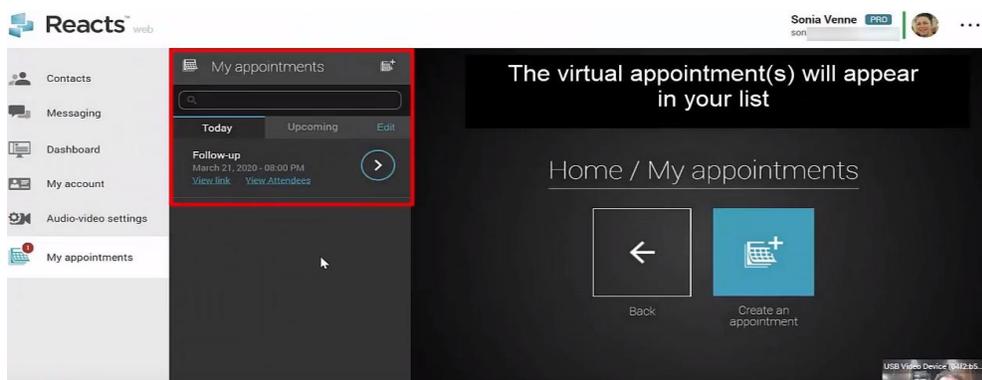## 11. You will now see the name of the patient and that of the physician invited



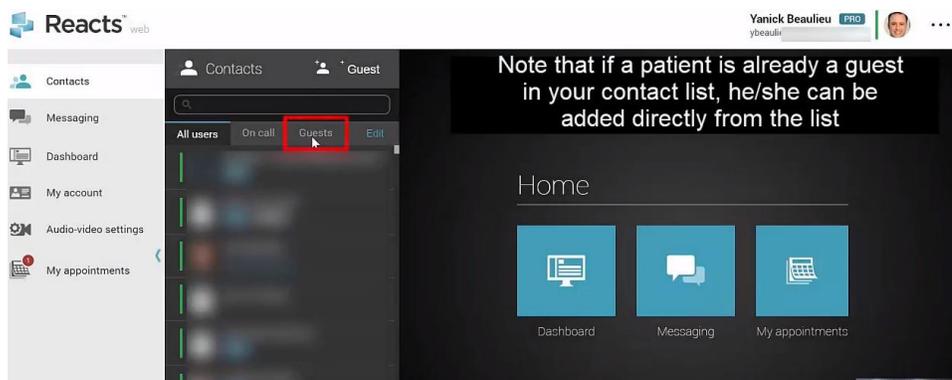## 12. Finalize the process by clicking on "Create appointment"

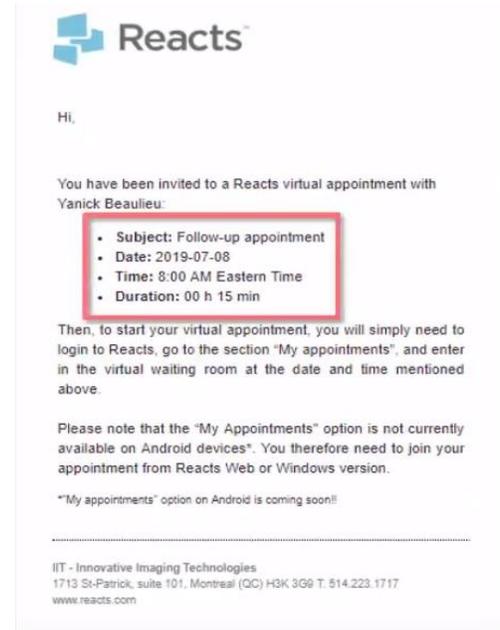**13. A confirmation will appear notifying you that the appointment was created successfully. Click 'OK'**



**14. The Clinical eVisit(s) will appear in your list of appointments**



*Please note: If a patient is already a guest in your contact list, he/she can be added directly from the list*

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**15. The attendees will receive a message by email with the details about the virtual appointment**



**16. The attendee will also see the virtual appointment in the "My appointments" section of the application**

*Screenshot shows Reacts mobile example*