

What is Patient Queue Auto-Sorting

Jay-Ileen (AI) - 2024-05-20 - VSee Clinic for Providers

VSee Clinic now has the Waiting Room Dashboard Sorting that allows the Provider or Clinic staff to sort the ongoing visits of the Clinic.

There are two ways to sort the visit:

1. Wait Time
2. Triage Condition

Sorting by Wait Time

From the Waiting room Dashboard, you can choose to sort the visit by **Oldest to Newest** or by **Newest to Oldest**.

The screenshot displays the VSee Clinic interface. At the top, there are navigation tabs for 'Dashboard', 'Patients', and 'Schedule', along with a user profile for 'Dr. Sarah Bays'. Below the navigation, there are buttons for 'Call Selected', 'Invite Patient', and 'Schedule'. The main area shows a list of patients ready for visits. Two patients are visible: Brianna Williams (Emergent (Critical)) and Aileen White (Urgent (Moderate)). A dropdown menu is open, showing sorting options: 'Visit' (selected), 'Oldest -> Newest', 'Newest -> Oldest', 'Triage', 'Most Urgent -> Least Urgent', and 'Least Urgent -> Most Urgent'. The 'Oldest -> Newest' option is highlighted with a red box. Below the patient list, there are sections for 'Getting Ready (0)', 'In Progress (0)', and 'Recent (0)'. On the right side, there are reminder cards for 'amber davis' with visit IDs #1000942601 and #1000941113, and Brianna Williams with visit ID #1000941111.

Note: Currently, Sorting by Wait Time is enabled by phases for most The Patient Queue Auto-Sorting (based on wait time) will be enabled on the Waiting Room Dashboard in phases starting on the day of the release and will be fully enabled by the next release — VC 6.0.1.

Sorting by Triage Condition

From the Waiting room Dashboard, you can choose to sort the triage condition by **Most urgent** to **Least urgent** or by **Least urgent** to **Most urgent**.

The screenshot shows the VSee Clinic Waiting Room Dashboard. At the top, there are navigation links for 'Dashboard', 'Patients', and 'Schedule', and a user profile for 'Dr. Sarah Bays'. Below the navigation, there are buttons for 'Call Selected', 'Invite Patient', and 'Schedule'. The main area displays a list of patients ready for visits. Two patient cards are visible: one for Brianna Williams (Emergent (Critical)) and one for Aileen White (Urgent (Moderate)). A dropdown menu is open over the first card, showing sorting options: 'Oldest', 'Newest -> Oldest', 'Most Urgent -> Least Urgent', and 'Least Urgent -> Most Urgent'. The 'Most Urgent -> Least Urgent' option is highlighted with a red box. On the right side, there is a 'Today's Schedule' section with a list of appointments and pending notes.

On the Patients side, during the Intake process, they would be able to select the level of urgency of their visit under the **Triage Condition** dropdown.

They can select **Non-urgent (Minor)**, **Urgent (Moderate)**, or **Emergent (Critical)**.

The screenshot shows the VSee Clinic Patient Intake form. The form is titled 'WHAT IS YOUR HEALTH CONCERN TODAY?' and includes fields for 'What is the reason for your visit?', 'Chief Complaint (optional)', and 'Where are you located at the time of this visit?'. The 'Triage Condition (optional)' dropdown menu is open, showing four options: 'Non-urgent (Minor)', 'Non-urgent (Minor)', 'Urgent (Moderate)', and 'Emergent (Critical)'. The 'Non-urgent (Minor)' option is highlighted with a blue bar and a red box. The background shows a blurred view of the patient's profile and appointment details.

On the Provider side, the Provider or the Clinic staff can edit or update the Triage Condition on the Waiting Room Dashboard.

The screenshot shows the VSee Clinic dashboard interface. At the top, there are navigation tabs for 'Dashboard', 'Patients', and 'Schedule'. The user profile 'Dr. Sarah Bays' is visible in the top right. The main content area is divided into several sections:

- Ready for Visits (2):** This section contains two patient cards. The first card is for Brianna Williams, n/a, 32 years old, General Care, with a status of 'Available (Waiting 1 min)'. The second card is for a female, 28 years old, General Care, with a status of 'Waiting 1 min'. A dropdown menu is open for the second patient, showing triage options: 'Emergent (Critical)', 'Urgent (Moderate)', and 'Non-urgent (Minor)'. The 'Urgent (Moderate)' option is highlighted with a red box.
- Getting Ready (0):** A section with a right-pointing arrow and a count of 0.
- In Progress (0):** A section with a downward-pointing arrow and a count of 0, with the text 'There are no ongoing visits.'
- Recent (0):** A section with a right-pointing arrow and a count of 0.

On the right side of the dashboard, there are three sections:

- Today's Schedule:** A box stating 'No appointments at this time.'
- E-Consult:** A box stating 'No E-Consults at this time.'
- Reminder:** A list of three reminders for 'amber davis' with visit numbers #1000942601, #1000941113, and #1000941111, each with a 'Pending notes' link.

Note: Please reach out to your Account Manager if you'd like to enable Dashboard Sorting Based on Triage condition in your Clinic.

Need more assistance? Send us an email at help@vsee.com or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

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