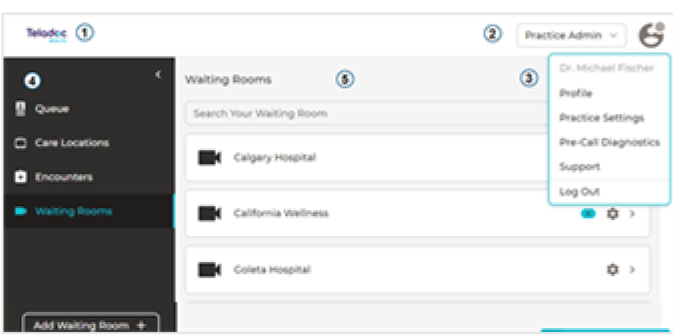
Overview

This guide is for the setup of Solo™. The Practice Admin is responsible for:

- Configuring Practice Users and Labels
- Managing Notifications, Patients, and Appointments
- Downloading Data for Analysis
- Configuring Care Locations for Urgent Care, Direct Calls, and Encounters
- Configuring Fax Contacts and Waiting Rooms for Patient Journeys
- and more.

The Dashboard

The **Dashboard** is divided into a left navigation and middle panel, and tool bar.



The left navigation panel provides functionality for Queue, Care Locations, and Waiting Rooms. The **Middle Panel** allows content for the topic chosen from the left navigation panel to be modified. The **Tool Bar** enables the Practice Admin to set a profile, configure users, and settings. The **Right Panel** is the Patient panel, Filter, Waiting Room info panel and more.

Practice Admin Setup

Practice Admin are responsible for configuring practice settings:

- The MRN and Account number **Labels** should integrate for HL7 integration.
- **Practice User**. The Practice Admins can add, edit, enable, or disable features. **Practice Users**. Select **Practice Settings** from the User icon dropdown.
- Select **Practice Users** to populate the middle with a list of users, add a new user, and select **Create new user**.

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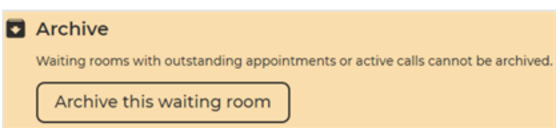
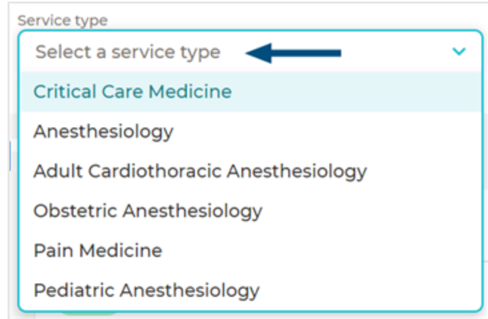
- Automatic **Notifications**, **Hours of Operation**, the practice **Start Page**, and more.
- Communication through email, SMS, a browser, or Tiger Connect.
- **Care Locations** or Teladoc Health specific devices.

- **Locations** are physical places where care is managed.
- **Fax Contacts** are used for important communications.
- **Waiting Rooms** are configured for different patient journeys. **Archive** inactive Waiting Rooms and restore them at any time.

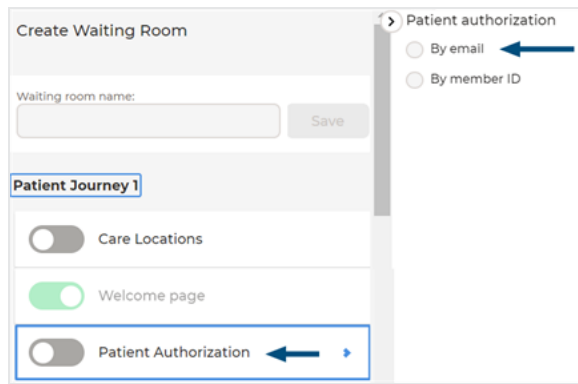


Select a Waiting Room

Select a Waiting Room Name, and Service Line and Service Types.



Select a checkbox or enter information to enable.



A toggle turns green when enabled.

Waiting Room Toggles

Patient Journey:

- **Care Locations** enables a list of Teladoc Health devices.
- **Patient Authorization** enables how patients receive authorization codes.
- **Instructions** provides assistance.
- **Demographics** enables collection of information during patient check-in
- **Eligibility** allows providers to access patient services.
- **Reasons for a visit** enables up to 10 reasons for a visit.
- **Smart Vitals** allows Providers to acquire and record patient vitals.
- **Consent forms** enables forms during Intake. Note, that Scheduling, Insurance, Consent forms, and Payment toggles are only for Teladoc Health's Intake module.
- **Medical Questionnaires** enables a variety of medical questionnaires.
- **Telehealth** enables virtual encounters.
- **Survey** enables a variety of surveys. The Practitioner and Patient may opt out.
- and more.

General Settings:

- **Hours of Operation** enable Waiting Room hours.
- **Reasons** enables up to 10 reasons for a visit.
- **Visit Window** enables a before, after, or both, followed by minutes a patient waits before entering a Waiting Room.
- **Patient Notifications** enables notifications.
- **Permissions to Enter** enables participants to request to enter an encounter.

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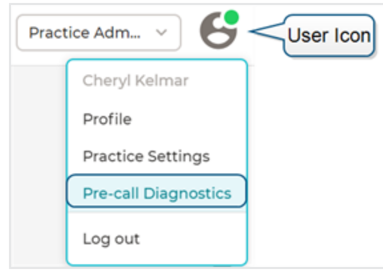
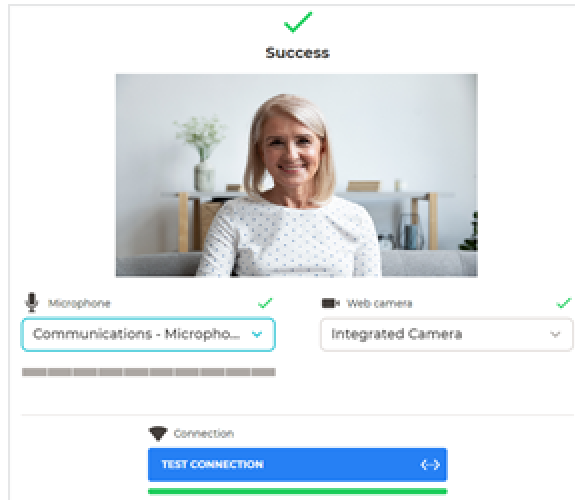
- **Group Calling** enables Practitioners to invite and remove participants from an encounter.
- **EHR Mapping** enables EHR mapping.
- **Select a Service Page** enables Waiting Rooms to be accessed from select-a-service page.
- **Smart Notes** enables Practitioners to capture data during an assessment, encounter, and more.
- **Allow only New Patients** ensures that all patients are created new.





Add Fax Contacts

Add by selecting **Practice Settings** from the User icon and **Fax Contacts** from the left navigation panel. Then, select **Add New** or **Unknown numbers**

Test Your Connectivity

Select **Pre-call Diagnostics** from the User icon menu.

Select **Connectivity Test**. If the test was successful, a green arrow will display.

> **CAUTION: Backup is recommended. Contact Support at (877) 484-9119.**

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