



To: All WRS Users
From: WRS Development Team
Date: 10/15/2020
Re: Release of the Virtual Waiting Room

WRS previously released functionality to assist providers in conducting remote patient encounters, including the ability for patients to self-check in.

Today, we are pleased to offer the Virtual Waiting Room.

ITEMS IN THIS RELEASE



[Virtual Waiting Room](#)

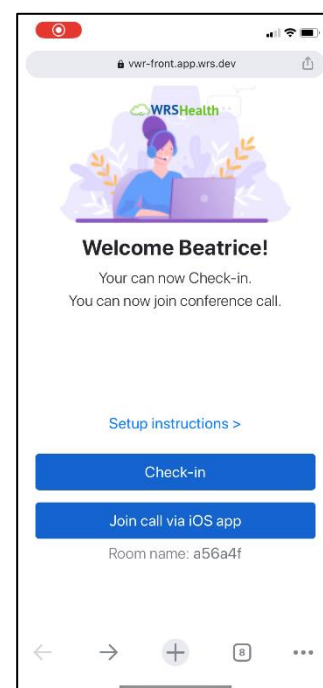


[How It Works](#)

Virtual Waiting Room (VWR)

WRS Health has released a new integrated functionality called Virtual Waiting Room (VWR). This will allow patients to securely self-check in prior to their scheduled appointment and access telehealth visits on a single platform.

Previously, a patient would have to access multiple links (Check in and Telehealth) when they had a scheduled telehealth appointment. With the enablement of the VWR, the patient can accomplish both of these tasks using one link on one single platform.

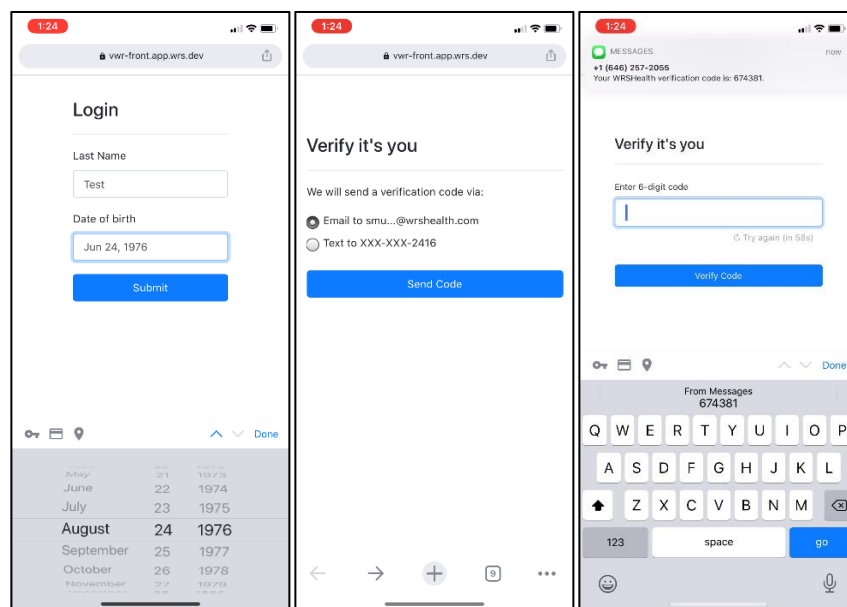


These Virtual Waiting Room release notes explain the optimal workflow for practices that have both check in module and telehealth services. If you would like more information or to sign up for this service, please contact Alex at telehealth@wrshealth.com

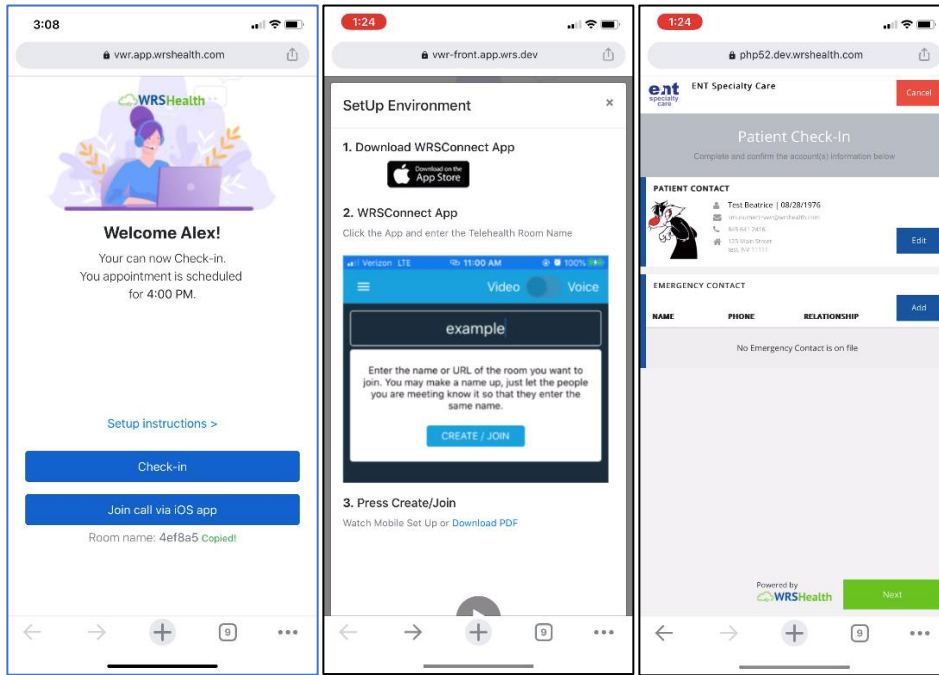
How It Works

Patients will receive a link to the Virtual Waiting Room via email and SMS message. Based on the practice's appointment reminder settings, an email with a link will be sent to the patient. An email will be sent to the patient the morning of with the link to the VWR. The SMS message containing a link for VWR will be sent to the patient an hour before the appointment. The patient can access the VWR from a computer, tablet, or mobile phone.

After clicking the link, the patient will enter the VWR. Then, the patient will need to enter their date of birth and last name, followed by a two-factor authentication step, in order to gain access. The two-factor authentication step provides the patient (either via email or SMS) a code to verify the user's credentials.



Once authenticated, the patient will see their scheduled appointment time. They will be able to access setup instructions for telehealth visits, check in to their appointment, and enter the Telehealth visit via the WRSCoconnect app (if downloaded) or their computer device.



When entering the WRSCoconnect app, the system will COPY the room name (alphanumeric code) and automatically put them into the correct room.

