

Setting an Arrive By time in Televox Text:

You can set up a patient “arrive by” for TeleVox text and how the appointment is displayed is Epic.

Submit this ticket: https://partnershealthcare.servicenow.com/phsess/service_catalog_submission.do.

In the screenshot below in the patient appointment desk there is the Arrive by time and Appt time. You can set that up at the interval you want.

The screenshot displays the Epic Appointment Desk interface for a patient named Testregistrationexample, Test. The patient's information is shown in a summary box, including their name, address, and contact details. The appointment details are shown in a table below the summary box, with the 'Arrive By' and 'Appt Time' columns circled in red.

Patient Summary (-)

Testregistrationexample, Test (3yrs)
104 Endicott Street Reg Status: New DOB: 1/1/2017 E-mail: Preventive Care
Danvers MA 01923 SSN Preferred Language: Needs Interpreter?
Home: 978-745-6601 Mobile: 555-555-1212 Work:
Special Needs: SN Comments:
Comments:
Legal Sex: Female Pronoun: [1]
Gender Identity: Choose not to disclose [6]

Confidential Address:
Temporary Address:

INP	Encounter Date	Arrive By	Appt Time	Visit Type	Provider	Dept
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