New Patient vs Established Patient

Does the patient have an Athena profile?

No → **New Patient**

Yes → Check the appointment history—did the patient complete a visit?
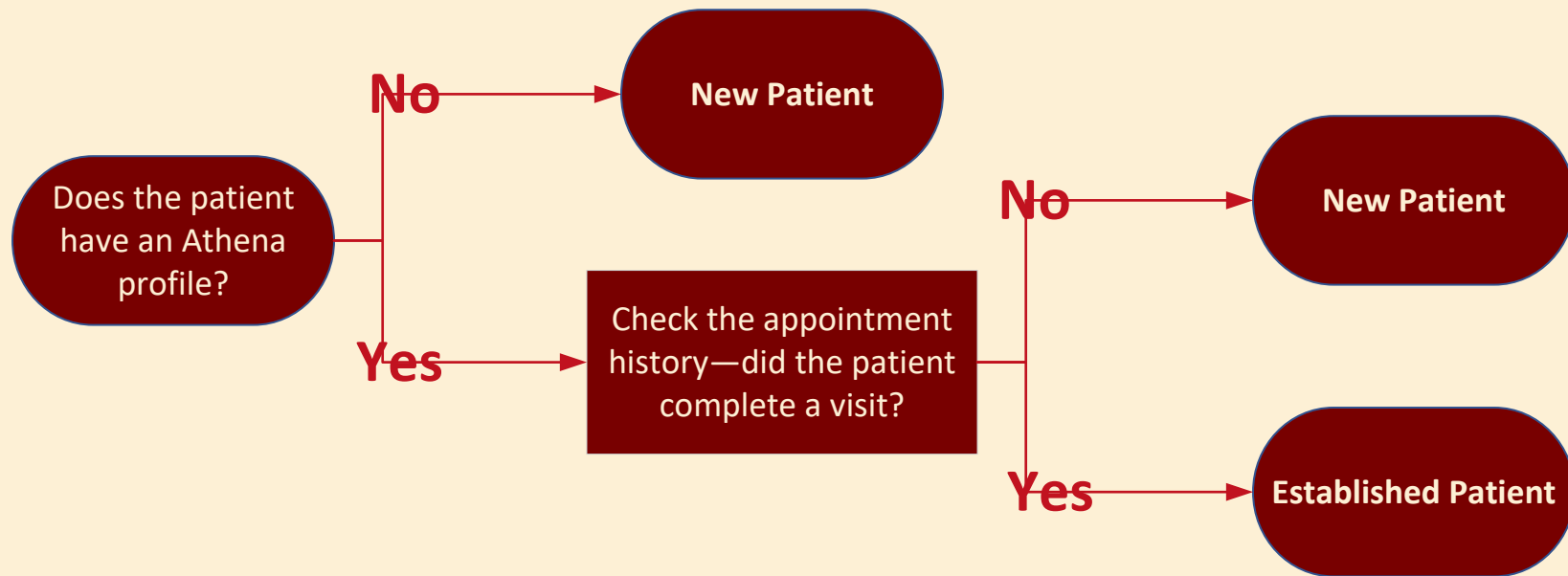
No → **New Patient**

Yes → **Established Patient**

There is one exception to this rule:

If a patient saw their provider before the provider joined Village, they would not have an Athena profile. However, the provider would have established care with that patient already.

In this case, schedule as **Established Patient**, and note in the **Appointment notes** field that the patient saw the provider before joining Village.