Telegra Order Flow Status Breakdown

Telegra order flows now provide the following statuses within the order flow. These statuses are explained in further detail within this document. While they may match up directly with affiliate order statuses, this is not always the case and an order status within an affiliate may differ from a Telegra status.

Telegra Flow Statuses	Ancillary Statuses
Started	Requires Admin Review
Requires Waiting Room Egress	Requires Affiliate Reveiw
Requires Provider Review	Cancelled
Requires Order Processing	
Complete	

The following pages will describe each status in depth.

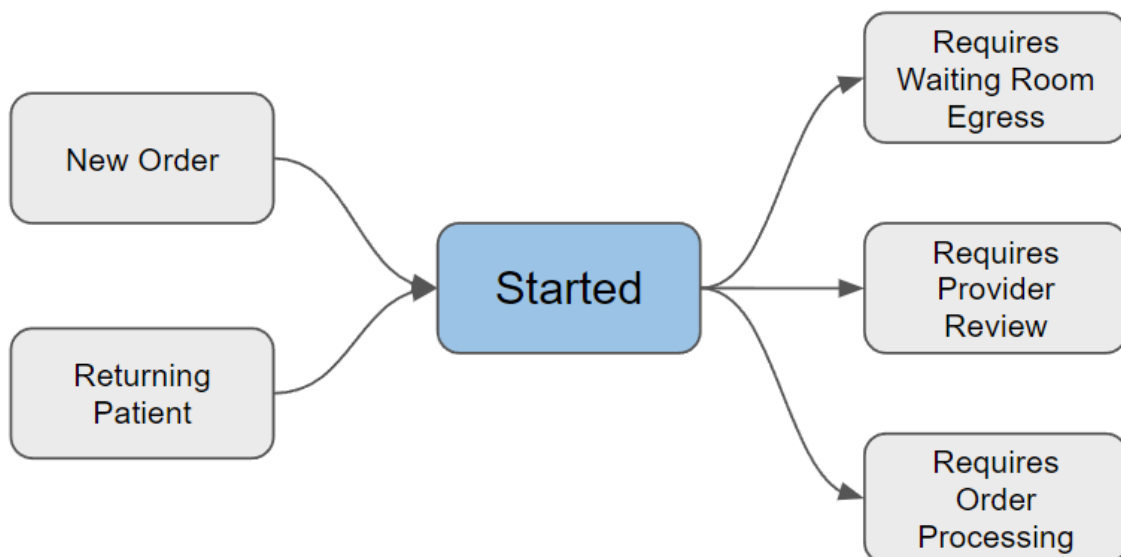# Started

What causes an order to be in this status?
- When an order gets created from an Online Visit, through the API, or through Affiliate Admin dashboard
- When the information is sent to Telegra

What causes an order to leave this status?
- When a patient completes all the questionnaires associated with the order, then it can leave this status.

Where can an order in 'Started' transition to?
- *Requires Waiting Room Egress* - If the project settings dictate that orders go to the waiting room, then send all orders to this status EVEN if this is a refill and does not need a consultation
- *Requires Provider Review* - If the project settings do not require the order to go to the waiting room and a consultation is required
- *Requires Order Processing* - If the project settings do not require the order to go to the waiting room and a consultation is not required due to it being a refill of all prescriptions on the order

Requires Waiting Room Egress
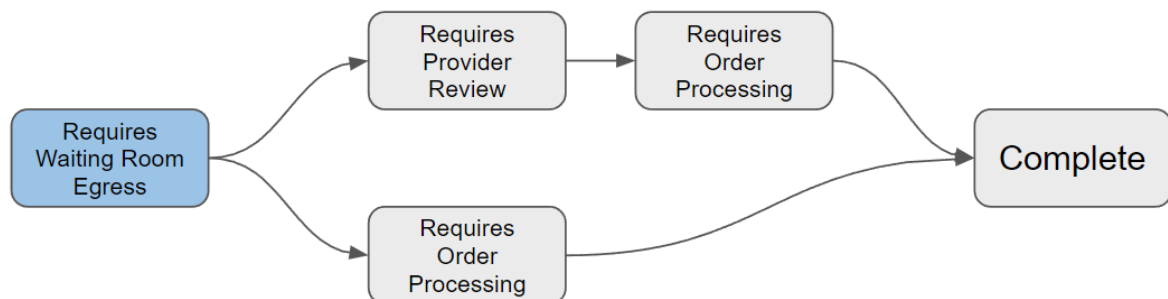
What causes an order to be in this status?
- There are many affiliates that will desire to perform some actions prior to the practitioner meeting with the patient. These activities might include:
  - Medical Specialist call for product explanation
  - Tasks that the affiliate might want to assign to the patient that will block the patient from visiting with the practitioner
  - Gather information to streamline the review for the provider

What causes an order to leave this status?
- When the affiliate has performed their tasks and designated this step complete

Where can an order in 'Requires Waiting Room Egress' transition to?
- Based on the status and characteristics of the order, the order can transition to the following statuses:
  - *Requires Provider Review -* A consultation is required
  - *Requires Order Processing -* A consultation is not required due to it being a refill of all prescriptions on the order

Requires Provider Review
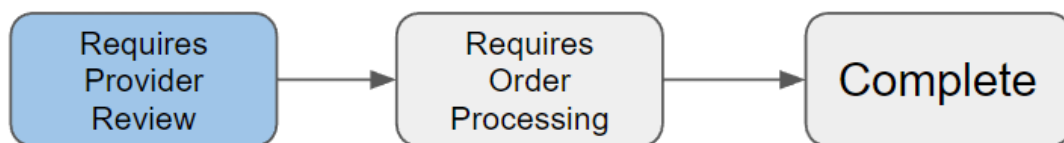
What causes an order to be in this status?
- An order transitions here from the Started status automatically when the order does not need to go to the waiting room
- An order transitions here from the Requires Waiting Room status when the patient needs a new prescription / does not have refills

What causes an order to leave this status?
- All visits tied to all prescriptions on this order have been completed. When the last prescription on the order gets approved, then the order will be transitioned to the next status.

Where can an order in 'Requires Provider Review' transition to?
- The order can transition to Requires Order Processing.

Requires Order Processing
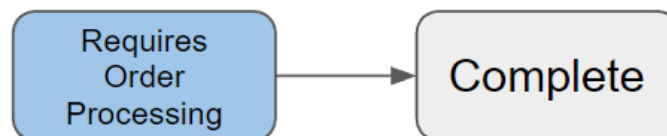
What causes an order to be in this status?
- Billing for the consultation occurs to affiliate
- An order transitions here from the Requires Provider Review status automatically when the final prescription on the order gets approved.
- We also build the prescriptions in this step:
  - If set to "automated", the prescription will get sent to the pharmacy.
  - If the prescription is designated as manual, the affiliate must send a request to send the prescription

What causes an order to leave this status?
- Once all allowable steps are completed and there are no errors, the order can move to `Complete`

Where can an order in 'Requires Order Processing' transition to?
- The order can transition to Complete

Complete

What causes an order to be in this status?
- An order transitions here from the Requires Order Processing status automatically after processing all allowable steps (prescriptions are sent and affiliate billed for consultation)

What causes an order to leave this status?
- Nothing

Where can an order in 'Requires Order Processing' transition to?
- Nowhere, it is done.

Additional status:

Requires Admin Review

What causes an order to be in this status?
- An order transitions here when there is an error on the order that happened during processing.
- An appropriate, predictable, and explanatory error message should accompany an order when it arrives in this status.

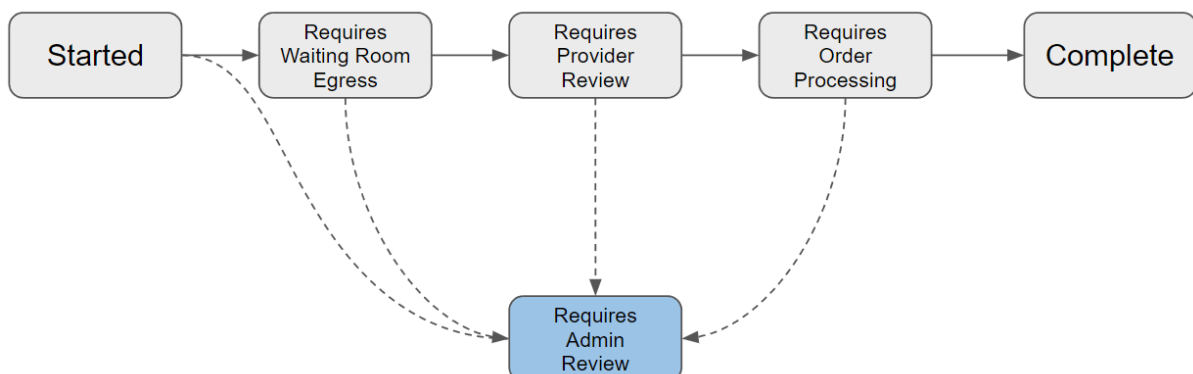### *Possible errors to trigger Admin Review*
- *Started*
  - Something goes wrong with the intake forms
- *Requires Waiting Room Egress*
  - A disconnect occurs between Telegra and the affiliate admin system
  - If a task that must be completed is blocked
- *Requires Provider Review*
  - When a practitioner needs assistance with the order or has a question for a patient that they need the admin staff to help obtain the answer
- *Requires Order Processing*
  - Prescription is unable to send to the pharmacy

What causes an order to leave this status?
- Once the error is resolved.

Where can an order in 'Requires Admin Review' transition to?
- It can go to any status from Requires Admin Review

Requires Affiliate Review
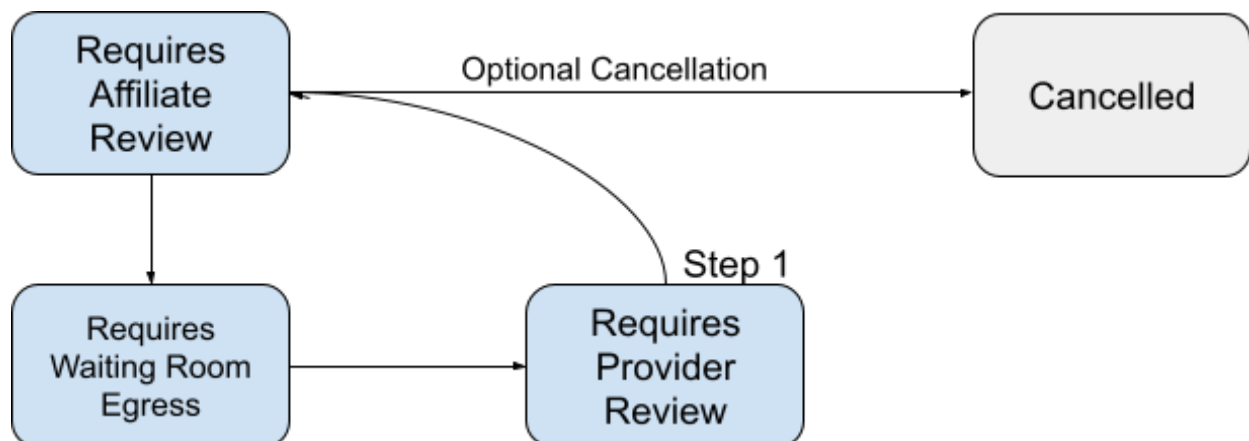
What causes an order to be in this status?
- An order is unable to continue processing due to the practitioner not being able to communicate with the patient.
- The practitioner has rejected the prescription(s) on the order and is sending it back to the affiliate for review to determine the next steps.
- The practitioner has changed the medication requested to a new medication and the affiliate will need to review prior to sending the prescription to the pharmacy.
- An appropriate, predictable, and explanatory note should accompany an order when it arrives in this status explaining why this order arrived in this status.

What causes an order to leave this status?
- The affiliate has made contact with the patient and is ready to transition the order back to the practitioner queue.
- The affiliate has reviewed the practitioner's queue and has decided to either cancel or accept the changes proposed by the practitioner on the order.

Where can an order in 'Requires Affiliate Review' transition to?
- Requires Waiting Room Egress
  - It is suggested to always send the order back to the Waiting Room. This gives our Patient Care Coordinator team a chance to make sure that the order is ready to go back to the practitioner.

Additional status:

Cancelled

What causes an order to be in this status?
- An order transitions here when the affiliate requests to cancel the order

What causes an order to leave this status?
- It should not leave this status.

Where can an order in 'Cancelled' transition to?
- Nowhere

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