

SimboVara Workflow Customization: Enable After Hours On-call Workflows - Admin Panel

Purpose

Let callers reach the on-call doctor after hours with proper screening.

Behavior

- When enabled, after-hours calls go to an on-call menu.
- Copilot screens for:
 - If they really need an on-call doctor
 - Whether the caller is an existing patient
 - Urgency and problem description
- Copilot alerts the on-call doctor based on your on-call schedule.

Steps

1. In **Workflow Customizations**, check **Enable After Hours On-call Workflows**.
2. Ensure your on-call schedule is set under **On Call Schedule**.
3. Click **Save**.

Tips and Good practices

- Keep the screening questions in plain English inside your workflows if you need any clinic-specific steps.
- Review alert destinations before weekends and holidays.

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