

TigerConnect Physician Scheduling

Provider Request Review

As a scheduler, you will be able to approve, decline or edit day off and swap requests made by providers. Click on **Provider Requests** on the Dashboard (*top menu*) of the TigerConnect Physician Scheduling web app. On this screen, click on the underlined columns to sort the pending requests. These can be responded to individually or by selecting multiple requests at a time.

1 View:
Filter the type of request. Request types include Pending/Provisional, Approved, Declined, Edited and Retracted requests.

2 Submit Request for:
This allows you to submit a request on behalf of a provider. Select their name and click **Go**.

3 Update Status:
Click on **Update Status** to see the provider request in detail.

4 Edit:
This allows you to edit a request for a provider.

The screenshot shows the 'Provider Requests' interface. At the top, there is a navigation bar with 'ports', 'Whiteboards', and 'Provider Requests'. Below this is a search bar with 'Advanced Search' and a 'View:' dropdown menu set to 'Pending / Provisional Request' (callout 1). To the right is a 'Submit Request for:' dropdown menu with 'Select a Provider..' and a 'Go' button (callout 2). Below the search bar, it says 'Pending Requests | 4 Selected' and an 'Update Status' button (callout 3). The main table has columns: Provider, Comment, Type, Job, Submitted, Dates, Status, and Update. The first row is for Mary Demouser, a Day Off request submitted on 12/03/2021, with a status of Pending. The 'Update' column for this row has an 'Update Status' button (callout 3) and an 'Edit' button (callout 4). The second row is for James Garcia, a CME request submitted on 12/03/2021, with a status of Pending. The 'Update' column has an 'Update Status' button and an 'Edit' button. The third row is for Ashley Jones, a CME request submitted on 12/03/2021, with a status of Pending. The 'Update' column has an 'Update Status' button and an 'Edit' button. The fourth row is for Ashley Jones, a Day Off request submitted on 12/03/2021, with a status of Pending. The 'Update' column has an 'Update Status' button. A modal window titled 'Update Status (4)' is open, showing a 'Choose Request Status' dropdown with 'Approved' selected and 'Declined' as an option, along with 'Cancel' and 'Update' buttons. A callout box on the left says 'Click here to select all pending requests, then click Update status to approve or decline those requests.' with a red line pointing to the 'Update Status' button in the table header.

[Detailed views on the next page]

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Provider Request Review

1 View:
Filter the type of request. Request types include Pending/Provisional, Approved, Declined, Edited and Retracted requests.

View: Pending / Provisional Request ▼

- ✓ Pending / Provisional Requests
- Approved Requests
- Declined Requests
- Edited Requests
- Retracted Requests

2 Submit Request for:
This allows you to submit a request on behalf of a provider. Select their name and click **Go**. From here you can build the request, choose the type and length (*editable in month or year view*). At the top right, the request can also be deleted or viewed in your current schedule.

Submit Request for: Select a Provider.. Go

Build a Request for **Mary Demouser** Delete Request

Request Type

Select request type: Day Off Request ▼ Select a length: Single Day ▼

Dates: Date:

Use Year View

Provider Comment:

Add Another Request Submit Request(s)

3 Update Status:
Click on **Update Status** to see the provider request in detail. Here you can change the Request Status, leave a comment and change the Request Type. If multiple days are requested, you can check/uncheck to approve those days. If the Provider has left a comment, you will see it listed at the bottom.

At the top menu, you can switch views to Overlapping Requests to see if any other Providers have requested the same date(s), as well as the Details which will show when this request was created and/or updated. Click Save at any point to update the request.

Pending Update Status Edit

Request Status types:

- Pending
- Provisional
- Approved
- Declined

Pending requests appear on the calendar but are awaiting approval.

Provisional requests indicate that the Scheduler has approved the request, but it is not yet shared with the Provider.

Provider Request - MDemouser

[Request](#) [Overlapping Requests](#) [Details](#)

Request Status
Pending ▼

Scheduler Comment

Request Type
PTO ▼

Job
-

Requested Days

Tuesday, December 21st, 2021

Thursday, December 23rd, 2021

Friday, December 24th, 2021

Select All Clear

Provider Comment

Cancel Save

Provider Request - MDemouser

[Request](#) [Overlapping Requests](#) [Details](#)

CHua **1/2 Day CME AM - Approved**
December 24th, 2021 - December 24th, 2021

SHe **1/2 Day CME AM - Approved**
December 24th, 2021 - December 24th, 2021

JEdward **Family and Medical Leave - Provisional**
December 22nd, 2021 - December 25th, 2021

Cancel Save

Provider Request - MDemouser

[Request](#) [Overlapping Requests](#) [Details](#)

Created
Thursday, December 9th, 2021, 04:21:46 pm

Updated
Thursday, December 9th, 2021, 04:21:46 pm

Cancel Save

[Continued on next page]

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4 Edit: Allows you to edit a request for a provider. If you are editing a multi-day request for non-consecutive days, the request will be edited in Year View.

Pending
Update Status

Edit

Build a Request for Jack Cui

Request Type

Select request type: Vacation Request | Select a length: Range of Days

Dates:

Start Date: | End Date:

Provider Comment:

Vacation request for a range of days, submitted by Scheduler for Jack

[Submit Request\(s\)](#)

Build a Request for Tom Brown

Request Type

Select request type: PTO Request

Dates:

Requesting Tom Brown for 2021

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>										
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Viewing Schedule Requests in Manual Scheduling:

Schedule Requests can appear in Complete View when using the Manual Scheduler. To get to Complete View, on the Dashboard, go to: Scheduling > Manual Scheduler > Complete.

In Complete View, click the **Days Off** Filter at the upper right corner and check the boxes for **Pending** and **Provisional** Request Status Types.

Highlight: Changes Providers

Filters: Providers Jobs Days Off

December 2021 [Go](#)

Filter Request Status Types

Pending

Provisional

Filter Days Off

Select/Deselect All

d - Day Off

Once the filter to view pending and provisional requests is enabled, you will see those requests on the calendar in a grey box with dotted lines. Click on those requests directly to open up the provider request window where you can update the status or edit that request.

Note that any approved requests will appear at the bottom of the date-square.

+ 23

CROC - Unassigned

fmla (Provisional) - JEdward

pto (Pending) - JCui

pto - TBrown