

# TigerConnect Physician Scheduling

## Mapping Roles

With TigerConnect, individuals scheduled for Jobs in Physician Scheduling can be integrated to automatically be opted into the corresponding Roles in TigerConnect. Roles serve as the persona-based messaging system in TigerConnect (e.g. users occupying the Roles and receiving the messages for Anesthesiologist, Cardiologist, Oncologist, etc).

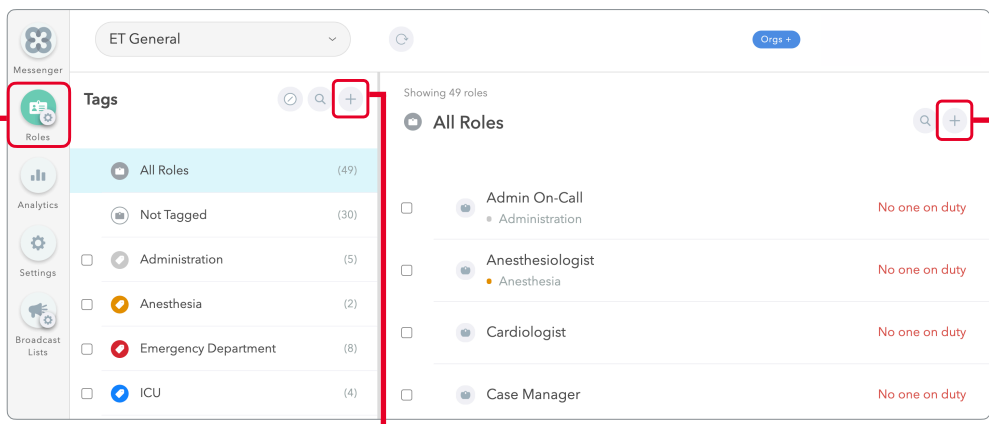
**NOTE:** To learn more about Roles, [go to this guide](#) for an overview.

### Creating Roles in TigerConnect

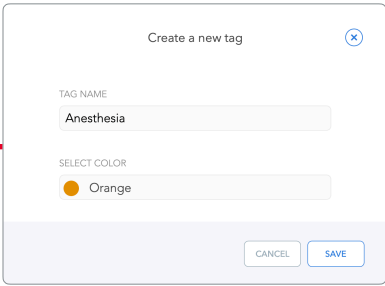
Before you begin mapping, please consult your leadership for your internal process. You may be required to do so as you may not have Admin access to create Roles in TigerConnect. Additionally, the corresponding Roles must exist on the TigerConnect side. Start by logging into TigerConnect on the web or desktop app.

**NOTE:** If your Group already has Roles, skip to Mapping TigerConnect Roles on page 2 of this guide.

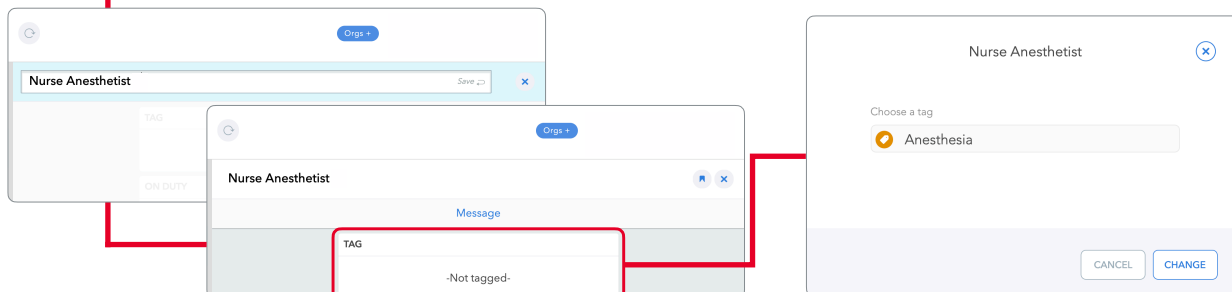
**1) Click Roles** in the left toolbar after logging into TigerConnect.



**2) (optional) Create a Tag** by clicking on the + icon in the upper right corner of the middle window. Tags sort Roles into related areas and/or departments.



**3) Create a Role** by clicking on the + icon in the upper right corner of the right window. If applicable to your Group, apply the Tag you created after creating the Role.



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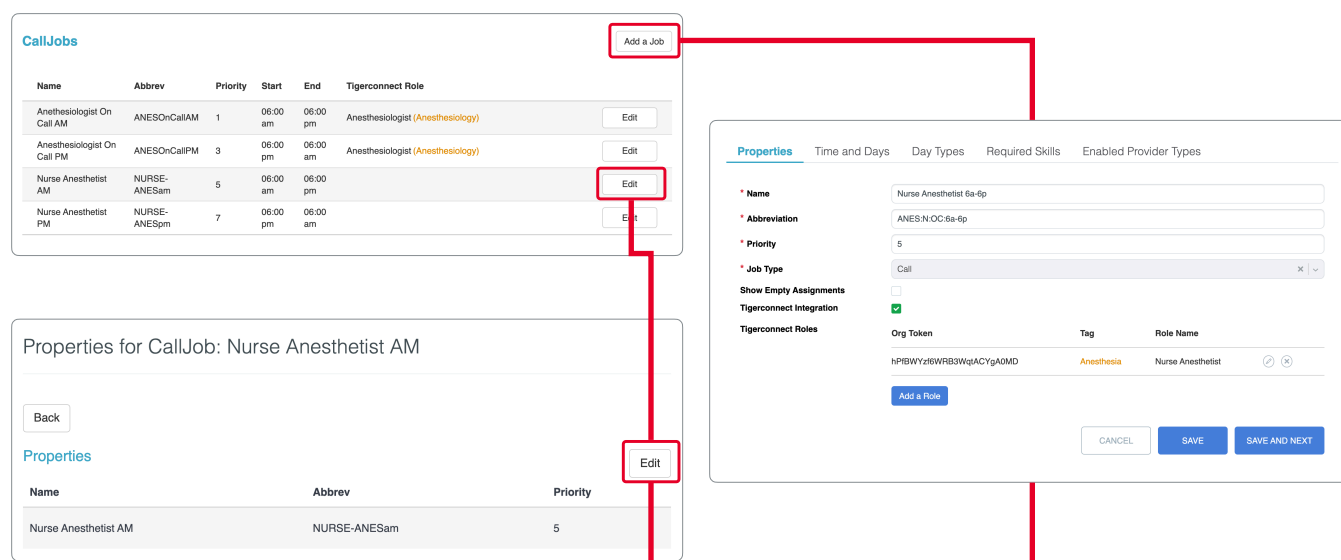
## Mapping Roles

### Mapping TigerConnect Roles in Physician Scheduling

To start mapping, on the Dashboard go to: Settings > Setup Information > Jobs.

- 1a)** If you are creating a Job, click **Add a Job** at the top right corner to get to Properties.
- 1b)** If you are editing a current Job, click **Edit** next to the Job, then click **Edit** at the upper right corner of the Properties section.

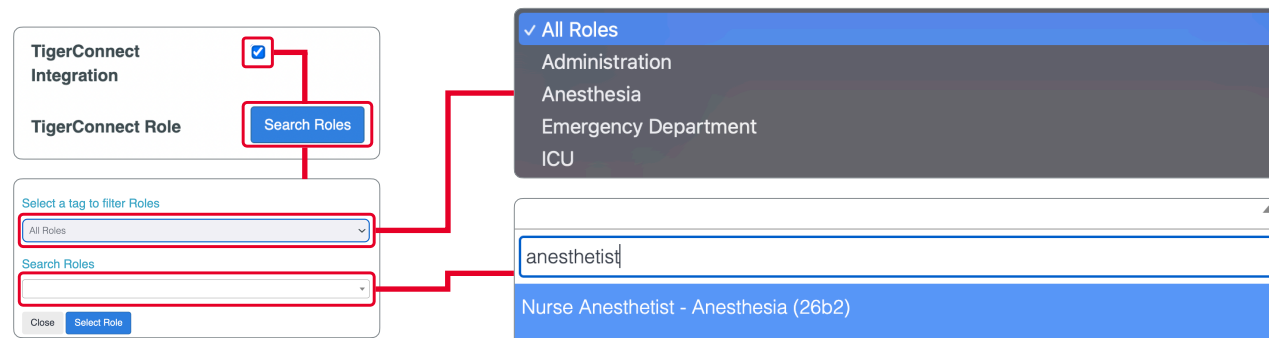
**NOTE:** To learn more about Adding Jobs. [go to this guide](#) for an overview.



The screenshot shows the 'CallJobs' table with columns: Name, Abbrev, Priority, Start, End, and Tigerconnect Role. A red box highlights the 'Add a Job' button in the top right corner. Another red box highlights the 'Edit' button next to the 'Nurse Anesthetist AM' job. A third red box highlights the 'Edit' button in the top right corner of the 'Properties' form. The 'Properties' form shows the job details for 'Nurse Anesthetist AM' with fields for Name, Abbreviation, Priority, Job Type, and Tigerconnect Integration (checked). The 'Tigerconnect Roles' section shows a list of roles with columns: Org Token, Tag, and Role Name. A red box highlights the 'Add a Role' button.

- 2)** In Properties, check the TigerConnect Integration check box. After the new option called TigerConnect Role pops up, click the **Add a Role** button.

- 3)** If Tags are in use, you can filter your Role search by selecting a Tag in the upper dropdown menu. With or without a Tag selected, click the Search Roles dropdown menu and start typing to find a Role (if a Tag is selected, only Roles with that Tag will display). Select that Role to map to this Job.



The screenshot shows the 'TigerConnect Integration' section with a checked checkbox. Below it is the 'TigerConnect Role' section with a 'Search Roles' button. A red box highlights the 'Search Roles' button. Another red box highlights the 'All Roles' dropdown menu. A third red box highlights the 'Search Roles' dropdown menu. A fourth red box highlights the 'anesthetist' search input. A fifth red box highlights the 'Nurse Anesthetist - Anesthesia (26b2)' role selection.

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4) Once a Role is selected it will be listed in the next to the TigerConnect Role section in Properties. Click [Save](#) to finalize the Role mapping with TigerConnect.

Properties

Time and Days

Day Types

Required Skills

Enabled Provider Types

\* Name

Nurse Anesthetist 6a-6p

\* Abbreviation

ANES:N:OC:6a-6p

\* Priority

5

\* Job Type

Call

Show Empty Assignments

☐

Tigerconnect Integration

☒

Tigerconnect Roles

Org Token

hPfbWYzf6WRB3WqtACYgA0MD

Add a Role

Tag

Role Name

Anesthesia

Nurse Anesthetist

CANCEL

SAVE

SAVE AND NEXT

**NOTE:** If your Group has enabled it in their settings, you may map multiple Jobs to a Role.

5) This Job list will show what TigerConnect Role and Tag (which, if used, will appear color-coded to the corresponding Tag color used in TigerConnect).

CallJobs

Add a Job

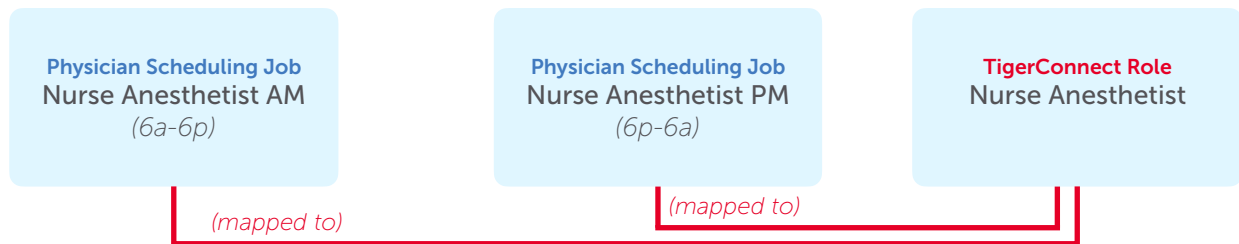
Name	Abbrev	Priority	Start	End	Tigerconnect Role	
Anesthesiologist On Call AM	ANESOnCallAM	1	06:00 am	06:00 pm	Anesthesiologist (Anesthesia)	Edit
Anesthesiologist On Call PM	ANESOnCallPM	3	06:00 pm	06:00 am	Anesthesiologist (Anesthesia)	Edit
Nurse Anesthetist AM	NURSE-ANESam	5	06:00 am	06:00 pm	Nurse Anesthetist (Anesthesia)	Edit
Nurse Anesthetist PM	NURSE-ANESpm	7	06:00 pm	06:00 am	Nurse Anesthetist (Anesthesia)	Edit

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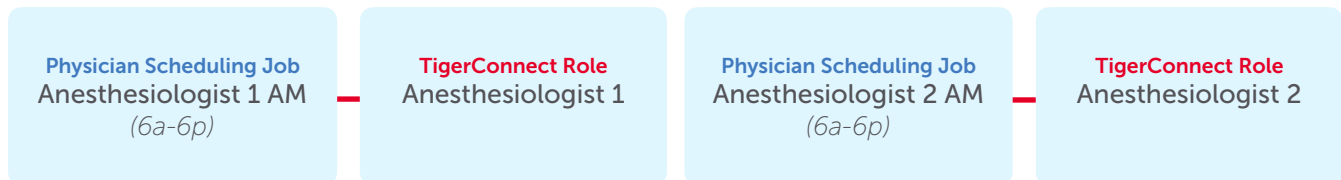
### Role Mapping Tips and Tricks

- Watch out for overlapping times for one Role. Carefully review your organization's Jobs list for accurate times and Roles. Compare time in job name description to the actual job set up times. To learn more, please see [this guide](#) detailing Overlapping Shift Sync Errors.
- More than one Job can be mapped to a Role as long as only one Job is scheduled at a time. If possible, set up two 12hr Jobs or one 24hr Job (ex: below).



**NOTE:** If using one Job, it can equal up to a 24 hour period (ex: Mon 6:00am to Tues 6:00am).

- Keep in mind that not all Jobs need to be mapped to Roles.
- If there are multiple individuals performing the same Job on the same day at the same time, each Job will need to mapped to its own Role (ex: below).



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### Notifications of Empty TigerConnect Roles

As a scheduler, you will receive email notifications of empty TigerConnect Roles if the following conditions are true:

- Your organization uses Roles in TigerConnect's messaging application (*Clinical Collaboration*)
  - The TigerConnect setting for Role Assignment Option, Prevent Empty Assignments is enabled
- The Physician Scheduling setting, Notify Schedulers of Empty TigerConnect Roles is enabled
  - This setting needs to be enabled by TigerConnect's support team

This email notification (*example below*) strongly advises the scheduler to schedule the corresponding Jobs in Physician Scheduling, otherwise the wrong provider may be contacted, or no provider will be available.

#### Email Notification Example

Dear John Smith, MD,

You are receiving this message because you're a scheduler for Cardiology.

The following jobs have not been scheduled and will result in critical TigerConnect roles being unassigned:

- Santa Monica Gen
  - Cardiac Surgeon Overnight
    - Cardio Surgeon - Overnight will be empty during the following times:
      - Friday January 13, 2023 2:01 PM to Wednesday January 18, 2023 11:00 PM
      - Thursday January 19, 2023 11:00 AM to Sunday January 22, 2023 11:00 PM




If this error is not corrected, the roles will be empty and the wrong provider may be contacted, or no provider will be available. Once you resolve the error, all associated TigerConnect role assignments will automatically be filled based on your schedule.

If you have any questions please contact Client Care at [prosupport@tigerconnect.com](mailto:prosupport@tigerconnect.com) or 877-435-8826.

Thank you,


TigerConnect Scheduling Team

ROLE


**Anesthesiologist**



Message Role

TAG


**Anesthesia**

ON DUTY

-No one on duty-

Opt In


ROLE DESCRIPTION

-No Description-

UNASSIGNED ROLE AUTO MESSAGE

There is currently no one on duty for Anesthesiologist

ROLE ASSIGNMENT OPTIONS

Prevent empty assignment 

Controlled by Role Admins only 