

Tonic e-Registration Workflows

1	The e-Registration link is sent to patient within Artera reminder message at 7 days and 1 day prior to appointment. <ul style="list-style-type: none"> • Patient can complete e-Registration prior to appointment or at time of check in.
2	Patient DOES complete e-Registration prior to their visit: <ul style="list-style-type: none"> • Staff will accept the patient’s responses through PAV on the Tonic Dashboard before patient’s arrival to the clinic (up to 7 days in advance). OR Patient DOES NOT complete e-Registration prior to their visit. <ul style="list-style-type: none"> • Staff will accept the patient’s responses after the patient arrives in the clinic.
3	Patient arrives at the clinic, scans the QR code with a cell phone, and completes check in. OR Patient arrives at the clinic, is given an iPad, completes check in, and takes the iPad back to the desk. <ul style="list-style-type: none"> • Wipe down iPad between patients and make sure it is on the Welcome screen.
4	Status automatically updates to Arrived in RevCycle.
5	Staff will review PAV and accept any updated responses.
6	Staff will review, then update, the RevCycle appointment as needed. <ul style="list-style-type: none"> • Updated insurance information must be manually entered in RevCycle. • Run eligibility. • Add insurance to the current encounter.
7	Staff will change the status to Check In.

 Clinical EHR Education Website Reference: [Tonic e-Registration Manual](#)
Tonic Dashboard Patient Answer Verification (PAV)

1	Login to https://munson-sso.tonicforhealth.com/builder/ using your Single Sign On (SSO) credentials.
2	From Settings and Reports: <ul style="list-style-type: none"> • Go to Settings and Reports • Click on Patient Answer Verification • Select Filters • Click Run Report (completed surveys display) • Find the correct patient and click Review Now OR From the Appointments Dashboard: <ul style="list-style-type: none"> • Find the patient’s appointment • Expand by clicking the arrow next to the patient’s name • Under assigned surveys, click Review Now
3	Review provided responses: <ul style="list-style-type: none"> • Click Select All New Answers to select all newly provided answers OR <ul style="list-style-type: none"> • Click the box next to each response to select individual responses
4	Click the Accept Selected Answers button.

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