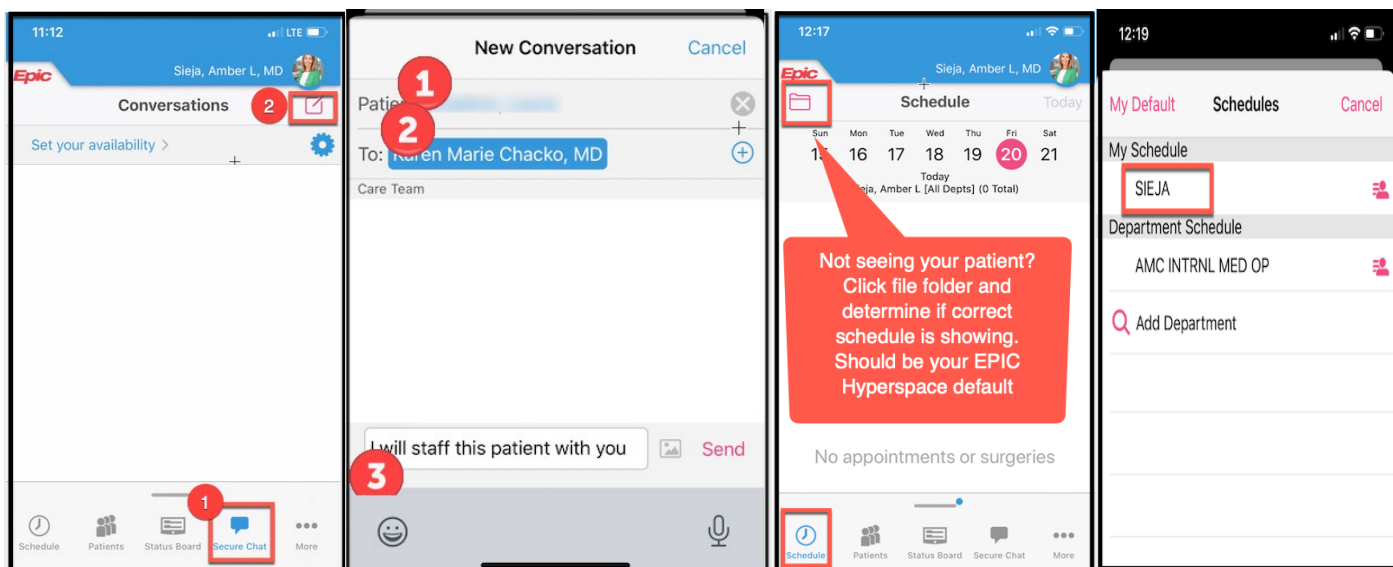


Virtual visits/telemedicine for Residents and Attendings

For Residents:

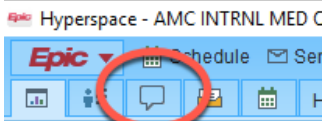
Before visit

1. Secure chat attending via EPIC with patient name attached. This way attending knows patient they will be called into the visit with and can look through chart while you are conducting the visit. (this can also be a notification via regular phone text or email if you need to but don't include MRN/patient info)
2. Patient will show up on your schedule as telehealth visit.
3. Patient has to check into visit through My health Connection
4. MA will help facilitate check in remotely
5. MA will secure chat message you when patient is ready for visit



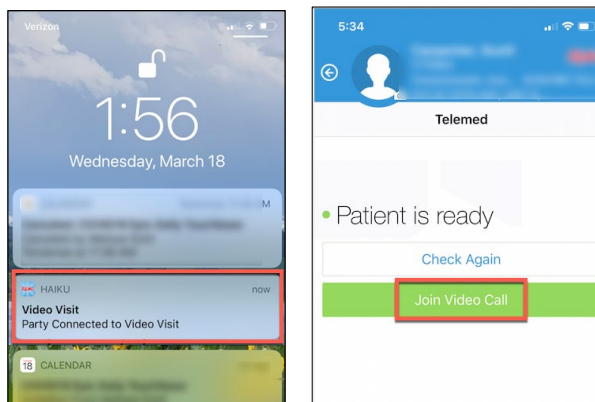
To start visit

1. EPIC schedule should be open on home computer and in Haiku mobile app on phone
2. Select telehealth patient from schedule on phone. (Next to name will be video icon if they are set for virtual visit.)
3. Follow steps below for iPhone OR android phone depending on your personal device.
4. Select telehealth patient from EPIC Hyperspace schedule on home computer and document/review chart as needed.
5. Use dot phrase .teleattest in A/P section.
6. When ready for attending to join virtual visit- secure chat message the attending that you are ready for them to join. You can access secure chat in upper left corner of EPIC Hyperspace (see below). Tell patient that your attending will join.

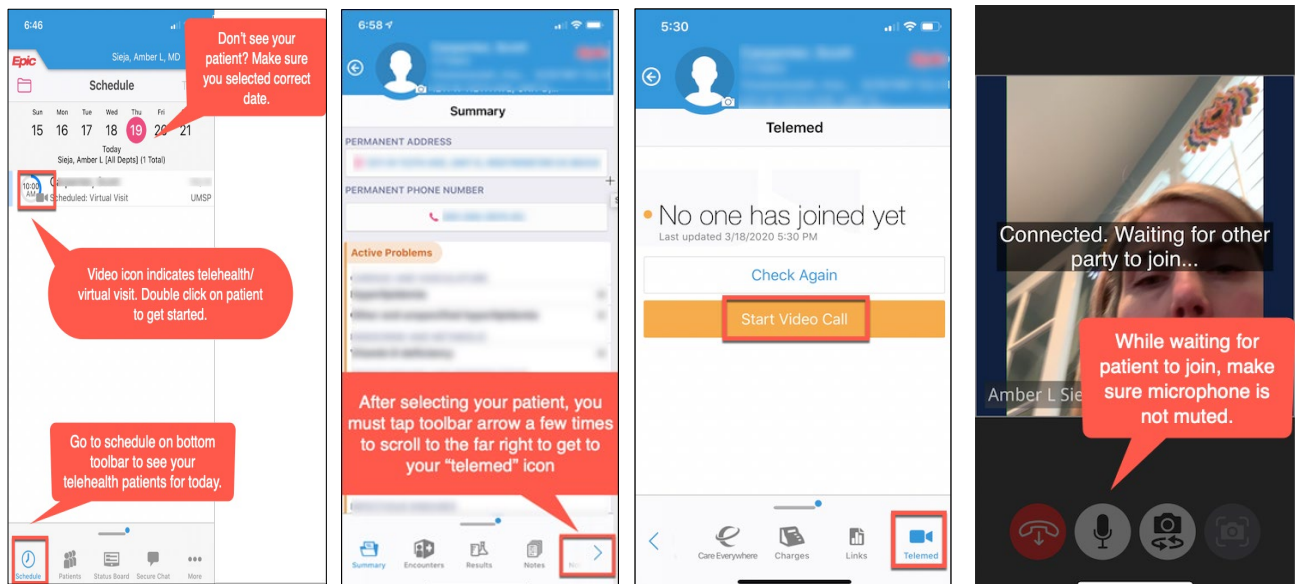


iPhone Workflow

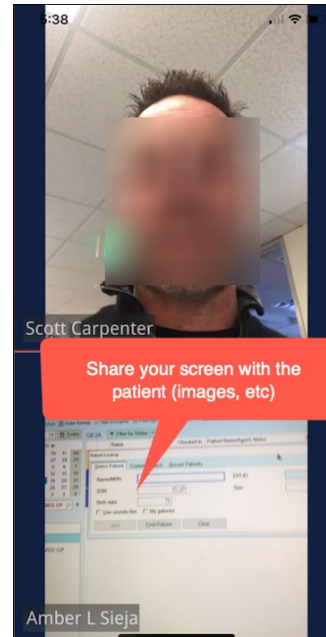
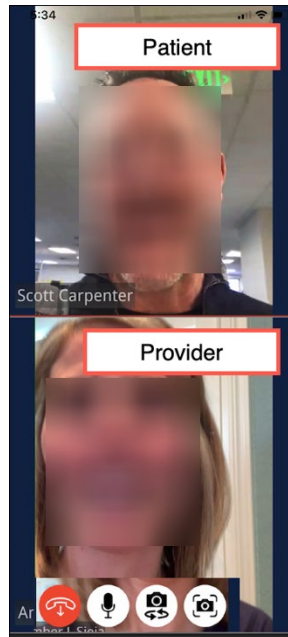
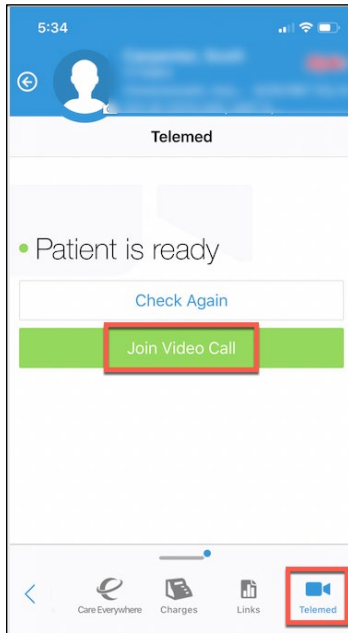
If you are not currently logged into Haiku, you can be notified that the party has connected to the visit. Your Haiku notifications will need to be turned on to receive the banner notification. You could then access the visit much like a text message.



1. If logged into Haiku to access your visits, make sure to click Schedule on the bottom toolbar to see your clinic schedule. You can start the video while waiting and confirm additional settings. **See additional considerations.**

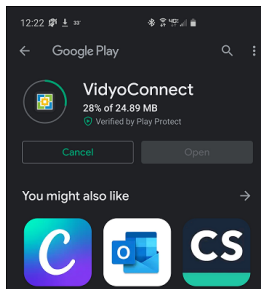


- Once you are ready to join the visit, click Join Video Call on your device. You will see a split screen, and as the provider you have the ability to share your screen to discuss images for example.

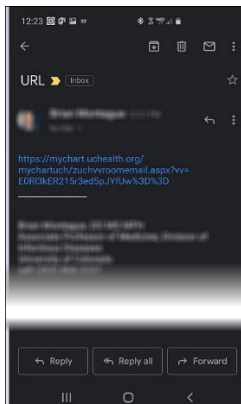


Android Workflow

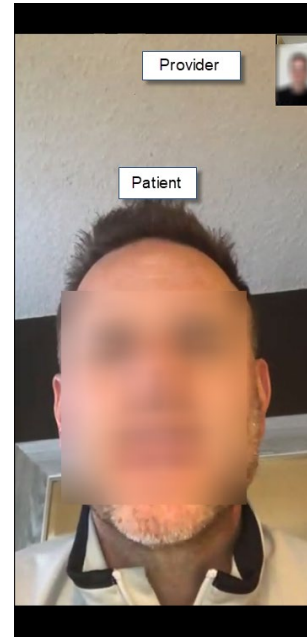
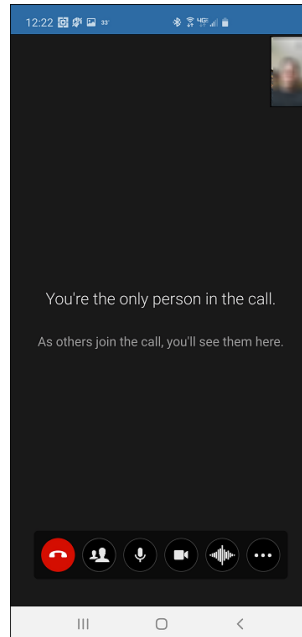
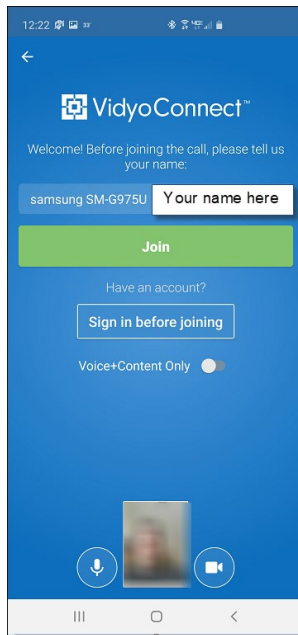
- Make sure to download the VidyoConnect app from the Google Playstore.



- Open up the patient visit in Epic and email the virtual visit link to yourself to access on your phone. Open the email on your phone and copy the link into Chrome.



3. The Vidyo app will open where you will put your name and **click Join**. You do not need to **Sign in**. You will then join the visit and see the patient.



For Attendings:

Before and During Visit

1. Receive secure chat message (make sure Haiku notifications are turned on in Haiku app, "allow notifications" under phone settings) or personal text (not preferred due to HIPPA).
2. Find patient in Haiku as you may need to adjust your schedule on your phone as above to find the patient you are staffing. Don't select them yet.
3. Use EPIC on home computer as you normally would to review chart while waiting for resident.
4. Receive secure chat message from resident that they are ready for you to join the visit.
5. Use Haiku only for video portion of visit. Follow steps above for iphone or android device when you are ready to join the visit. When you click on "telemed" icon, you will be conferenced into the call and video just as if you were doing a facetime call with two other people. You should see the resident and the patient.
6. On iphone and android, there is a red circle at bottom of screen to end call when visit is complete.
7. If you interacted with patient AT ALL via phone or video, then you bill a GC. If you did not interact with patient, bill a GE.

Documentation

Residents

1. Document as normal but include .teleattest.
2. Route to attending for attestation, signature and billing.

Attendings

1. Review note and documentation.
2. Add in attending supervision smartphrase.
3. Go to charge Capture Telehealth section and will largely be billing on time. See billing tip sheet.
4. GC for any interaction with patient by phone or video.
5. If video malfunctions for majority of visit, this should not be billed as telehealth. Needs to be converted to telephone encounter and these charges also exist under Telehealth section.