PATIENT END VIRTUAL TELEMEDICINE DAY OF VISIT RESPONSIBILITIES

TELEHEALTH
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Before the Scheduled Virtual Visit:

◊ Check AFHCAN case or Cerner message to confirm the VTC coordination information
◊ Communicate to other clinic if you cannot accommodate
◊ Ensure all previsit tests are completed and info available to the other clinic via AFHCAN or Cerner
◊ Call patient the day before to confirm and remind them to bring all meds including OTCs and herbals with them to the visit
◊ Turn on & test equipment 5-10 minutes before the visit if possible
◊ Troubleshoot any technical issue(s) immediately
◊ When patient arrives, check them in to EHR
◊ Room patient (obtain vital signs, place in gown if needed, etc.)
◊ Complete any tests requested for day of visit. Ensure results available to other clinic in AFHCAN or Cerner
◊ Call other clinic to notify that patient is ready, has not arrived, or has cancelled. Confirm how you will connect virtually
◊ Connect

During the Virtual Visit:

◊ Treat the encounter as you would any face to face encounter
◊ Provide for privacy/confidentiality. Close the door and flag it, or use a sign to indicate that a virtual visit is in session
◊ Ask the provider's support staff if they can see and hear you clearly, let them know that you can see and hear them
◊ Introduce yourself, patient, and anyone else present in the room
◊ Provide good contact phone # for backup
◊ Report vital signs verbally, and document who you reported them to (name & title)
◊ Provide the name of patient's primary care provider, if applicable
◊ When the provider joins the virtual visit, introduce all people present in room
◊ Ensure a staff member is with the patient for the duration of the visit (unless otherwise directed)
◊ Assist as needed with gathering patient information, or moving camera &/or microphone
◊ Patient has the right to terminate videoconference at any time
◊ Provider will communicate end of session & follow up plans
◊ End call

> NOTE: If disconnected, attempt to reconnect for 5 minutes. If you cannot connect after 5 minutes, contact the other clinic by telephone and then report your issue to your IT helpdesk.

Follow up from the Virtual Visit:

◊ Ensure any follow up communication is completed between virtual provider and the patient's primary care provider
◊ Complete any new orders and/or medication changes as appropriate

Best Practices for Video Patient Visits:

• Make sure patient is centered in front of the camera. Camera at patient's eye level if possible.
• Check "self view" before the call. Look for clutter or other distractions behind the patient.
• Speaker & microphone should be directly in front of patient. Remind them to use a normal speaking voice.
• Use caution with noise near microphone (papers shuffling, tapping on desk, etc.).
• Light should be on the patient's face. Avoid bright back-lighting.
• Turn off/silence other devices.
• Ensure the physical room provides for privacy and confidentiality.
• Ensure the patient has a staff escort for the duration of the visit unless directed otherwise.