

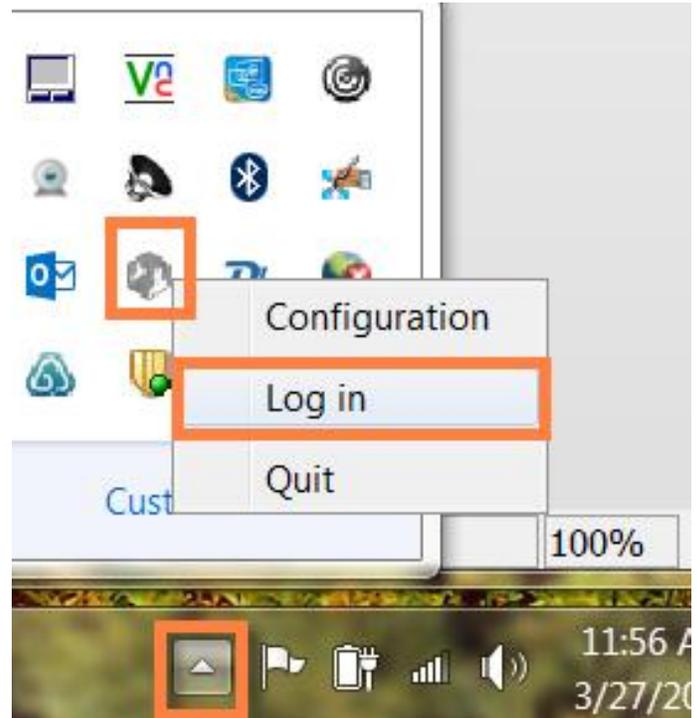


PROVIDER END VIRTUAL TELEMEDICINE DAY OF VISIT RESPONSIBILITIES

TELEHEALTH
www.afhcan.org

Before the Scheduled Virtual Visit:

- ◇ Check EHR or AFHCAN and look for VTC coordination information
- ◇ Call the clinic shortly before scheduled appointment to see if the patient has checked in, verify the connection plan.
- ◇ Check the patient into your EHR
- ◇ Log in 5-10 minutes before the visit, if possible
- ◇ Troubleshoot any issue(s) immediately
- ◇ Ensure all ordered items are available for provider, including any 'day of visit' tests.
- ◇ Connect virtually as agreed upon
- ◇ If far site does not show, provider staff to call patient clinic to find out why and make plan



During the Virtual Visit:

- ◇ Treat the encounter as you would any face to face encounter
- ◇ If necessary, provide for privacy/confidentiality. Close the door and flag it, or use a sign to indicate that a virtual visit is in session
- ◇ Ask patient if he/she can see & hear you clearly, let him/her know you can see & hear them
- ◇ Introduce yourself to the patient and anyone else present in the room
- ◇ Get good contact phone # for backup plan
- ◇ Take vitals verbally and enter into EHR and document who took vitals verbally to include name and title of far-end presenter
- ◇ Notify provider that patient is ready for their appointment
- ◇ Provider to lock room as needed and conduct visit
- ◇ Communicate end of the visit with follow up plans to all
- ◇ End the call (unlock and exit the Vidyo room)

Note: If disconnected, attempt to reconnect for up to 5 minutes. If you cannot connect, contact the patient clinic by telephone. Report the issue to your IT helpdesk.

Follow up from the Virtual Visit:

- ◇ Virtual provider to complete documentation and CC regional distribution center and patient's primary care provider on the provider note
- ◇ Send copy of note/ orders to patient's clinic via original AFHCANweb case as a courtesy to non-shared EHR sites

Best Practices for Virtual Patient Visits:

- Center your display monitor directly underneath your camera. Camera at eye level if possible.
- Check your "self view" before the call. Look for clutter or other distractions behind you.
- Speaker and microphone should be directly in front of you. Speak in a normal tone of voice.
- Use caution with noise near microphone (papers shuffling, tapping on desk, etc.)
- Light should be on your face. Avoid bright lighting behind you.
- Turn off/silence other devices and LOCK or password protect your Vidyo Room, if applicable.
- Pay attention to your body language—it's easy to forget that you're being watched.