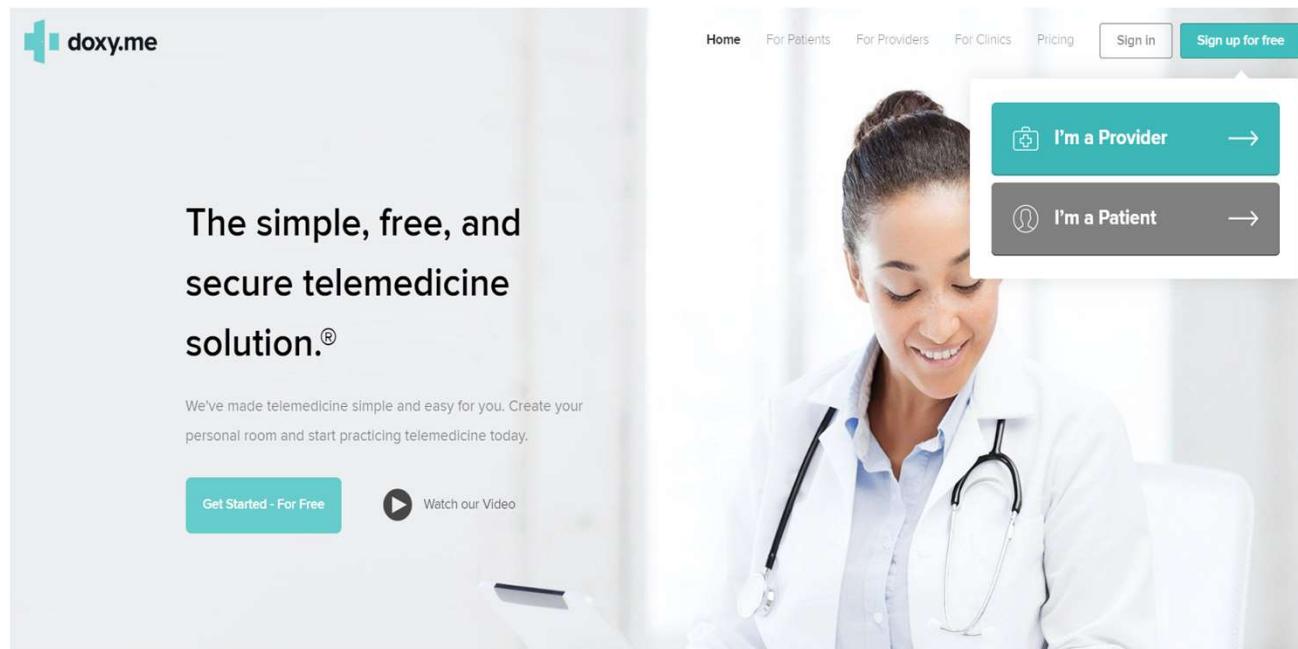


# Virtual VideoTelehealth: Using Doxy.me



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# What you will need for telehealth visits

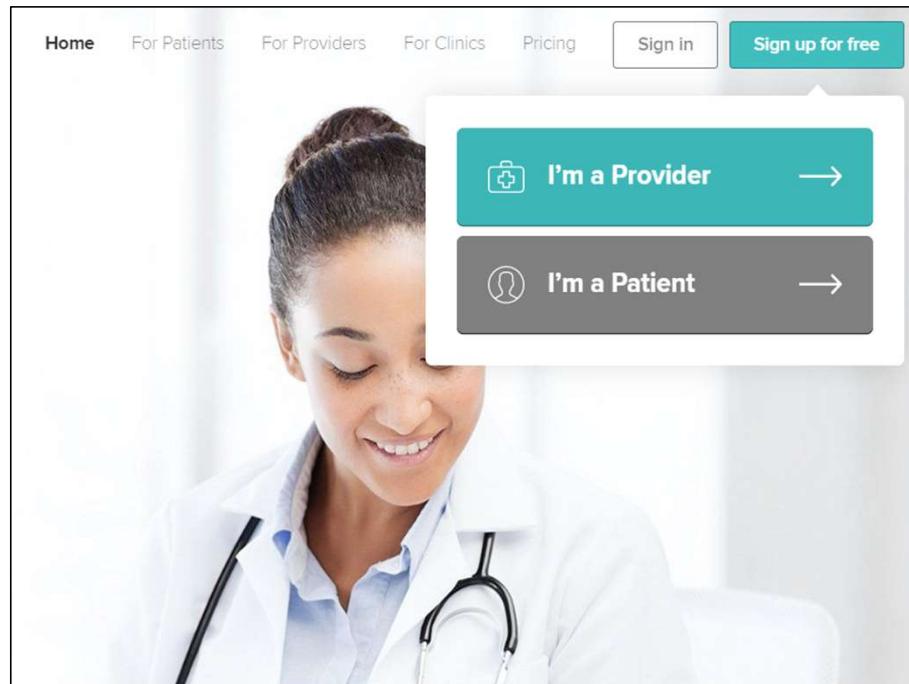
- Provider
  - Computer or tablet with a video camera
  - Broadband internet connection
  - Smartphone with video capability can be used, but is less than optimal.
- Patient
  - Computer or tablet with video camera or smart phone.
  - Internet capability.
  - A valid email account on which they can receive a message

## Sign Up as a Provider

**Room Name:**

**Use First Last Name (no space) ex. JaneDoe**

- Please use the specified naming convention
- If there are two physicians with the same first and last name, you will be prompted for a different login. If this happens, add a number to your Room Name.

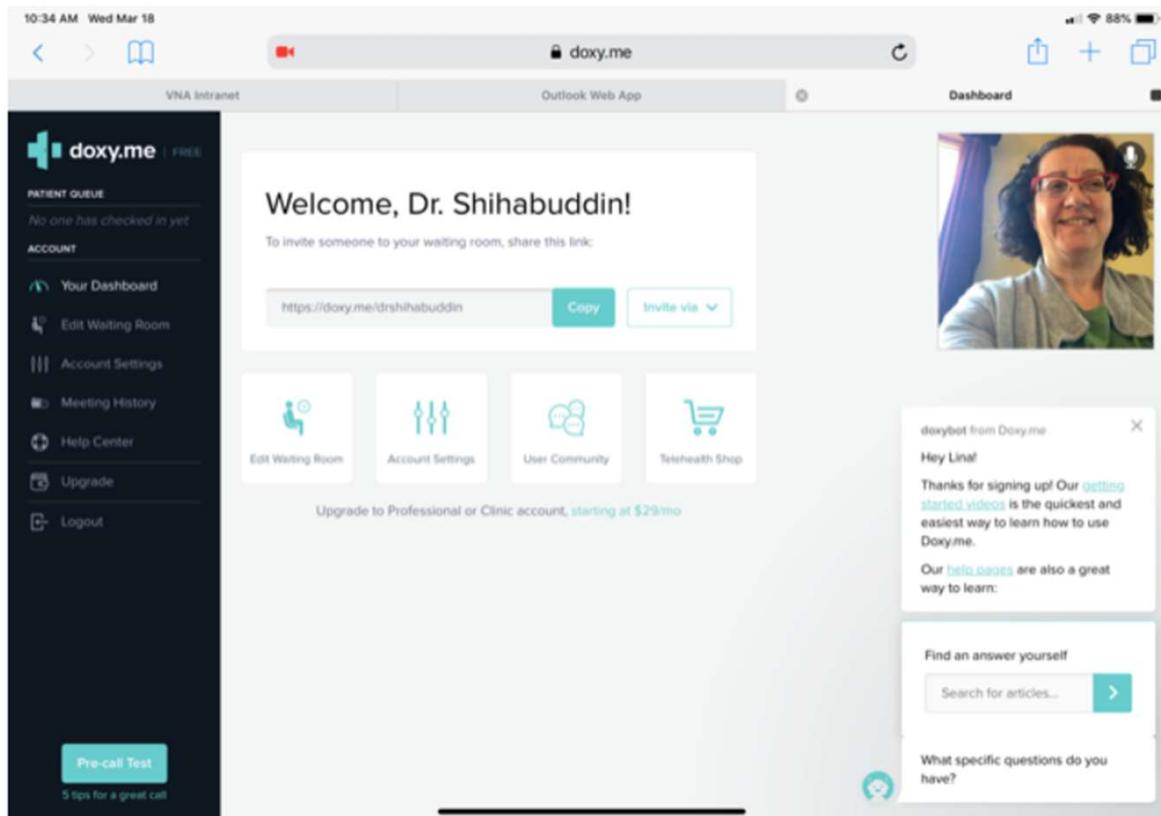


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# Welcome to your Dashboard

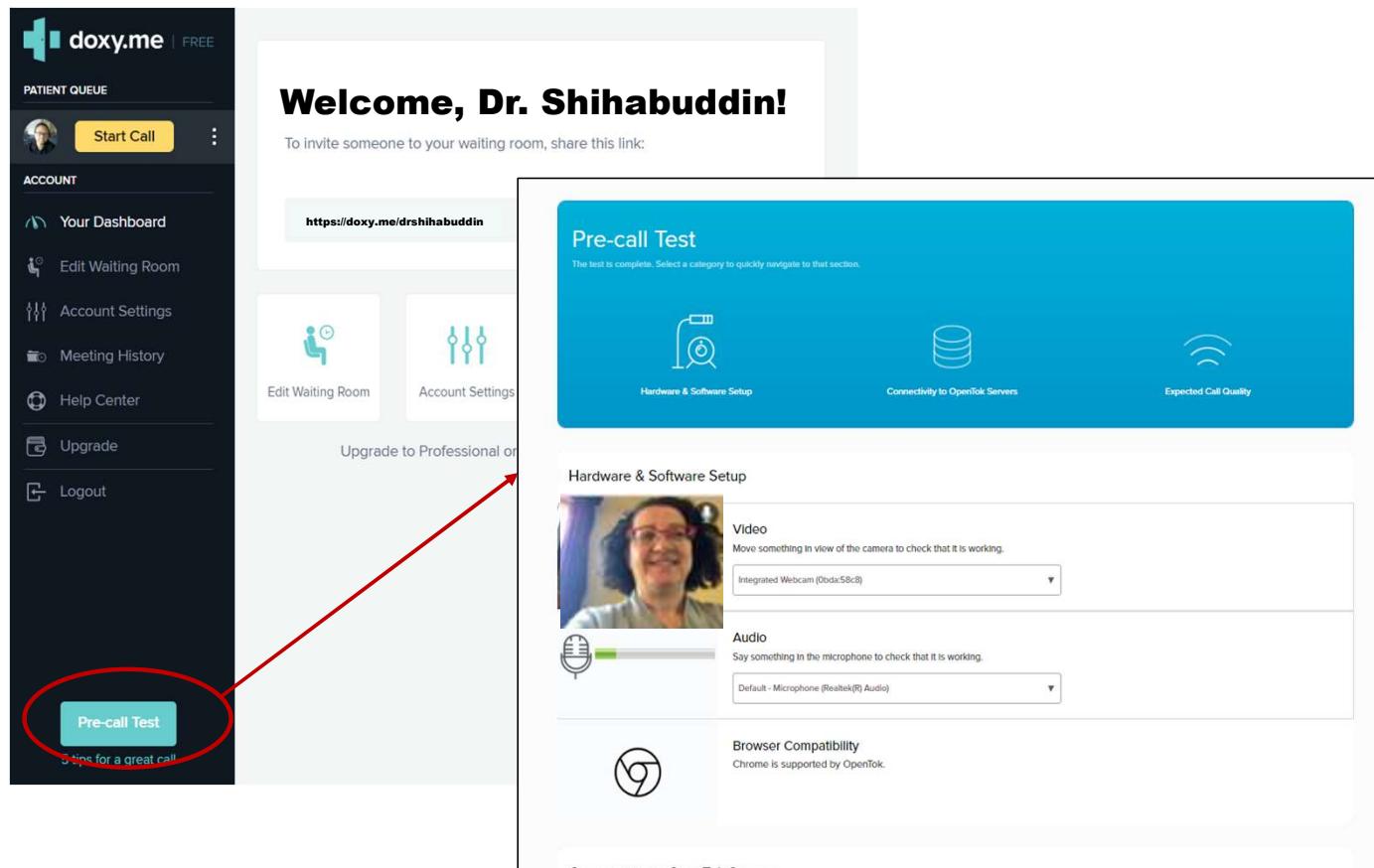


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# Pre-Call Test Your Audio/Video



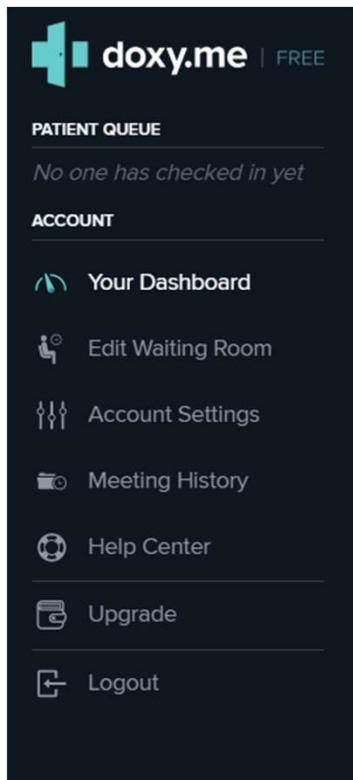
The image shows a split-screen view of the doxy.me platform. On the left, the 'PATIENT QUEUE' section of the dashboard is visible, featuring a 'Start Call' button and a 'Pre-call Test' button, which is highlighted with a red oval. A red arrow points from this button to the right-hand 'Welcome, Dr. Shihabuddin!' screen. The right-hand screen displays the 'Pre-call Test' interface, which includes sections for 'Hardware & Software Setup', 'Connectivity to OpenTok Servers', and 'Expected Call Quality'. The 'Hardware & Software Setup' section contains video and audio testing tools, and the 'Connectivity to OpenTok Servers' section shows a connection status icon.

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# Invite a patient



Welcome, Dr. Shihabuddin!

To invite someone to your waiting room, share this link:

<https://doxy.me/drshihabuddin>

**Copy**

**INVITE NEW**

Edit Waiting Room Account Settings User Community Telehealth Shop

Upgrade to Professional or Clinic account, starting at \$29/mo

The image shows the doxy.me dashboard for a user named Dr. Shihabuddin. It displays a welcome message and instructions for sharing the waiting room link. A red box highlights the link 'https://doxy.me/drshihabuddin', and a red arrow points to it from the text 'Copy and paste this link to to an invite to patient.' A red box also highlights the 'INVITE NEW' button. Below the dashboard, there are links for 'Edit Waiting Room', 'Account Settings', 'User Community', and 'Telehealth Shop'. A message at the bottom encourages upgrading to a Professional or Clinic account.

Copy and paste this link to to an invite to patient.

This link takes them directly to the doctors waiting room.

# Sample Email Invite (Tailor with providers link & adapt as needed)

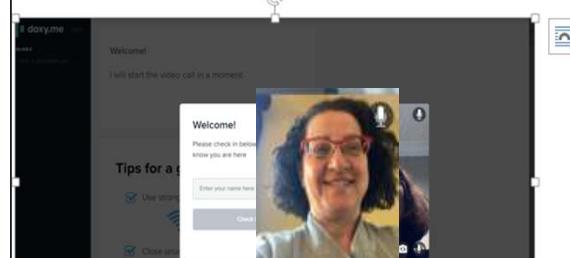
**Dear Jane Doe**  
**This is Dr. Shihabuddin's office.**  
Please connect to your virtual visit **March 18 at 9:00 am** through a secure video call.  
Use a computer or device with a good internet connection and webcam.  
Please first test your audio and webcam with this website.  
<https://tokbox.com/developer/tools/preview/results>

About 10-15 minutes before your appointment, **please click on this link** to connect and you will enter the "waiting room." It will ask you for your name  
<https://doxy.me/drshihabuddin>

Wait in the waiting room until the doctor starts the call. There will be a way to "chat" with your provider too if there are any issues with audio or video. If you are unable to connect for whatever reason, your doctor will call your phone number.

If you run into issues connecting, resync or restart your computer or phone. Try not to have many programs open on your computer. Further help can be found at  
<http://help.doxy.me>

This is what you will see when you click on the link. Please enter your name.

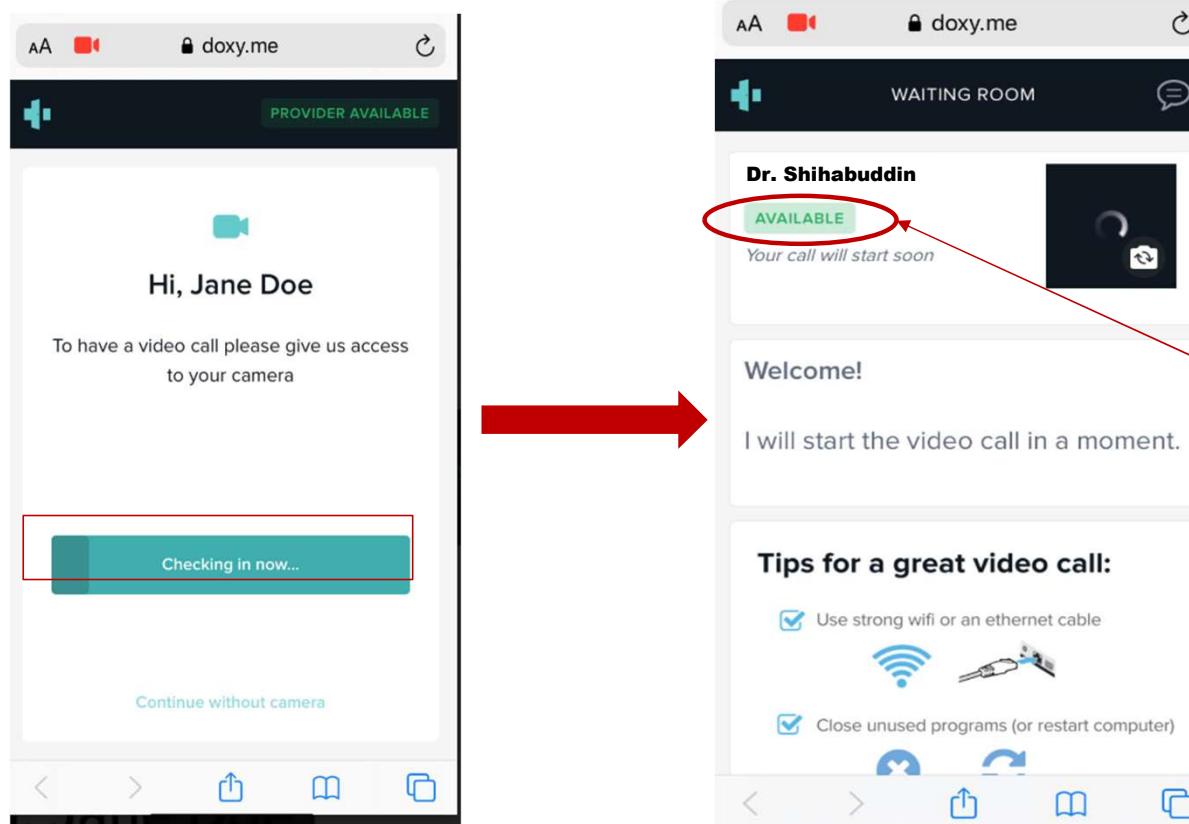


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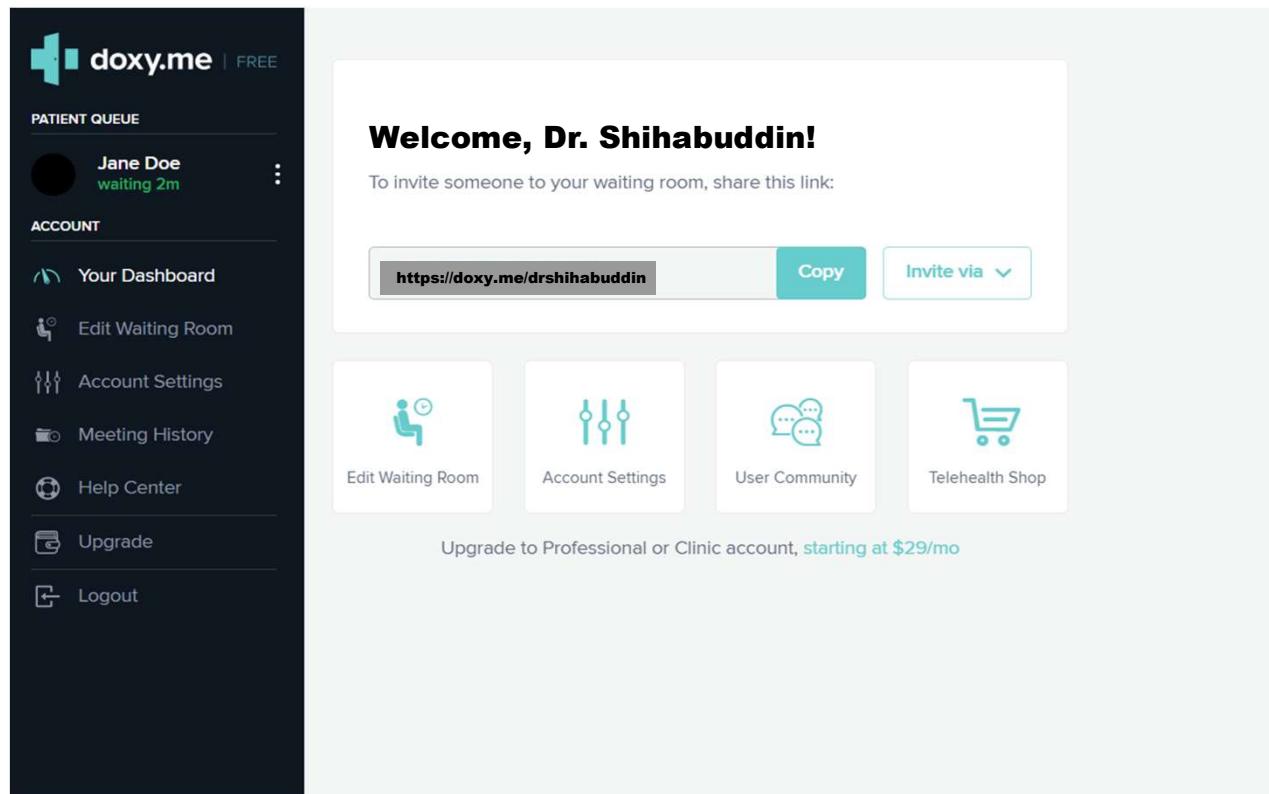
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# Once audio/video enabled, patient is checked into Waiting Room



## Provider Side: When patient arrives to Waiting Room, they show up in Patient Queue (Indicates minutes they have been waiting)

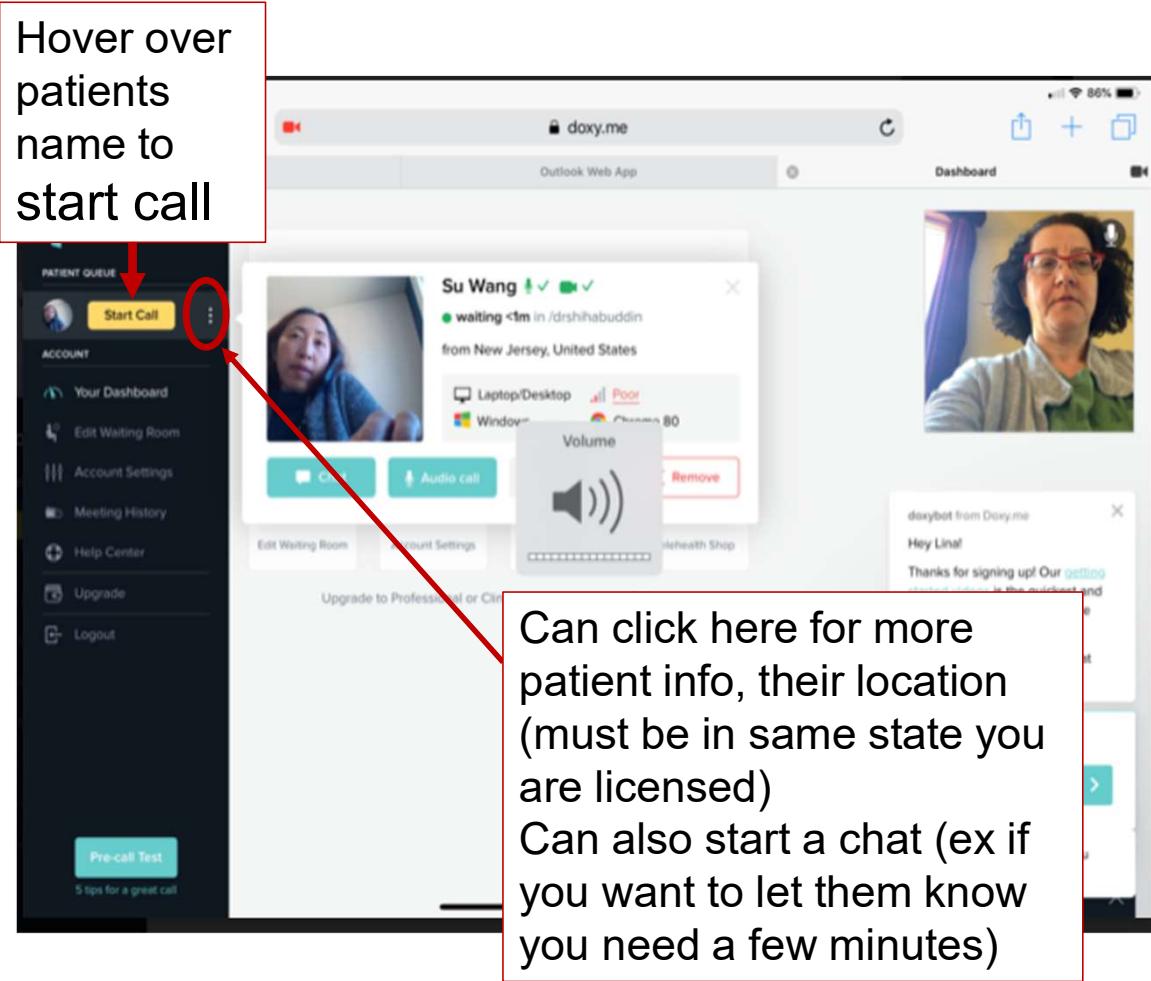


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# Starting the Visit



Hover over patients name to start call

Start Call

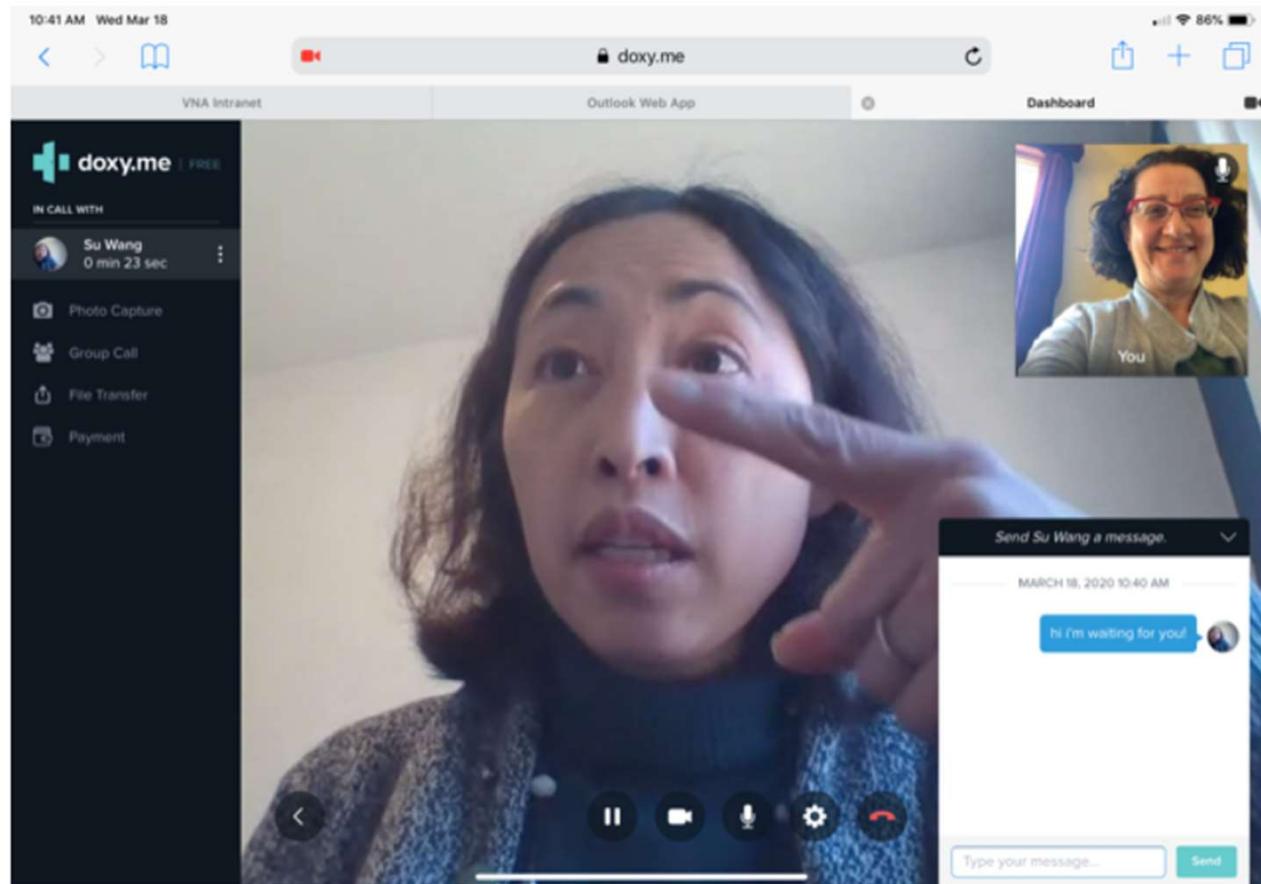
Su Wang waiting <1m in /drshihabuddin from New Jersey, United States

Laptop/Desktop Windows Volume 80

Audio call Remove

Can click here for more patient info, their location (must be in same state you are licensed)  
Can also start a chat (ex if you want to let them know you need a few minutes)

# The visit



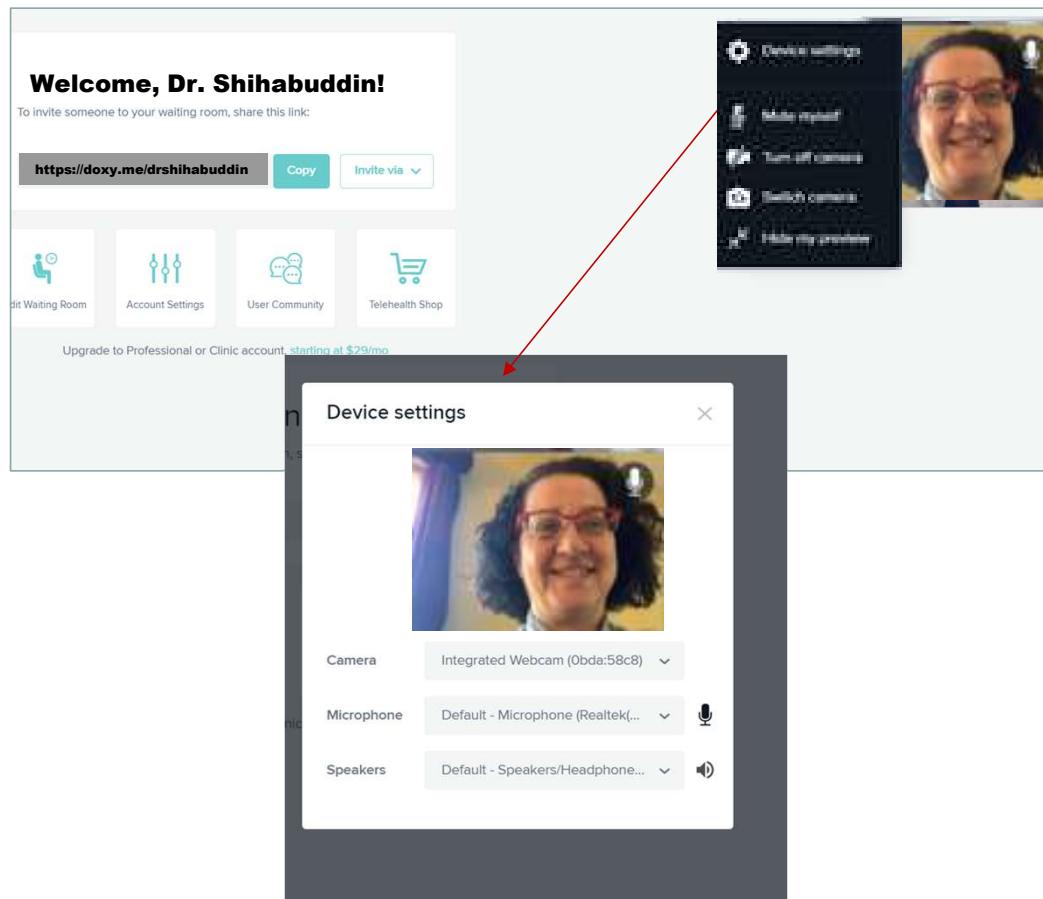
RUTGERS HEALTH

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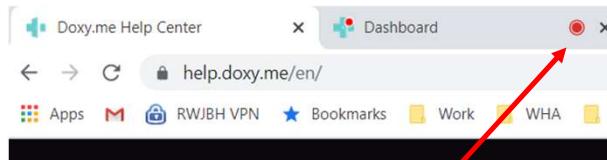
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# For Audio/Video Issues

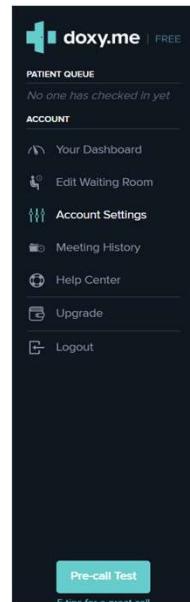
## Check microphone, camera and speakers on Device Settings



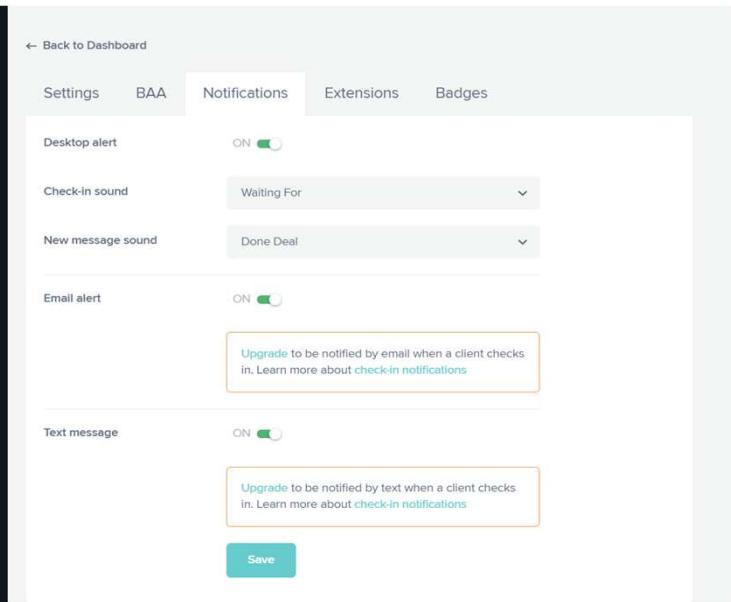
# How can I be notified if a patient has arrived?



From your tabs, you will see a red circle popup



With the free version, can set up desktop alert which makes a check-in sound.



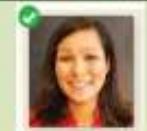
# **Virtual Video Telehealth Etiquette**

## Room Location & Facilities

- Quiet Room
  - Away from busy corridors, parking lots, restrooms, etc
  - Noises can be picked up by microphones
- Room Size
  - Dependent on encounter type
- Uncluttered Background
  - An uncluttered background improves camera function and view at remote site

# Virtual Video Telehealth Etiquette

## Do's & Don'ts

	TOPIC	INCORRECT WAY	CORRECT WAY
Camera Angle	<ul style="list-style-type: none"><li>Cameras need to be placed so that both participants are looking directly at each other during a video call.</li><li>The remote clinician site needs to be particularly aware of this affect when using a desktop computer with a camera mounted on top of the monitor.</li><li>The distance can be too short resulting in the clinician looking down all the time.</li></ul>		
Background Lighting	<ul style="list-style-type: none"><li>Use diffused soft light falling in front of the patient.</li><li>Windows or other light sources behind the patient can cause deep shadows on the face that interferes with clinical evaluation.</li></ul>		
Full Spectrum	<ul style="list-style-type: none"><li>Fluorescent overhead lighting alone may not provide optimal lighting for telemedicine clinical visits (especially for specialty areas like dermatology).</li><li>An additional source of light may be needed because fluorescent lighting can create washed out images.</li><li>Full spectrum fluorescent light tubes can also be purchased to support accurate color transmission.</li></ul>		
Wall Color	<ul style="list-style-type: none"><li>Wall color also impacts how patients look on video. This occurs because automatic aperture settings on video and still cameras react to the wall color.</li><li>If the wall is light, the camera lets in less light resulting in darkened faces, making features hard to see at the remote site.</li><li>If the wall is dark, the camera lets in more light making the faces become washed out or too light</li></ul>	 	 

# Virtual Video Telehealth Etiquette

- **Dress the part**
  - White lab coat
  - Name badge visible
  - Stethoscope around neck
- **Be Punctual**
  - Treat as in-person, don't leave patient in “waiting room” too long
- **Create a professional environment**
  - Free of excess documents, equipment, wires, etc
- **Review**
  - Always review medical record before encounter
  - Review survey feedback from patients
- **Communicate effectively**
  - Look at camera, not at patient to establish proper eye contact

# Resources

## Doxy.me

- 2 min Overview video  
<https://www.youtube.com/watch?v=k0IEhH7YOm4&t=54s>
- How to sign up and to start a call  
<https://www.youtube.com/watch?v=nr9PhPIRI6M>
- How to do a test with yourself  
<https://www.youtube.com/watch?v=CmlNbWgUeJc>
- Troubleshooting Documents  
<https://help.doxy.me/en/collections/1359402-troubleshooting>

**Informative video on how a PCP uses telehealth** (for routine visits, Covid screening, ideas on documenting physical exam)

<https://www.youtube.com/watch?v=k0IEhH7YOm4&t=54s>

# EMR Workflow

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## Scheduling

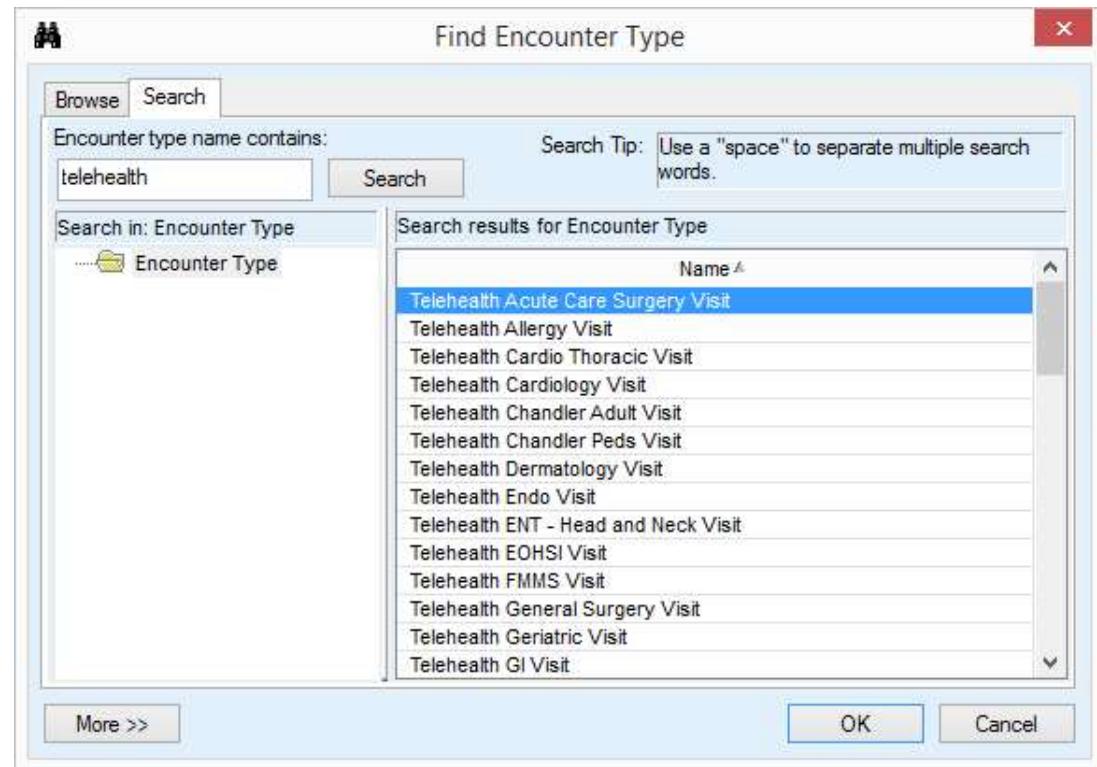
- Appointments will be scheduled in IDX using a TEL appointment type. These will show up on the IDX and Centricity EMR schedules as an appointment.
- Providers may make their own appointments, but need to check their schedule first to ensure that the time slot they select has not already been reserved.

# EMR Workflow: Centricity EMR

- A new document type “Telehealth Visit” has been added to the EMR. Each practice has an encounter type using this document type and using your standard office visit template.
- Using This document type is important for two reasons:
  - It will enable us to easily locate and review telehealth encounters instead of mixing them with phone messages and regular office notes.
  - It will allow us to automate the addition of a telehealth care location to the charges for subsequent processing.
- The template for telehealth visits is identical to your current office visit template except for the addition of the “Process lab orders” form that will enable you to send lab orders electronically.

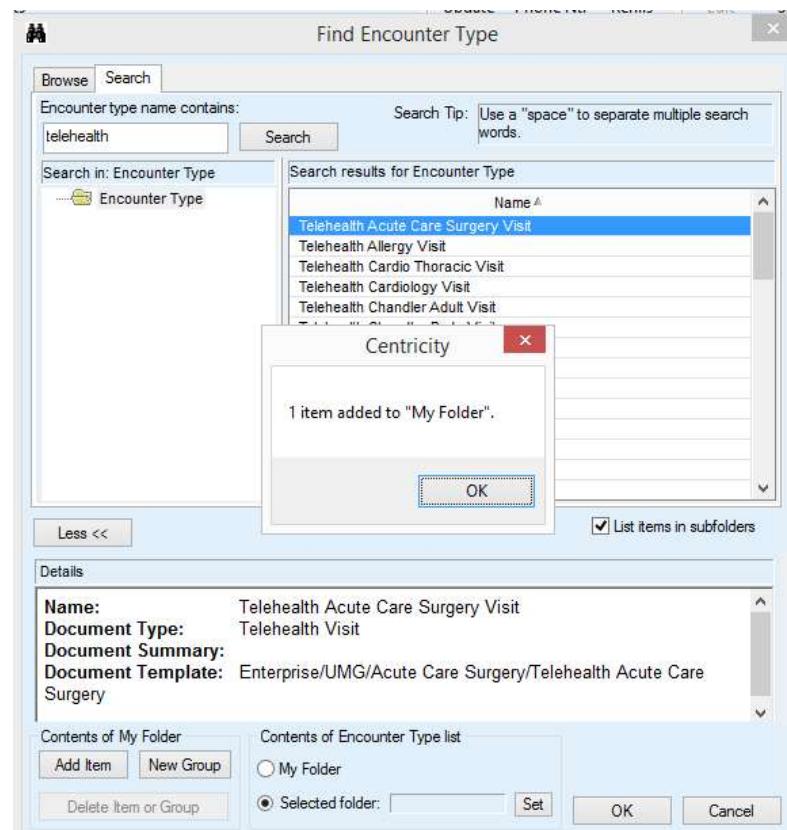
# Starting the Telehealth encounter

1. Start a new update
2. Click on the “Search” tab.
3. Type “telehealth” into the search field.
4. Select the visit type corresponding to your practice.
5. Click on the “More” button.



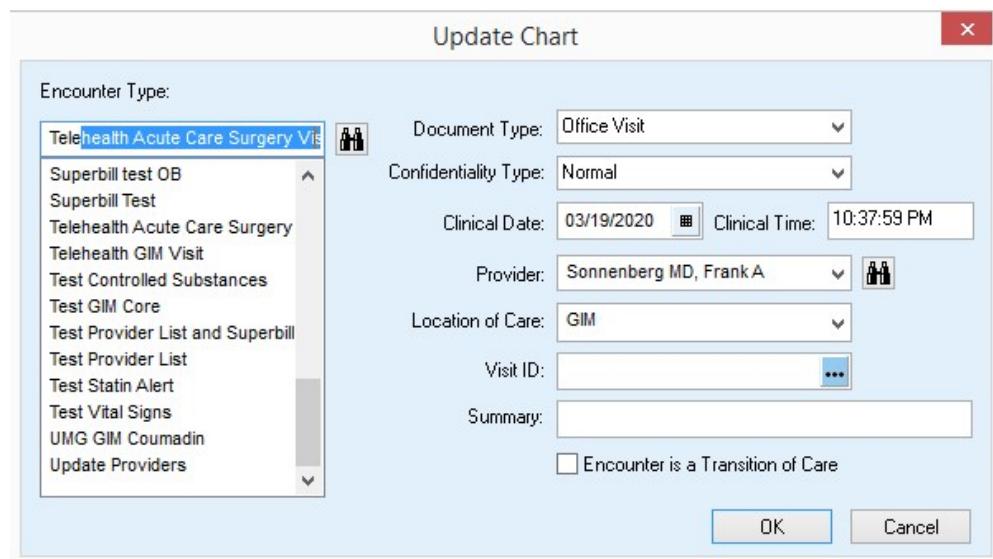
# Save the Telehealth encounter type to your favorites

1. Click on the “Add Item” button.
2. Click on “OK”.



Once saved, the encounter type will appear in the Browse tab

1. Start the update.
2. Type “tele” into the browse window.
3. The first telehealth encounter type on your list will fill in.
4. Click “OK” to actually start the encounter.



# Linking the encounter to the appointment

- This is required to ensure the charges for the encounter are attributed to the correct visit.
- Click on the “...” button next to the Visit ID field.

Update Chart

Document Type: **Telehealth Visit**

Encounter Type:

Telehealth GIM Visit

Superbill test OB  
Superbill Test  
Telehealth Acute Care Surgery  
**Telehealth GIM Visit**  
Test Controlled Substances  
Test GIM Core  
Test Provider List and Superbill  
Test Provider List  
Test Statin Alert  
Test Vital Signs  
UMG GIM Coumadin  
Update Providers

Confidentiality Type: Normal

Clinical Date: 03/20/2020 Clinical Time: 11:41:18 AM

Provider: Sonnenberg MD, Frank A

Location of Care: GIM

Visit ID:  ...

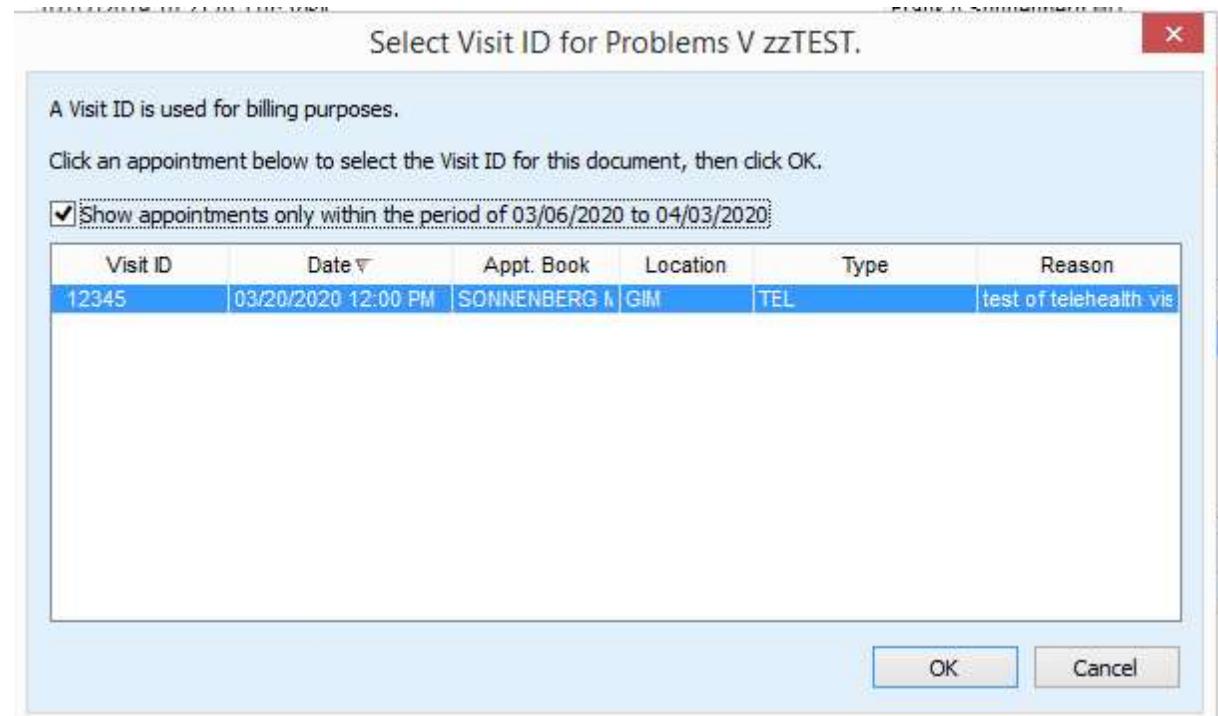
Summary:

Encounter is a Transition of Care

OK Cancel

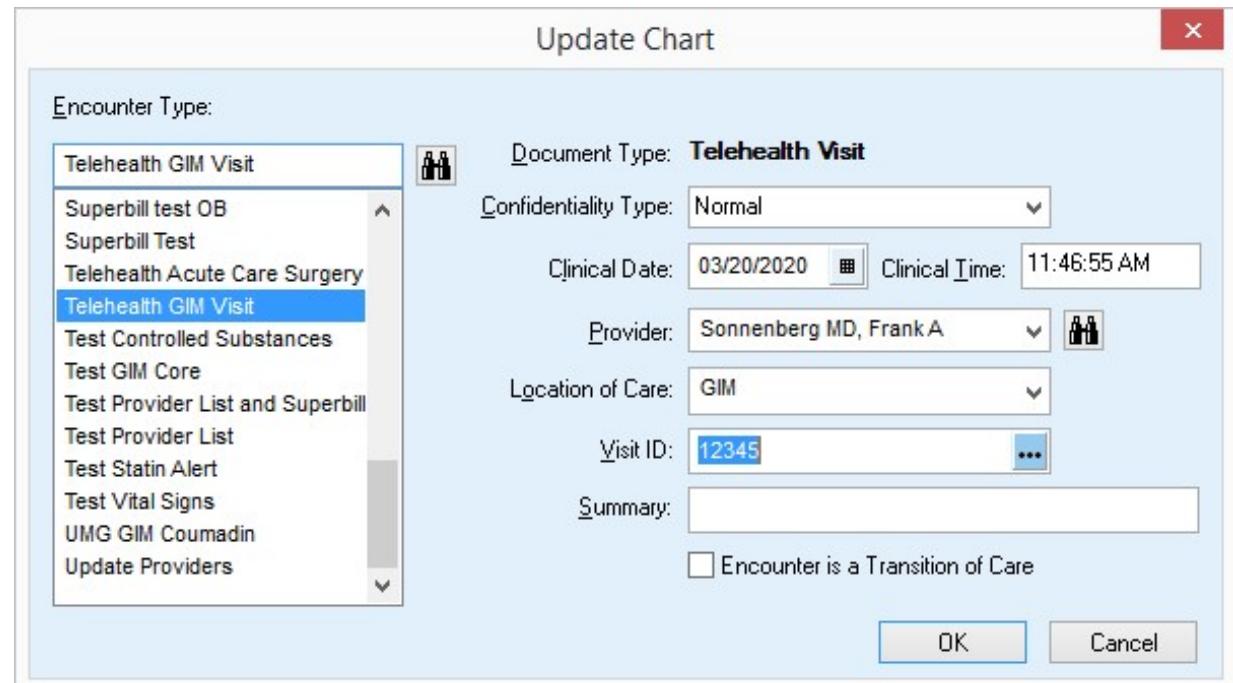
## Linking the encounter to the appointment

- Select the visit that corresponds to the telehealth visit.
- There may be more than one visit scheduled on the same day.
- Click “OK”



# Linking the encounter to the appointment

- The visit ID will appear in the Visit ID field.



# Documenting the telehealth visit

- Fill in the chief complaint
- Use the quick text “.thagree” to indicate that the patient has agreed to the telehealth encounter.
- Use the quick text “.thshare” is the patient has agreed to share the information with a primary physician or other physician caring for them.
- Complete the rest of the components of the visit as you normally would.

quick text  
“.thagree”

quick text  
“.thshare”

Specialty-Specific   General HPI   Extra Hx-1   Extra Hx-2   Extra Hx-3

**History of Present Illness**

PCP: Jahn, Eric   Select Specialty: Internal Medicine

Visit Type: Ref Provider: CC:

**History:** Clear All

I have provided the patient with a statement of the risks and benefits of the telehealth encounter and the patient agrees to proceed.

The patient has given permission to share any information from this visit with their primary care provider or other physicians involved in the patient's care.

## Document the amount of time spent on the encounter

- Add the length of time spent in the assessment and plan.
- Complete the rest of the assessment and plan as you normally would.

CPOE A&P-CCC: Problems V zzTEST

A&P 1-2 | A&P 3-4 | A&P 5-6 | A&P 7-8 | A&P 9-10 | A&P 11-12

Care Plan | Reconciliation | Help

Select Specialty: Internal Medicine | Prob List

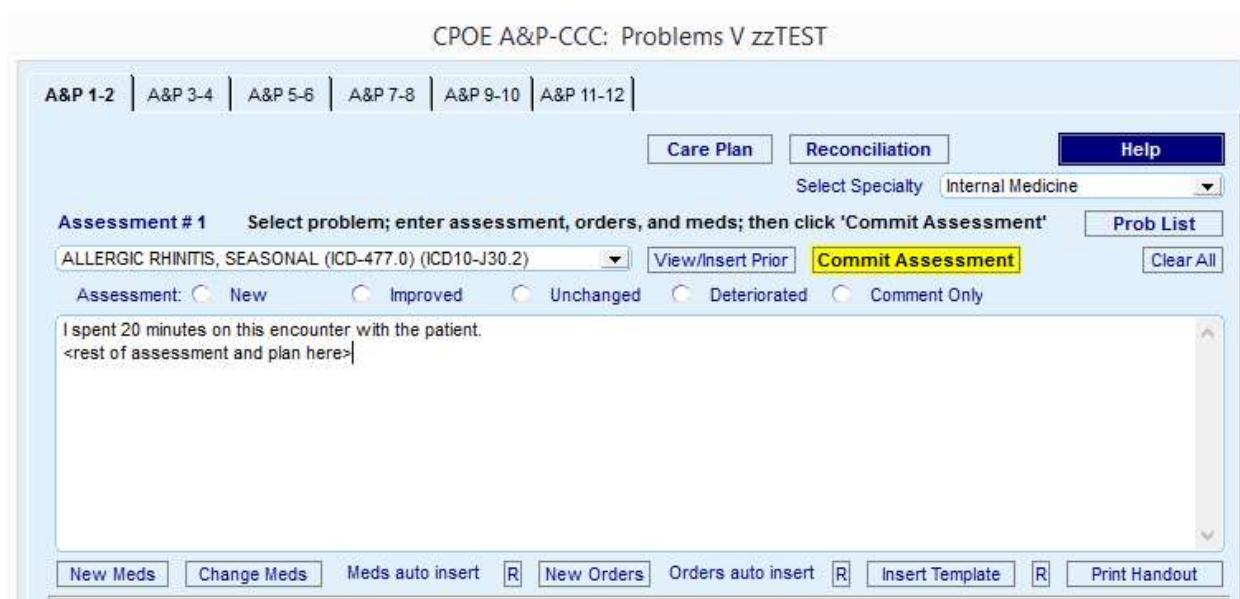
Assessment #1 Select problem; enter assessment, orders, and meds; then click 'Commit Assessment'

ALLERGIC RHINITIS, SEASONAL (ICD-477.0) (ICD10-J30.2) | View/Insert Prior | Commit Assessment | Clear All

Assessment:  New  Improved  Unchanged  Deteriorated  Comment Only

I spent 20 minutes on this encounter with the patient.  
<rest of assessment and plan here>

New Meds | Change Meds | Meds auto insert | R | New Orders | Orders auto insert | R | Insert Template | R | Print Handout



## Billing

- Complete the superbill as you would for a normal office visit.
- The revenue cycle team will hold these charges in our billing system for subsequent processing.

# Ordering lab tests electronically

- Place a lab order as you normally would.

Orders:  This update  Open  All Primary Coverage: N.J.PLUS (UNK) Set Coverage...

!	Date	Description	Status	Diagnoses
!	03/19/2020	BASIC METABOLIC PANEL (BMP)	Unsigned	CKD STAGE 3 (ICD-585.3) (ICD10-N1)

Remove Reorder Clear Diagnoses

Custom List Categories Search Order Details

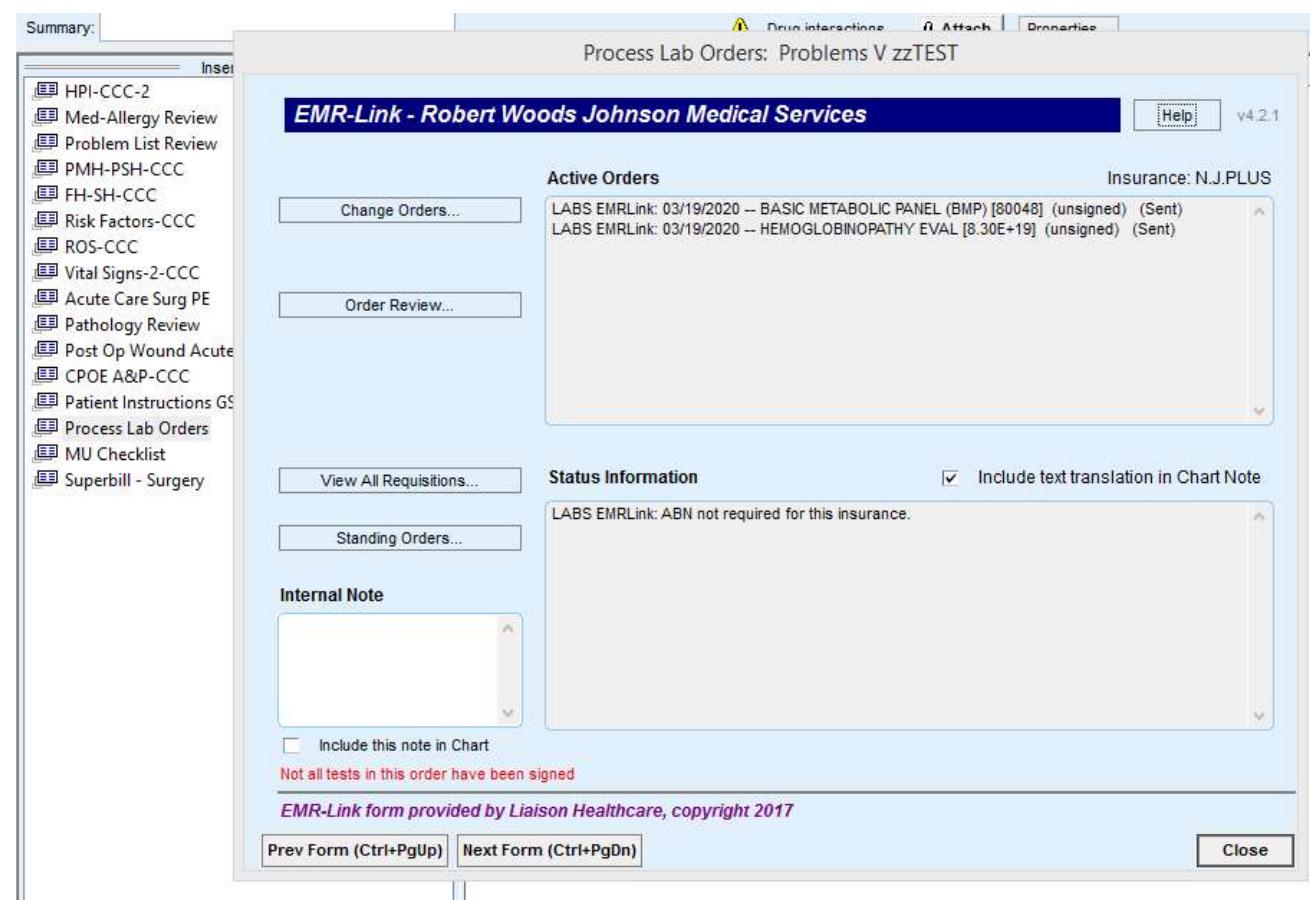
Use custom list: UMG GIM LabCorp

Common Lab Tests

<input type="checkbox"/> Common Lab Tests (LC)	<input type="checkbox"/> Anemia (LC)	<input type="checkbox"/> BILR
<input type="checkbox"/> CBC (INCLUDES DIFF/PLT)	<input type="checkbox"/> VITAMIN B12,SERUM	<input type="checkbox"/> HEMI
<input type="checkbox"/> Comprehensive Metabolic Panel (CMP)	<input type="checkbox"/> Folate, Serum	<input type="checkbox"/> Prote
<input type="checkbox"/> Urinalysis w/Reflex to Microscopic (clean catch)	<input type="checkbox"/> IRON,TOTAL	<input type="checkbox"/> Diabetes
<input checked="" type="checkbox"/> BASIC METABOLIC PANEL (BMP)	<input type="checkbox"/> IRON AND IRON BINDING CAP (TIBC)	<input type="checkbox"/> HEMI
<input type="checkbox"/> HEPATIC FUNCTION PANEL (LIVG)	<input type="checkbox"/> FERRITIN	<input type="checkbox"/> MICR
<input type="checkbox"/> LIPID PANEL (LRP)	<input type="checkbox"/> RETICULOCYTE COUNT	<input type="checkbox"/> Thyroid
<input type="checkbox"/> PSA,TOTAL	<input type="checkbox"/> SED RATE, WESTERGREN	<input type="checkbox"/> TSH
	<input type="checkbox"/> Lactate Dehydrogenase (LDH)	<input type="checkbox"/> T3,T4

# Ordering lab tests electronically

- Place a lab order as you normally would.
- Open the *Process Lab Orders* form.
- Click on the “Order Review” button.



# Ordering lab tests electronically

- The requisition form will open.
- The lab will default to the preferred lab for the patient's insurance.

The screenshot shows the opentext EMR-Link software interface for Rutgers Health Group. The main window displays a requisition form for a patient named 'Problems V zzTEST'. The patient's information includes address: 335 George Street, NJ 08903, Patient ID: 328314-0138001, DOB: 07/20/1955, Sex: Female, Email: homer.simpson@gmail.com, and LOC: GIM. The service provider is set to 'LabCorp' (Laboratory Corporation of America). The order details section lists 'BASIC METABOLIC PANEL (BMP)' and 'HEMOGLOBINOPATHY EVAL' with a status of 'WAITING'. The ICD-10 code is listed as 'N18.3'. The requisition form also includes sections for 'Specimen Info' and 'Questions for: BASIC METABOLIC PANEL (BMP) [303758]'. On the right side of the screen, there are several buttons for specimen collection and printing, including 'Send Specimen to Lab', 'Send Order to Lab', 'Print Req Only', and 'Print Options'. The 'Print Options' section shows 'Requisition Printer Client/CABRMED' selected, with a checkbox for '# of Reqs: 1' and a 'Show Print Dialog' option.

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# Changing the selected lab

- If you or the patient prefer a different lab YOU MUST SELECT IT BEFORE SENDING THE ORDER.
- Click on the “Service Provider” drop down list and select the preferred lab.

<b>Patient Information</b>  <b>Problems V zzTEST</b> 335 George Street NJ 08903 111-111-1111  Patient ID: 328314-0138001 DOB: 07/20/1955 Sex: Female Email: homer.simpson@gmail.com LOC: GIM	<b>Insurance Information</b>  Primary: <input checked="" type="checkbox"/> <b>N.J.PLUS</b> Guarantor: <input checked="" type="checkbox"/> <b>Problems V zzTEST</b>
<b>Service Provider Information</b>   Service Provider: <b>LC Direct</b> Account: <b>BioReference</b> <b>Quest</b> <b>Robert Wood Johnson-NB</b> <b>University Radiology Group</b>	
<b>Order Details</b>  Tests: <b>▪ BASIC METABOLIC PANEL (BMP) [303758]</b>  ICD-10 Dx: <b>N18.3</b> Authorizing Provider: <b>Frank Sonnenberg MD</b> ID: <b>1093880759</b>  Copy Results To: Fax: ID:	REMAP TESTS EDIT
<b>Specimen Info</b>  Collection Date/Time: <i>Defaults to current date/time when 'Send Specimen to Lab' button is clicked.</i> Tech Initials/ID: <input type="text"/> Comments for Lab: <input type="text"/>  Questions for: <b>BASIC METABOLIC PANEL (BMP) [303758]</b>  <b>Q. Fasting status: A.</b> <input type="text"/>  <a href="#">+ Specimen Requirements and Handling Information</a>	EDIT

## If the patient goes to a lab that is not listed

- You cannot send the order electronically.
- Choose any of the lab providers.
- Click on the “Print Req Only” button.
- You will have to either fax or mail the requisition to the patient or to the lab depending on the urgency.



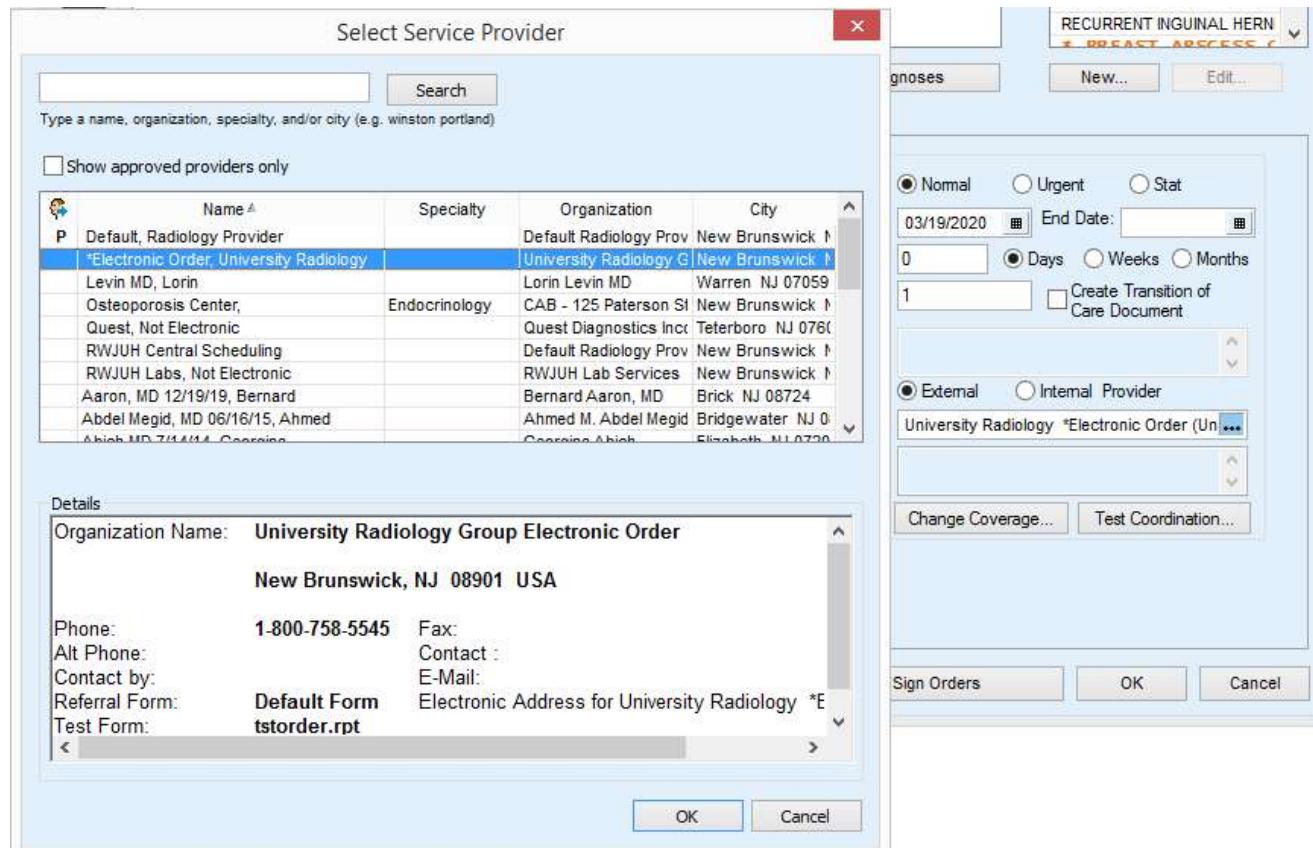
# Sending radiology orders electronically

- Currently, Centricity is set up to send labs electronically only to University Radiology Group.
- Order a lab test as you normally would.
- Click on the “Order Details” tab.

The screenshot shows a software interface for managing medical orders. At the top, there are buttons for 'Orders' (radio buttons for 'This update', 'Open', and 'All'), 'Primary Coverage' (set to 'N.J.PLUS (UNK)'), and a 'Set Coverage...' button. Below this is a table with columns: 'Date', 'Description', 'Status', and 'Diagnoses'. A single row is visible, showing '03/19/2020' as the date, 'CHEST 2 VIEWS (CPT-71046)' as the description, 'Unsigned' as the status, and 'CARDIOMYOPATHY, ISCHEMIC (ICD-10)' as the diagnosis. Below the table are buttons for 'Remove', 'Reorder', and 'Clear Diagnoses'. Underneath the table, there are tabs for 'Custom List', 'Categories', 'Search', and 'Order Details'. A dropdown menu labeled 'Use custom list: RWJMG Most Common Radiology' is open, showing a list of 'Most Common Tests' with checkboxes. The 'CHEST 2 VIEWS (CPT-71046)' option is checked. To the right of this list are several other test options with checkboxes, though they are mostly cut off by the right edge of the screenshot.

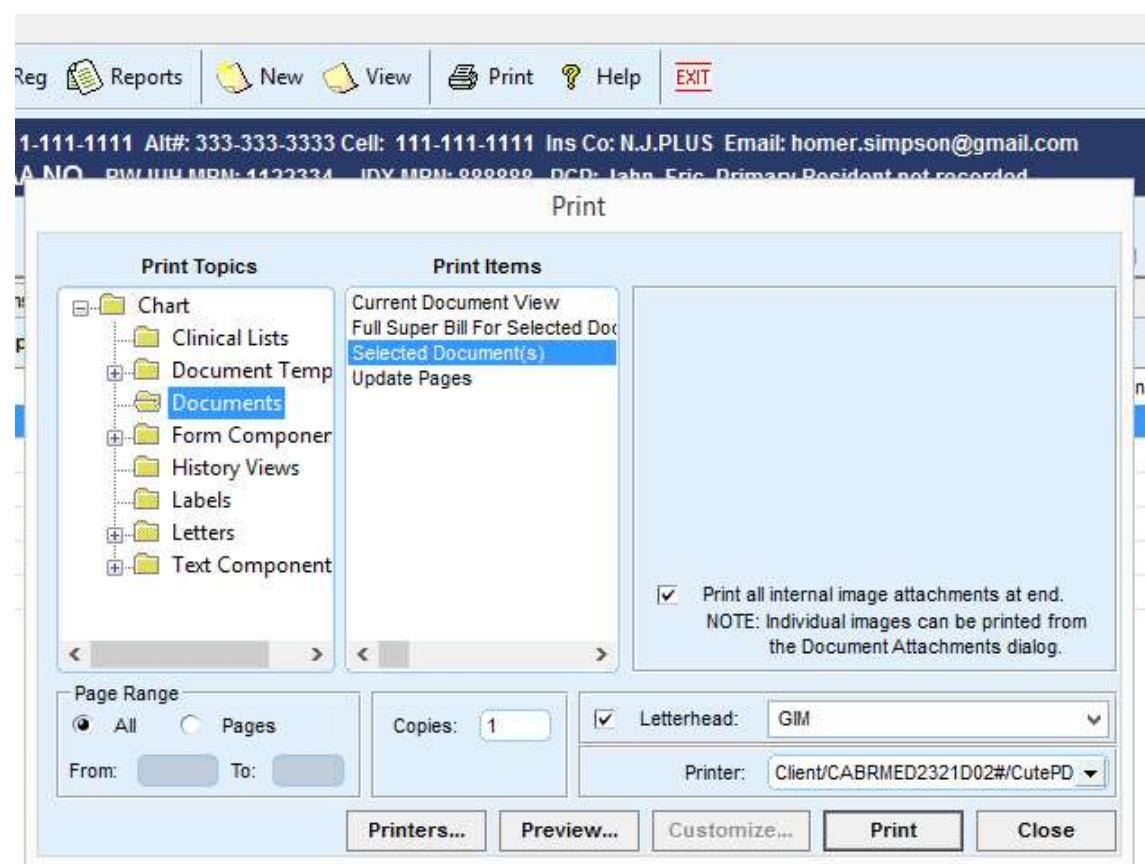
# Sending radiology orders electronically

- Click on the “...” button next to the provider blank.
- Select “\*Electronic Order, University Radiology” as the provider.
- Click on the “OK” button.
- When you sign this order, the order will be sent electronically to University Radiology.



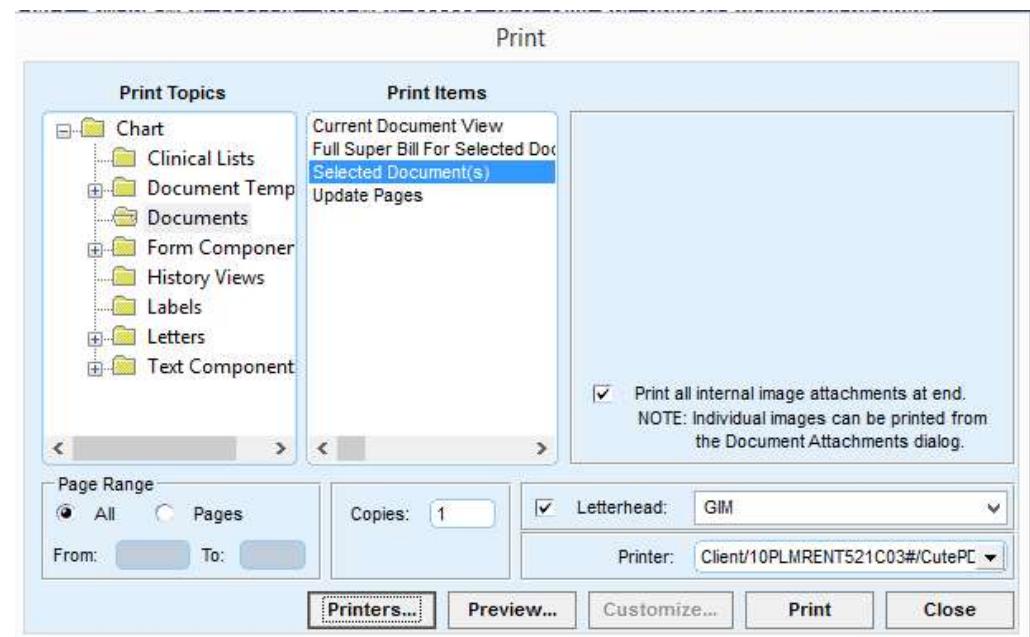
# Preventing orders from printing

- By default, lab and radiology orders will print a requisition when they are signed. In order to avoid wasting paper when working in telehealth mode, set the default printer for orders to a non-printing driver.
- Click on the Print button at the top of the screen.
- Click on the “Printers...” button at the bottom of the *Print* form.



# Preventing orders from printing

- Click the Close button

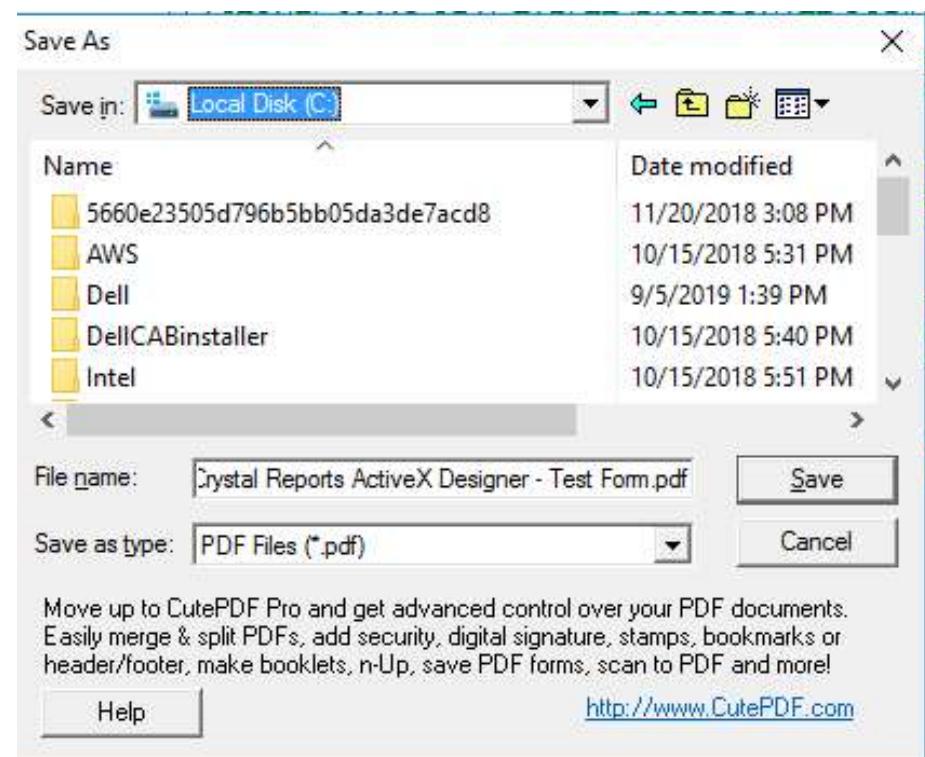


# Preventing orders from printing

- Instead of printing the requisition, the EMR will present a dialog box to save a PDF file to a file location.
- Either click on the “Cancel” button to stop the printing

OR

- Provide a file name if you want to save a disk file copy of the requisition (in case there is a problem later on).



# Diagnostic Test Ordering – additional considerations

- Avoid routine or elective diagnostic tests. Blood drawing will require the patient to visit a lab service location which will expose them to the health care environment and will expose the health care environment to them.
- Do not use this process for ordering Covid-19 testing.
- If you have to provide a paper requisition for the patient, the priority for sending the requisition in order of preference is:
  - 1. Send electronically through the patient portal, RWJMedconnect.
  - 2. Fax the requisition to the patient or to the service provider.
  - 3. Mail the requisition.

Options 2 and 3 require substantially more time and resources than option 1. **This is a good time to encourage your patients to use our patient portal.**