Virtual VideoTelehealth:
Using Doxy.me
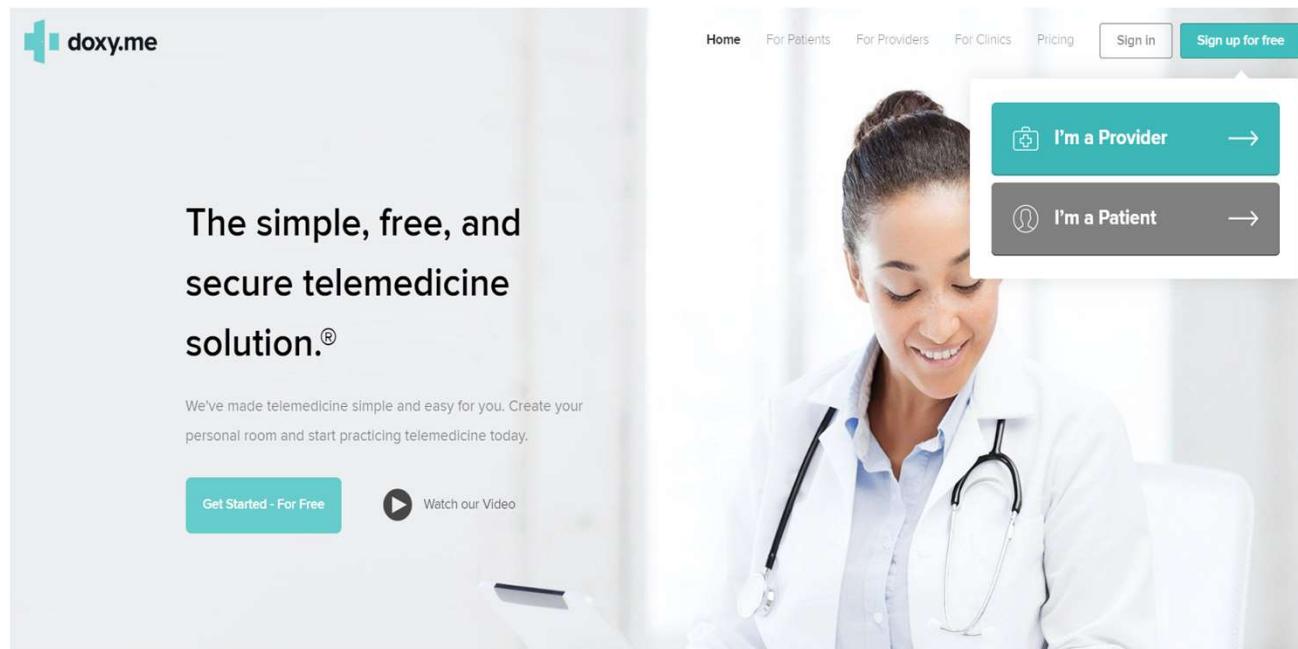
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# What you will need for telehealth visits

- 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

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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.
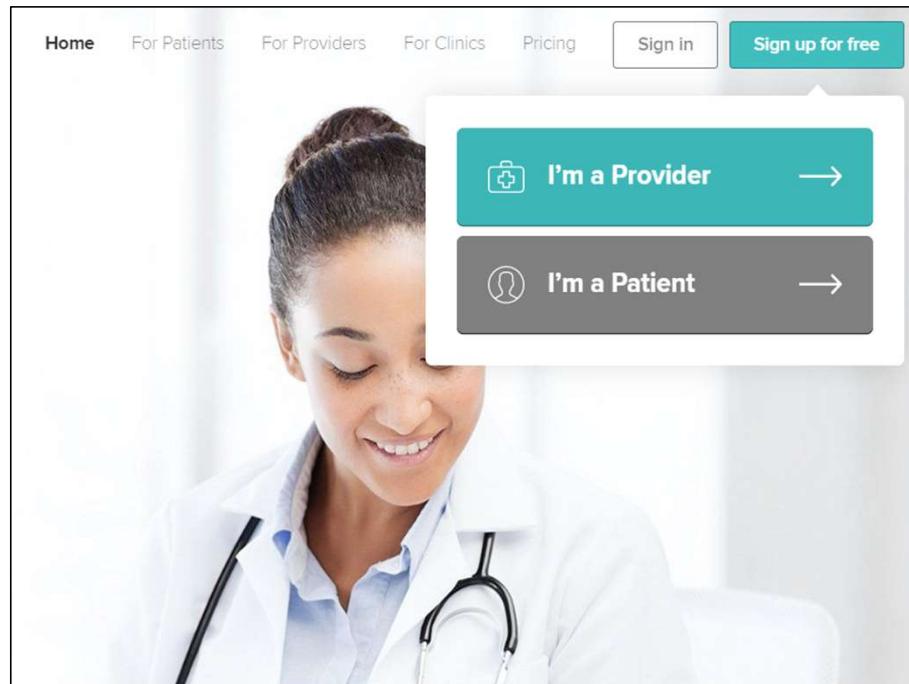
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Welcome to your Dashboard
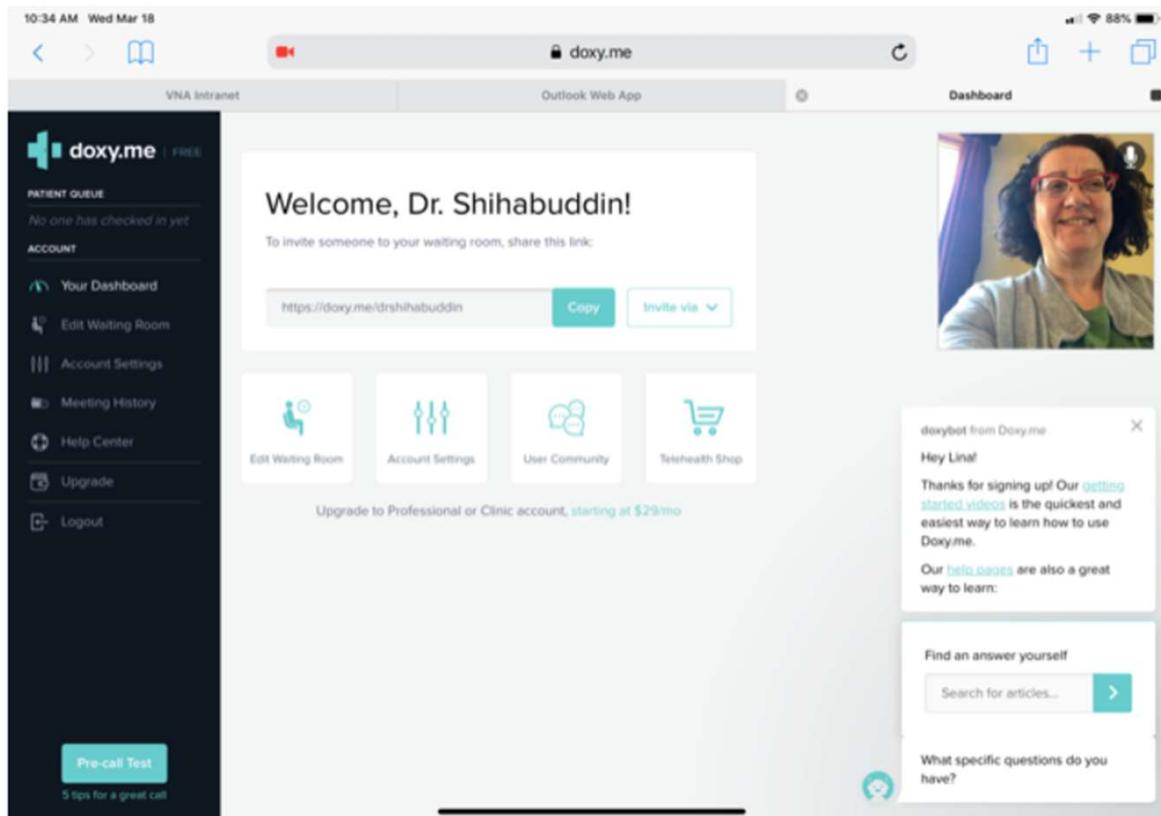
Pre-Call Test Your Audio/Video

Invite a patient

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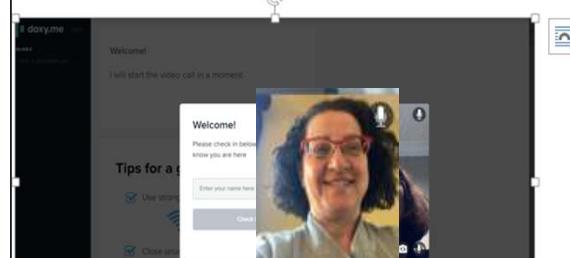
Once audio/video enabled, patient is checked into Waiting Room

Patient can see if provider is logged in

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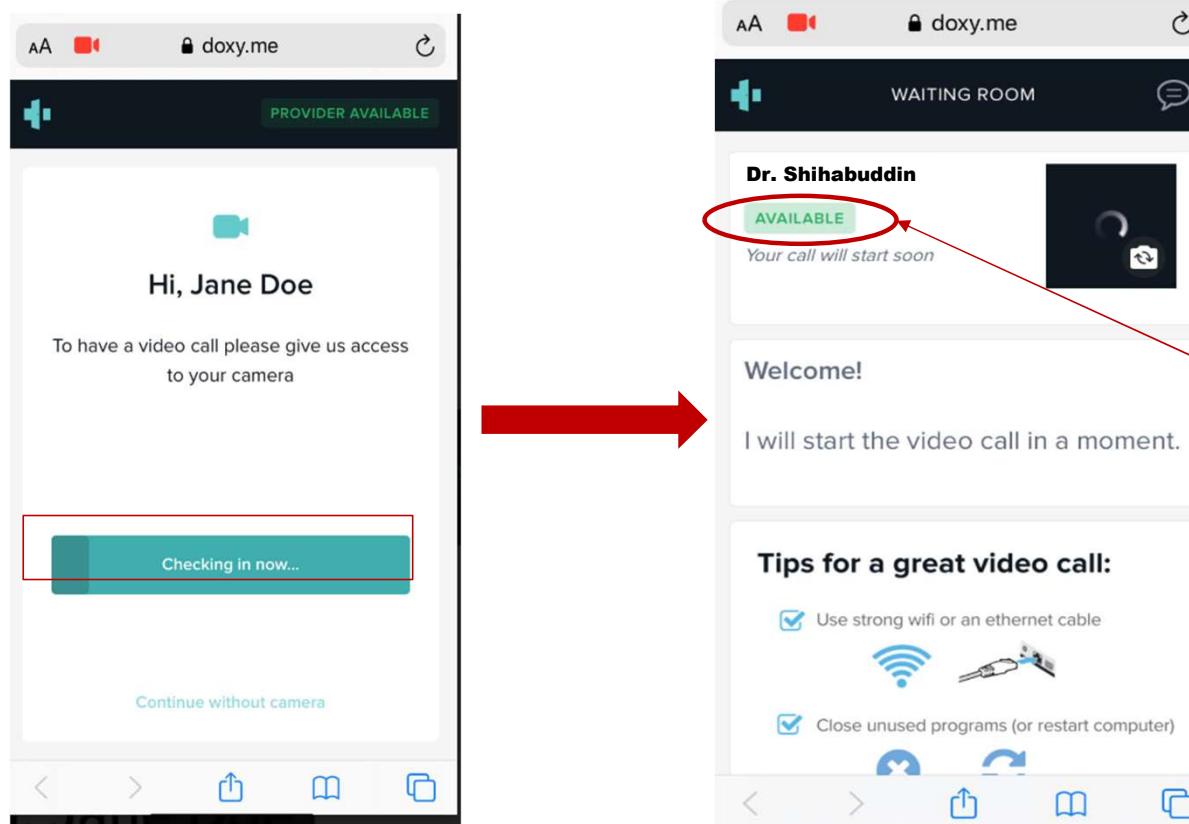
Provider Side:
When patient arrives to Waiting Room, they show up in Patient Queue
**(Indicates minutes they have been waiting)**
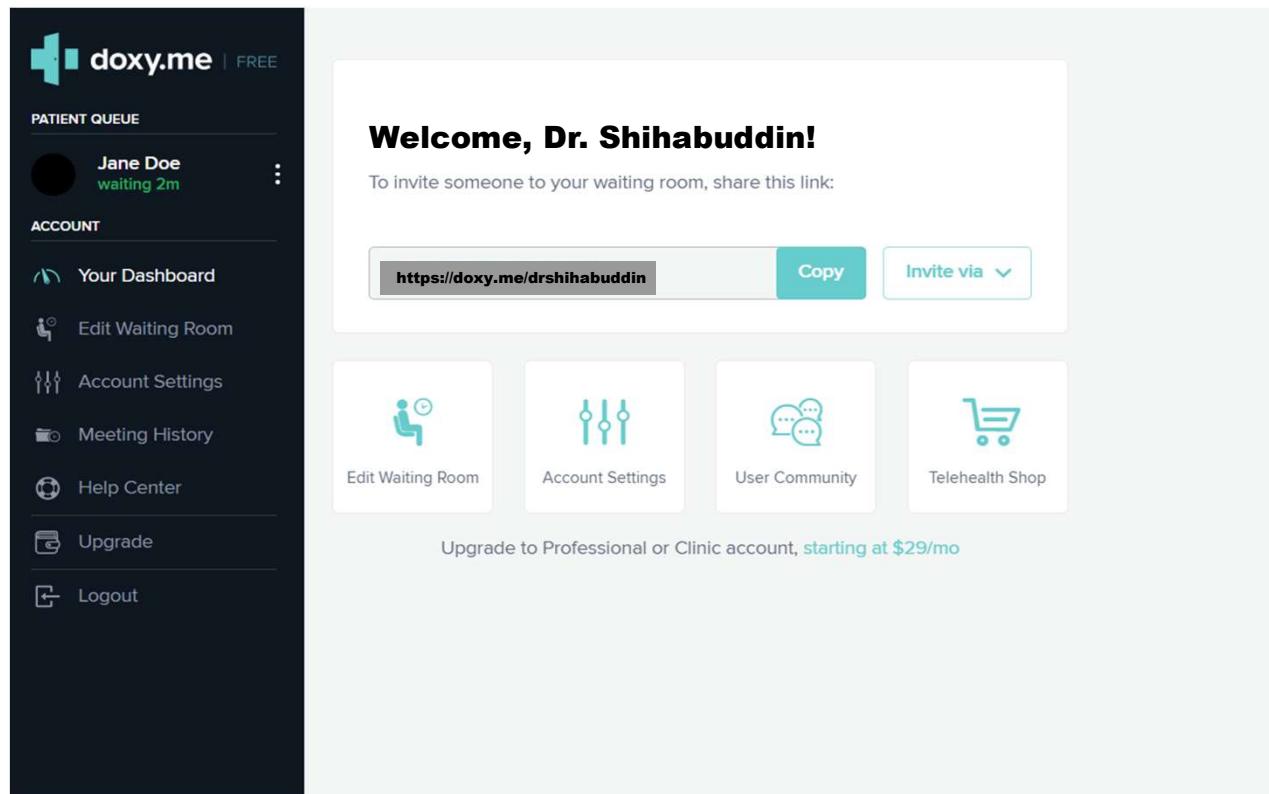
Starting the Visit
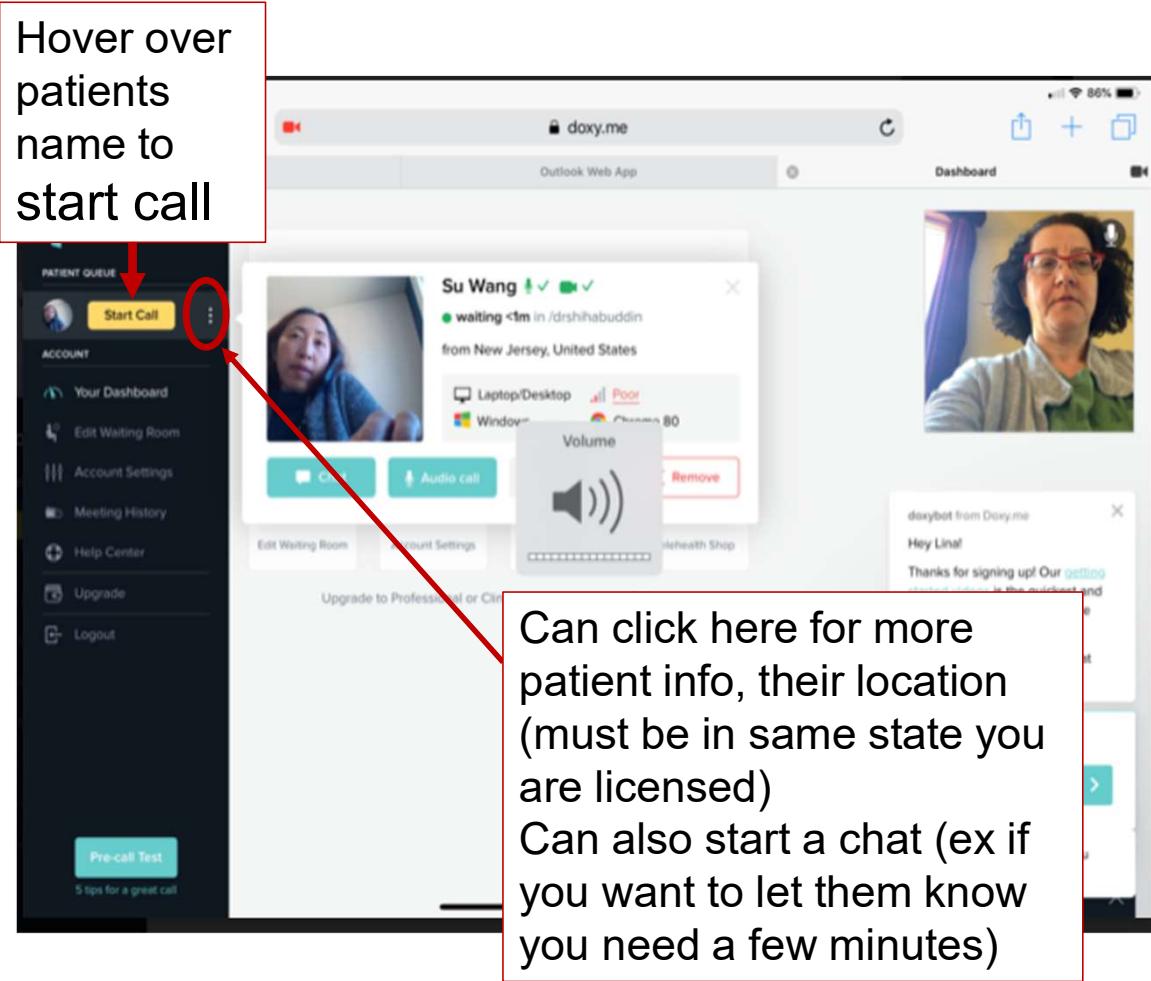

Hover over patients name to start call

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)

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The visit
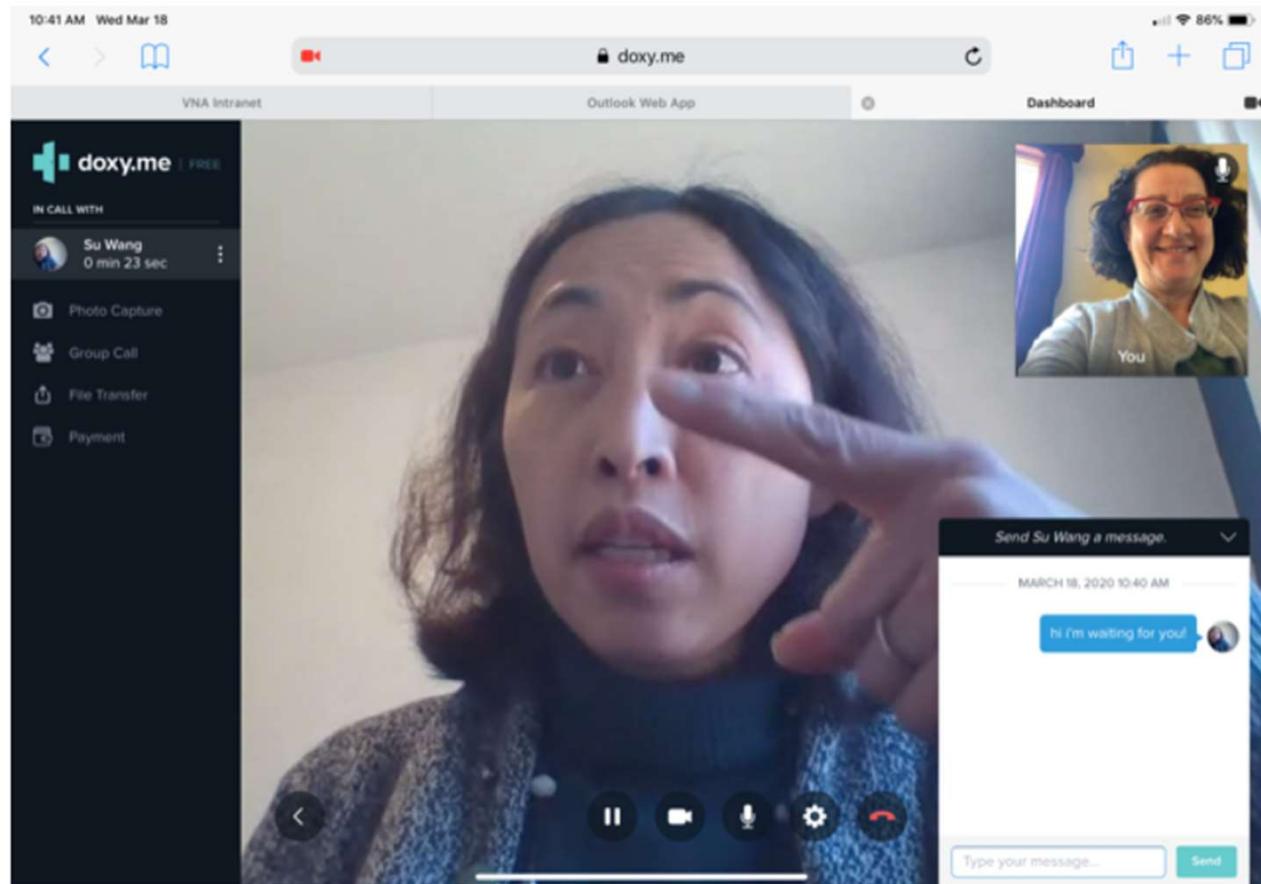
For Audio/Video Issues
Check microphone, camera and speakers on Device Settings

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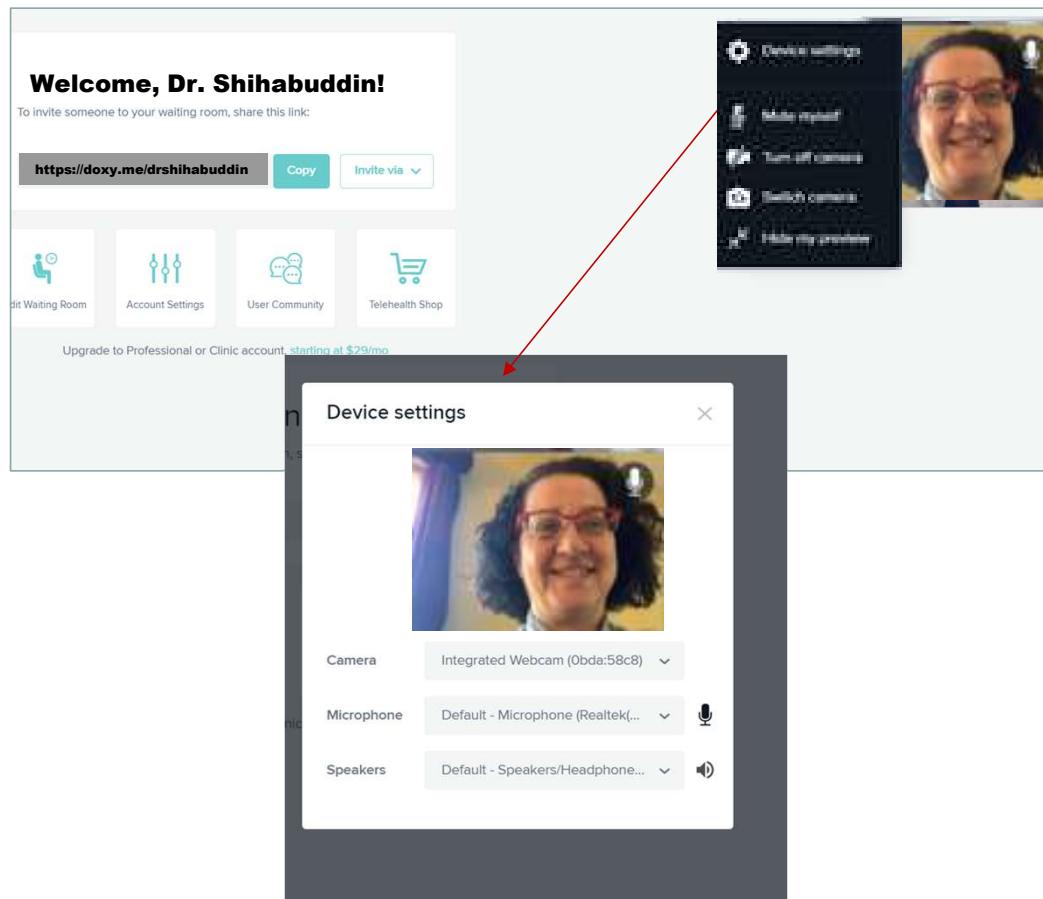
How can I be notified if a patient has arrived?

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

From your tabs, you will see a red circle popup

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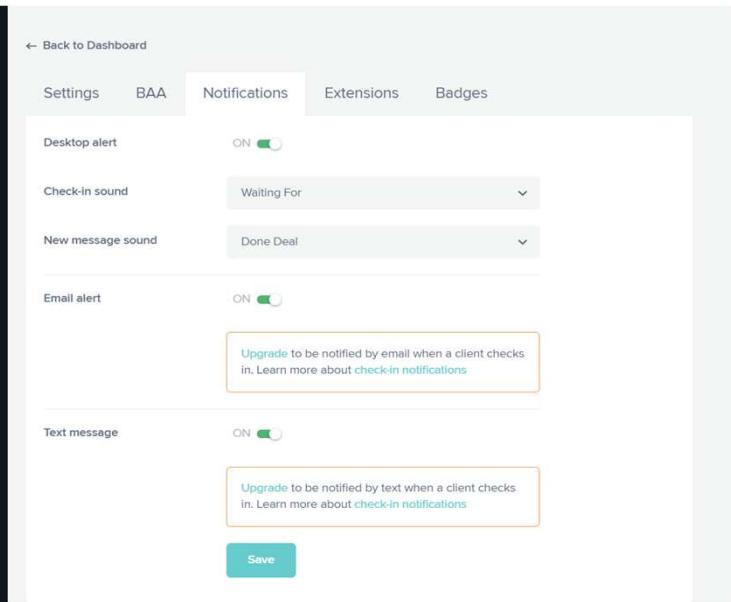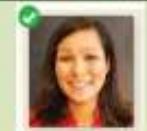
Virtual Video Telehealth Etiquette
Room Location & Facilities

- 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 unclutterred background improves camera function and view at remote site

Virtual Video Telehealth Etiquette
Do's & Don't's

	TOPIC	INCORRECT WAY	CORRECT WAY
Camera Angle	• Cameras need to be placed so that both participants are looking directly at each other during a video call. • 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. • The distance can be too short resulting in the clinician looking down all the time.		
Background Lighting	• Use diffused soft light falling in front of the patient • Windows or other light sources behind the patient can cause deep shadows on the face that interferes with clinical evaluation.		
Full Spectrum	• Fluorescent overhead lighting alone may not provide optimal lighting for telemedicine clinical visits (especially for specialty areas like dermatology). • An additional source of light may be needed because fluorescent lighting can create washed out images. • Full spectrum fluorescent light tubes can also be purchased to support accurate color transmission.		
Wall Color	• 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. • If the wall is light, the camera lets in less light resulting in darkened faces, making features hard to see at the remote site. • If the wall is dark, the camera lets in more light making the faces become washed out or too light		Light Blue Light Gray

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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

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Resources

Doxy.me

- 2 min Overview video
  https://www.youtube.com/watch?v=k0lEhH7YOm4&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=k0lEhH7YOm4&t=54s

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EMR Workflow

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.

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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.

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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.

Find Encounter Type

Browse | Search

Encounter type name contains:
telehealth   [Search]

Search Tip: Use a "space" to separate multiple search words.

Search in: Encounter Type
Encounter Type

Search results for Encounter Type

Name
Telehealth Acute Care Surgery Visit
Telehealth Allergy Visit
Telehealth Cardio Thoracic Visit
Telehealth Cardiology Visit
Telehealth Chandler Adult Visit
Telehealth Chandler Peds Visit
Telehealth Dermatology Visit
Telehealth Endo Visit
Telehealth ENT - Head and Neck Visit
Telehealth EOHSI Visit
Telehealth FMMS Visit
Telehealth General Surgery Visit
Telehealth Geriatric Visit
Telehealth GI Visit

More >>   OK   Cancel

Save the Telehealth encounter type to your favorites

1. Click on the "Add Item" button.

2. Click on "OK".
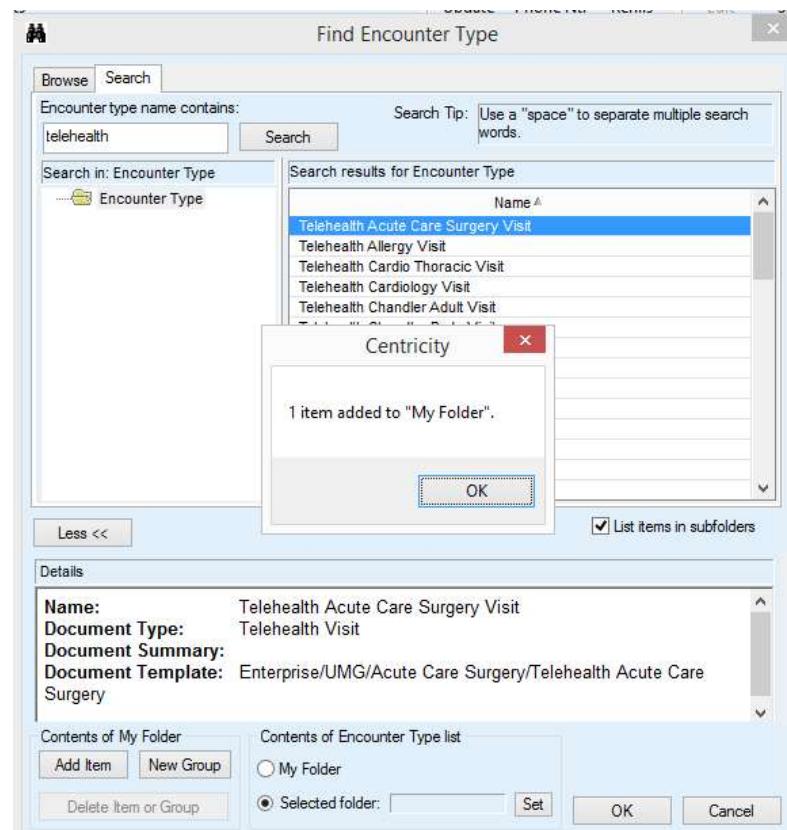
Once saved, the encounter type will appear in the Browse tab

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.

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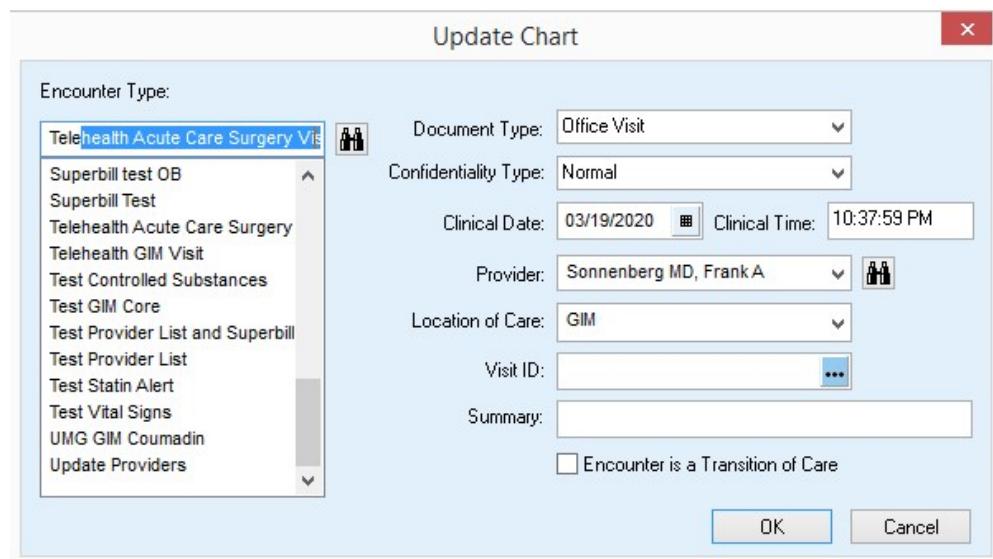
Linking the encounter to the appointment

- 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.

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"

Select Visit ID for Problems V zzTEST.

A Visit ID is used for billing purposes.

Click an appointment below to select the Visit ID for this document, then click OK.

☑ Show appointments only within the period of 03/06/2020 to 04/03/2020

Visit ID	Date ▽	Appt. Book	Location	Type	Reason
12345	03/20/2020 12:00 PM	SONNENBERG M	GIM	TEL	test of telehealth vis

OK   Cancel

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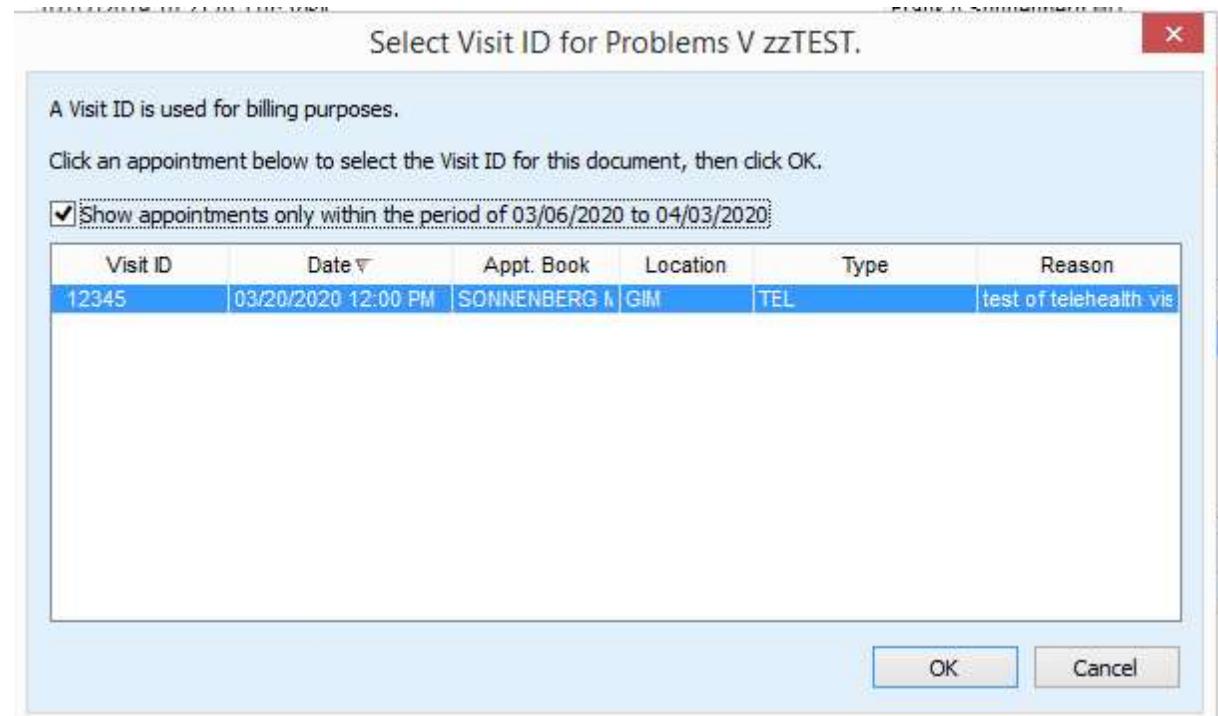
Linking the encounter to the appointment

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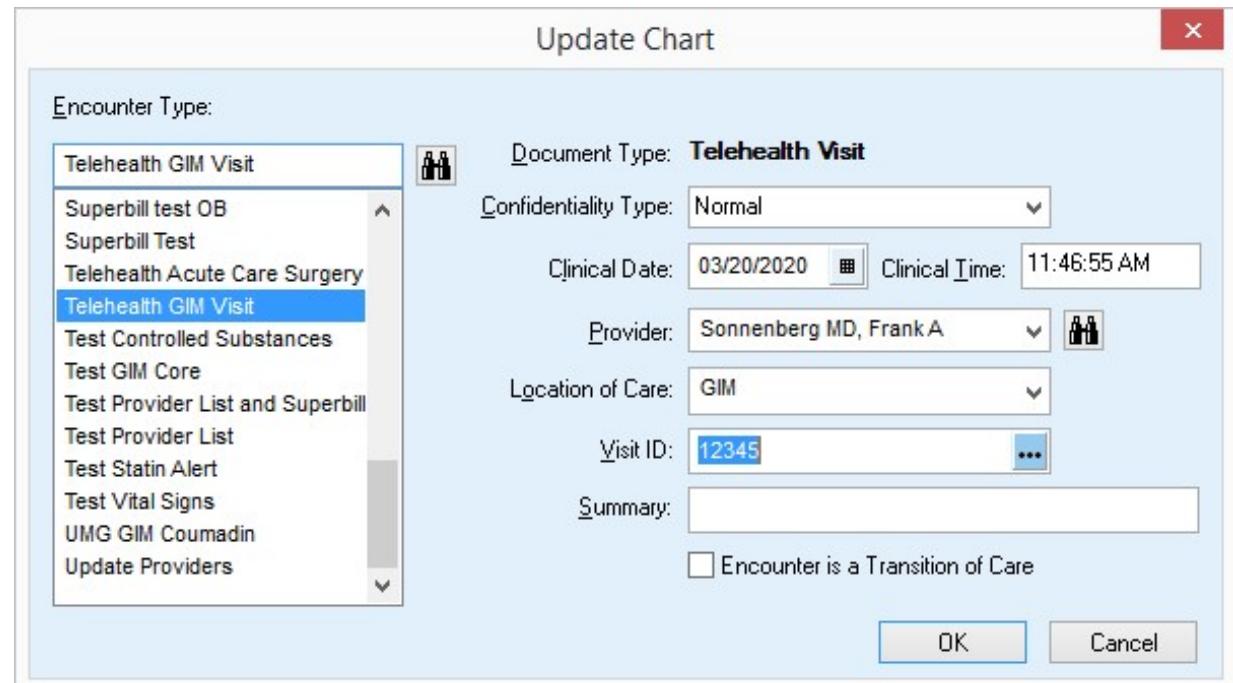
Documenting the telehealth visit

- 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 your 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   Select Specialty   Internal Medicine

PCP: Jahn, Eric   Ref Provider:

Visit Type: 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.

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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.
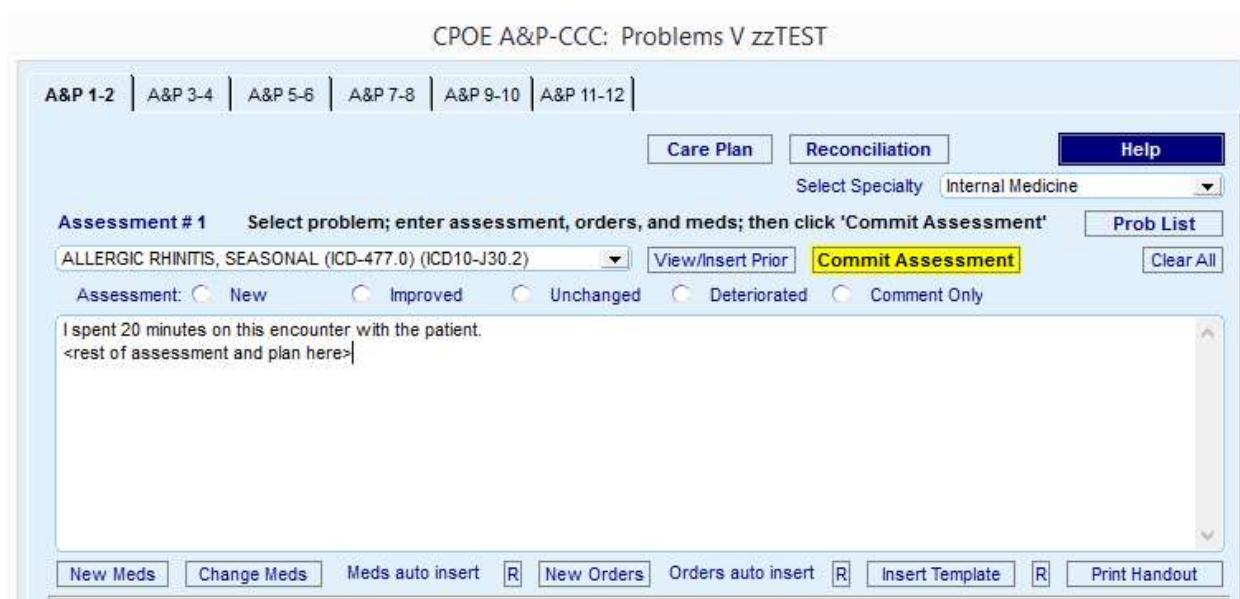
Billing

- 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.

Ordering lab tests electronically

- Place a lab order as you normally would.

- Open the *Process Lab Orders* form.

- Click on the "Order Review" button.

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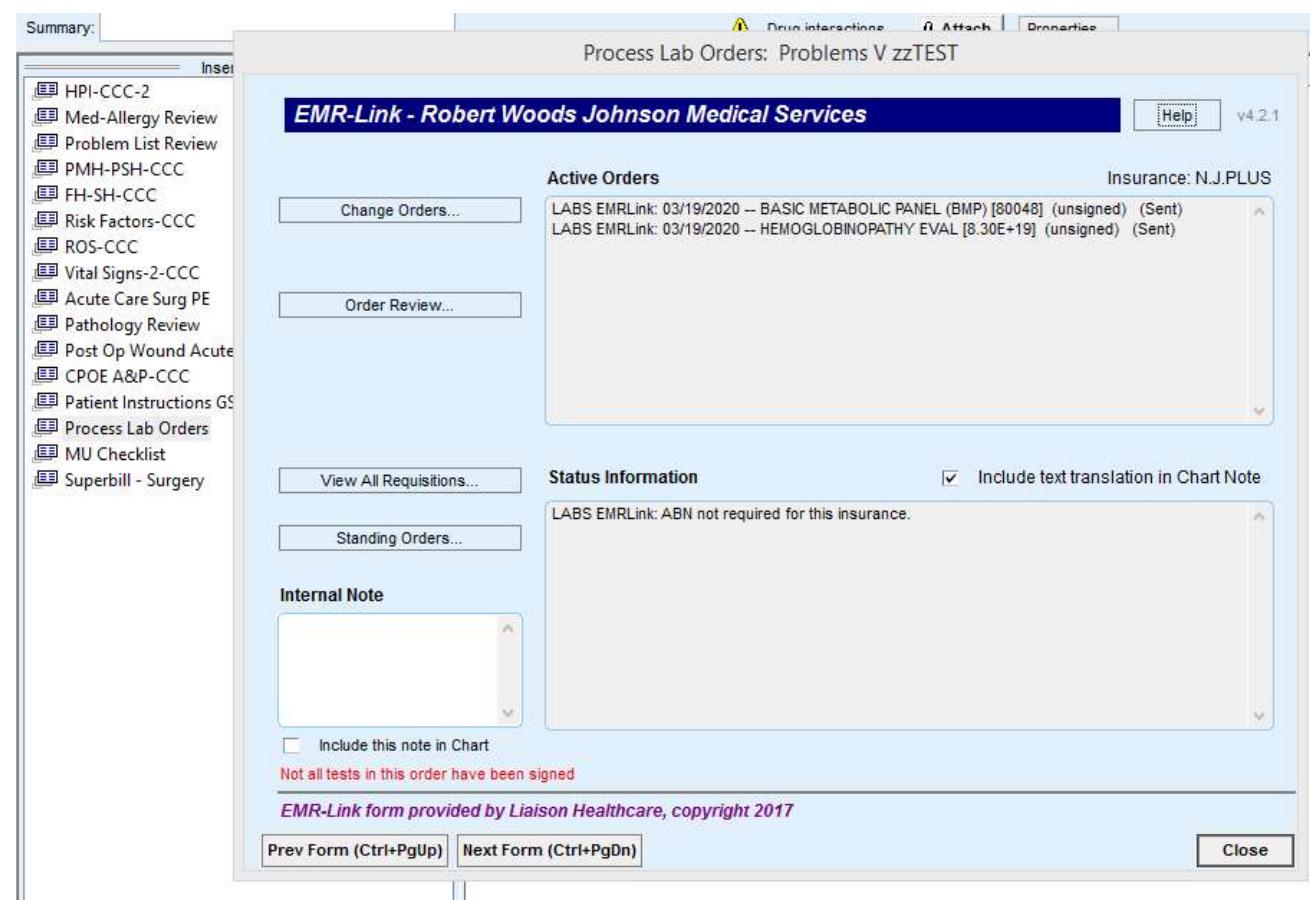
Ordering lab tests electronically

- The requisition form will open.

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

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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.

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.

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.
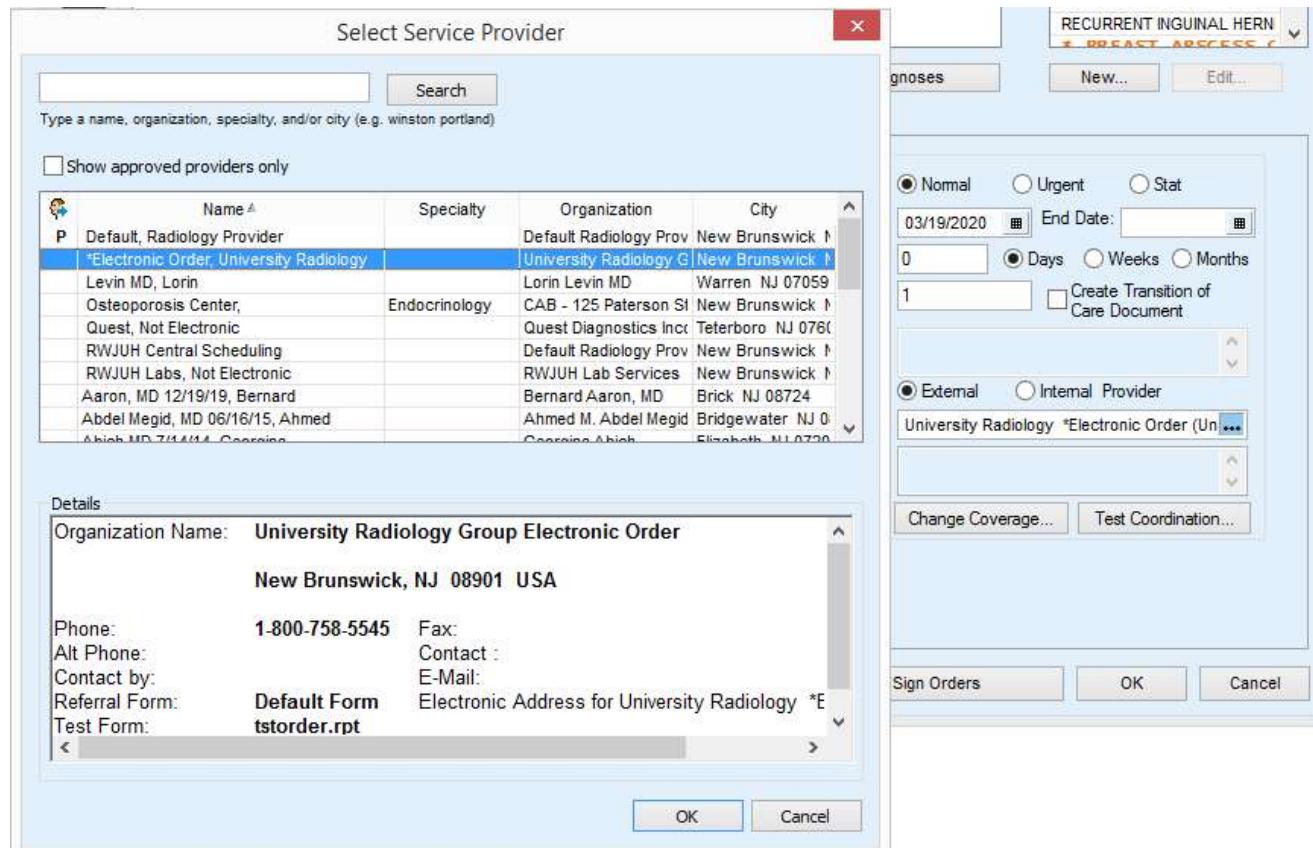
Preventing orders from printing

- 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.

Reg   Reports   New   View   Print   Help   EXIT

1-111-1111 Alt#: 333-333-3333 Cell: 111-111-1111 Ins Co: N.J.PLUS Email: homer.simpson@gmail.com

Print

Print Topics   **Print Items**

- Chart
  - Clinical Lists
  - Document Temp
  - Documents
  - Form Componer
  - History Views
  - Labels
  - Letters
  - Text Component

Current Document View
Full Super Bill For Selected Doc
Selected Document(s)
Update Pages

☑ Print all internal image attachments at end.
NOTE: Individual images can be printed from the Document Attachments dialog.

Page Range
- ⦿ All   ○ Pages

From: To:

Copies: 1

☑ Letterhead: GIM

Printer: Client/CABRMED2321D02#/CutePD ▾

Printers…   Preview…   Customize…   Print   Close

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Preventing orders from printing

- Click the Close button
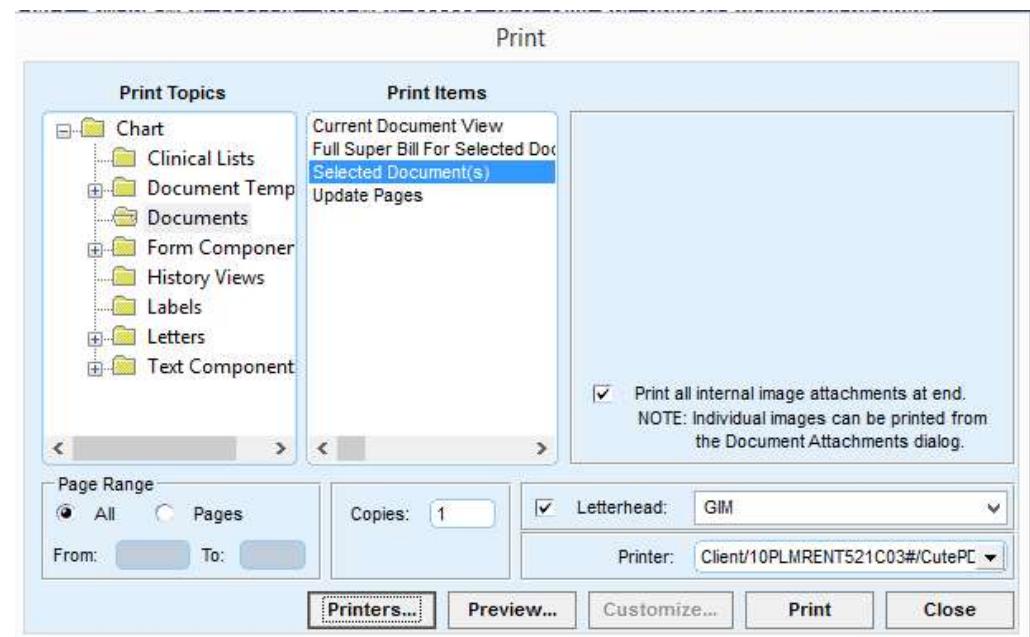
Preventing orders from printing

- 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).
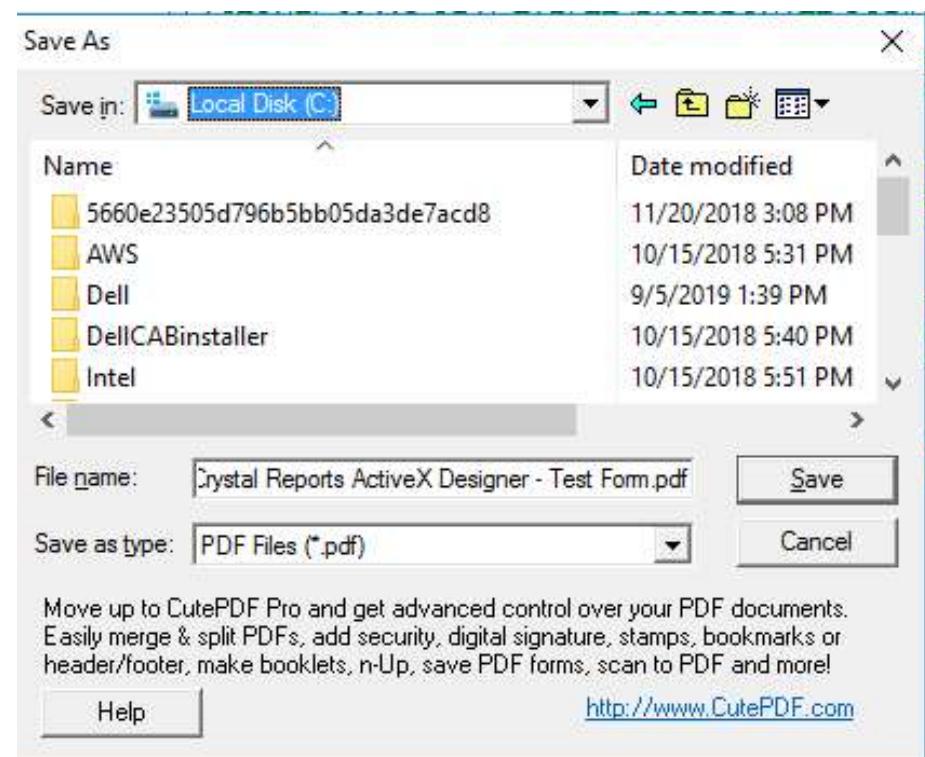
Diagnostic Test Ordering – additional considerations

- 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.**

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