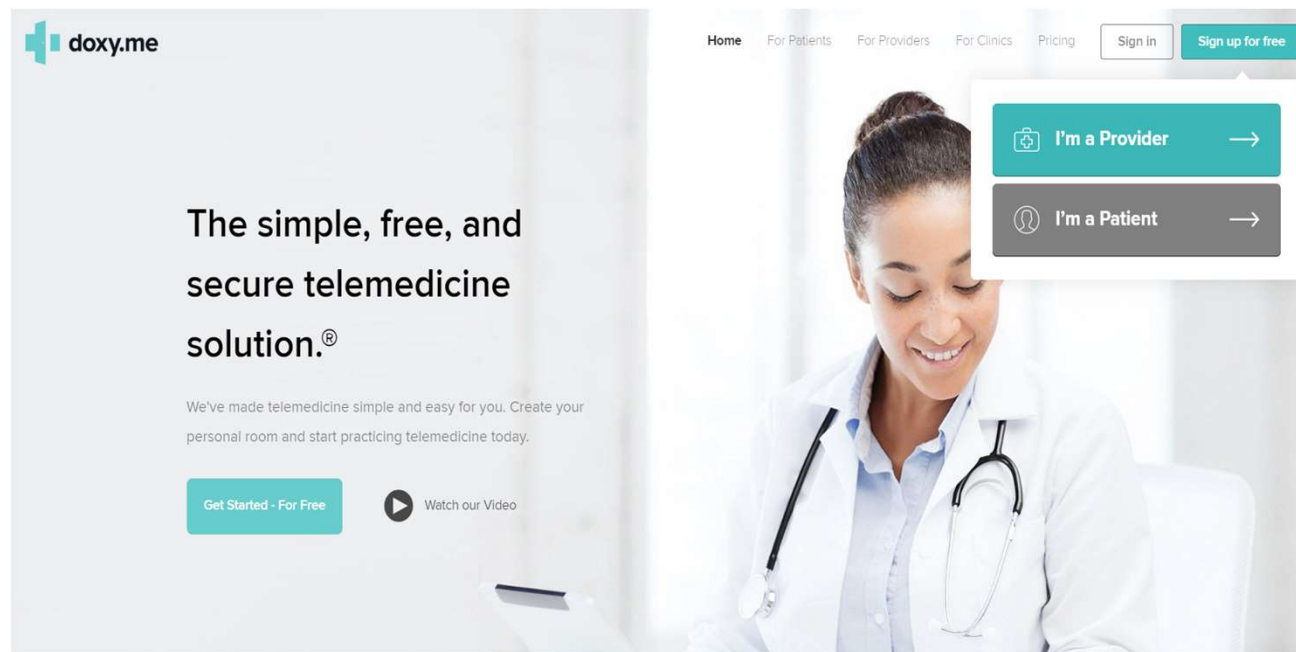


Virtual VideoTelehealth: Using Doxy.me



What you will need for telehealth visits

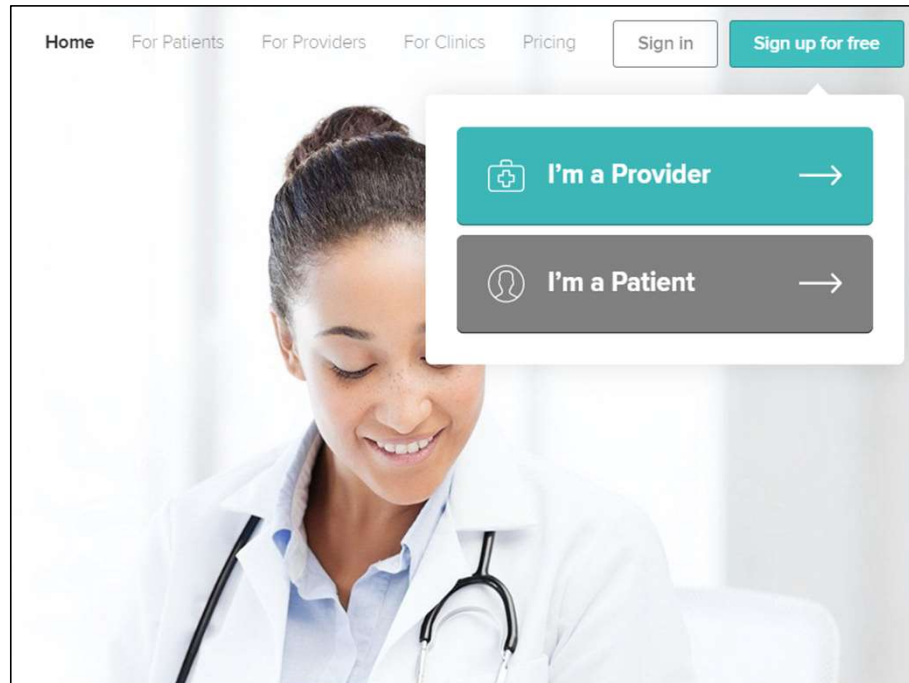
- Provider
 - Computer or tablet with a video camera
 - Broadband internet connection
 - Smartphone with video capability can be used, but is less than optimal.
- Patient
 - Computer or tablet with video camera or smart phone.
 - Internet capability.
 - A valid email account on which they can receive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

Sign Up as a Provider

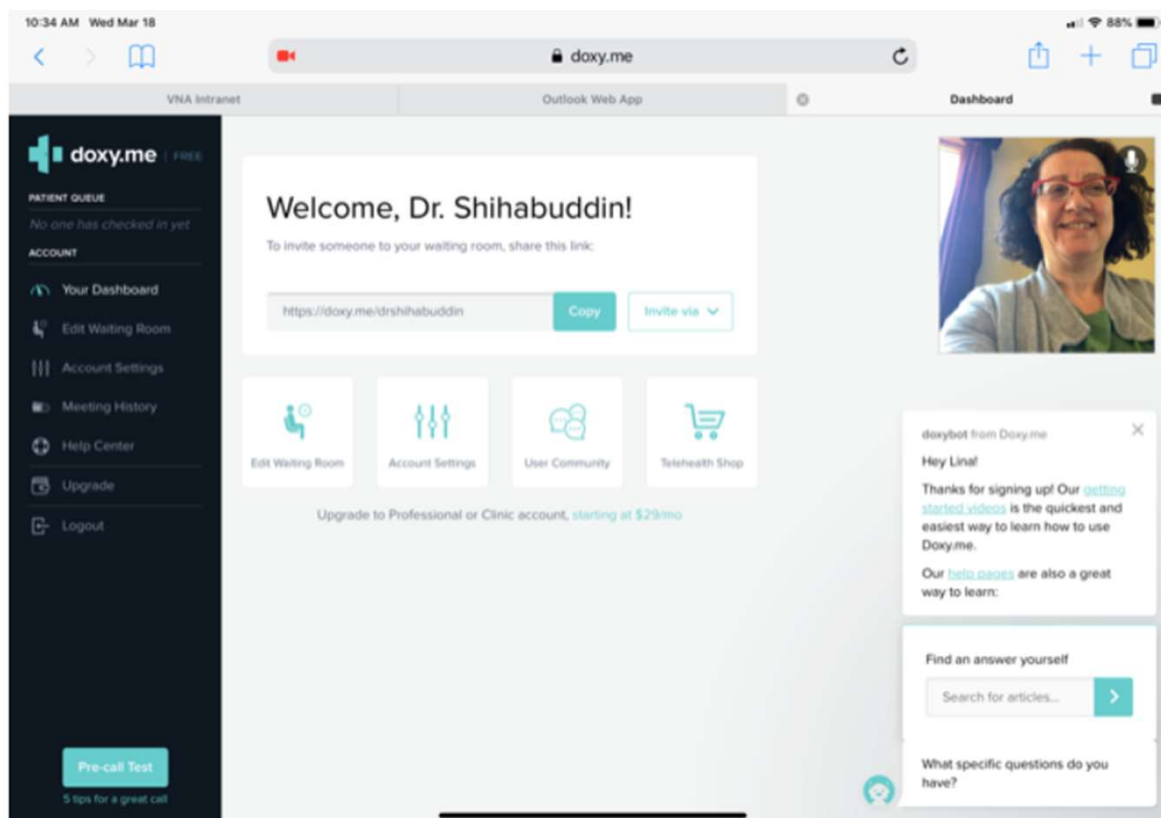
Room Name:

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.

A screenshot of the 'Sign Up' form on the Doxy.me website. The form is set against a dark header with the Doxy.me logo. The form fields include: a dropdown for 'Dr.', text inputs for 'First Name', 'Last Name', 'Room Name (e.g. DrWelch)', 'Email', and 'Password'. At the bottom, there are two checkboxes: 'I am using Doxy.me as a healthcare provider, not a patient.' and 'I agree to the Terms and Conditions.'.

Welcome to your Dashboard



Pre-Call Test Your Audio/Video

The image shows a screenshot of the doxy.me web application interface. On the left is a dark sidebar with a 'doxy.me' logo and 'FREE' text. Below the logo is a 'PATIENT QUEUE' section with a 'Start Call' button. The 'ACCOUNT' section lists: 'Your Dashboard', 'Edit Waiting Room', 'Account Settings', 'Meeting History', 'Help Center', 'Upgrade', and 'Logout'. A red circle highlights the 'Pre-call Test' button at the bottom of the sidebar, with a red arrow pointing to the main content area. The main content area has a 'Welcome, Dr. Shihabuddin!' message and a link 'https://doxy.me/drshihabuddin'. Below this are 'Edit Waiting Room' and 'Account Settings' buttons. The 'Pre-call Test' screen is displayed, featuring a blue header with the title and three categories: 'Hardware & Software Setup', 'Connectivity to OpenTok Servers', and 'Expected Call Quality'. The 'Hardware & Software Setup' section includes a video preview, a video selection dropdown (set to 'Integrated Webcam (0bda58c8)'), an audio level indicator, an audio selection dropdown (set to 'Default - Microphone (Realtek® Audio)'), and a browser compatibility note stating 'Chrome is supported by OpenTok'.

Invite a patient

doxy.me | FREE

PATIENT QUEUE
No one has checked in yet

ACCOUNT

- Your Dashboard
- Edit Waiting Room
- Account Settings
- Meeting History
- Help Center
- Upgrade
- Logout

Welcome, Dr. Shihabuddin!

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

<https://doxy.me/drshihabuddin> Copy

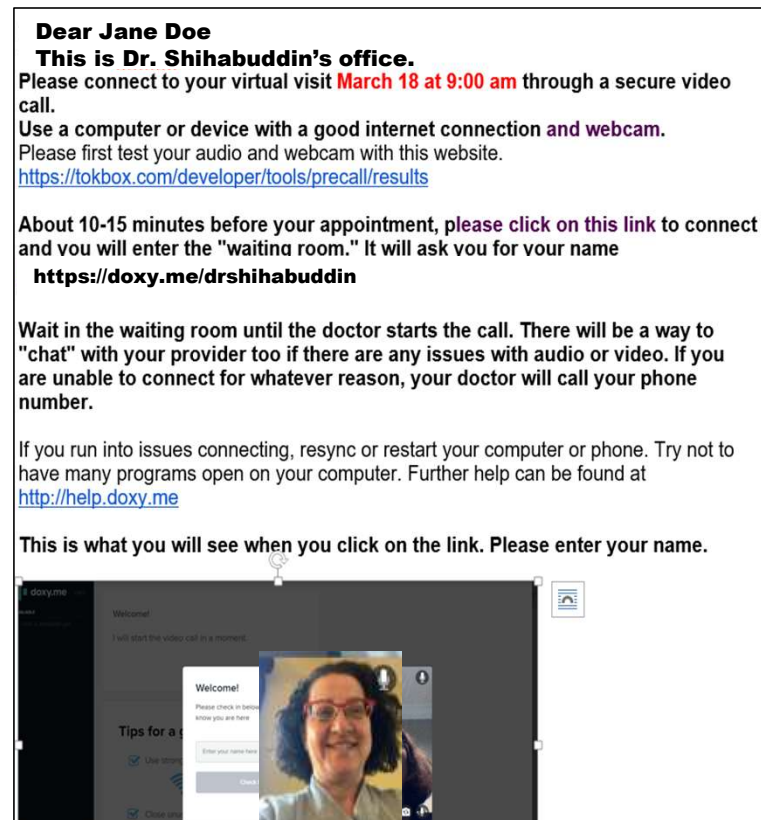
Edit Waiting Room **Account Settings** **User Community** **Telehealth Shop**

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

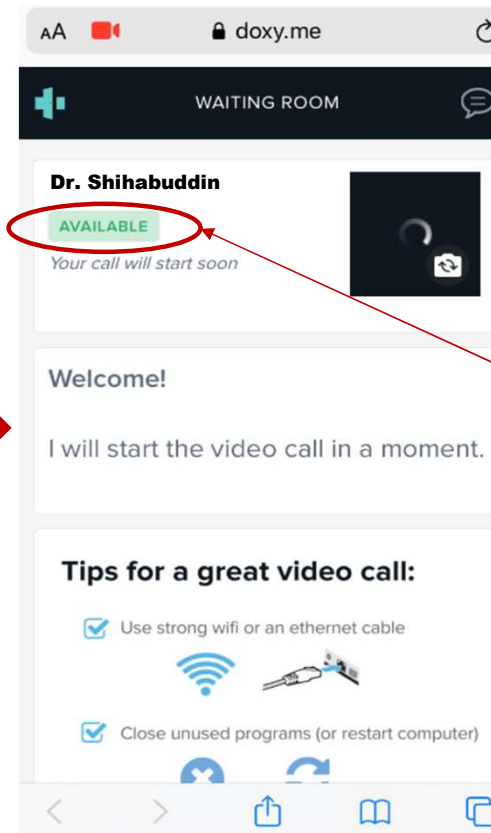
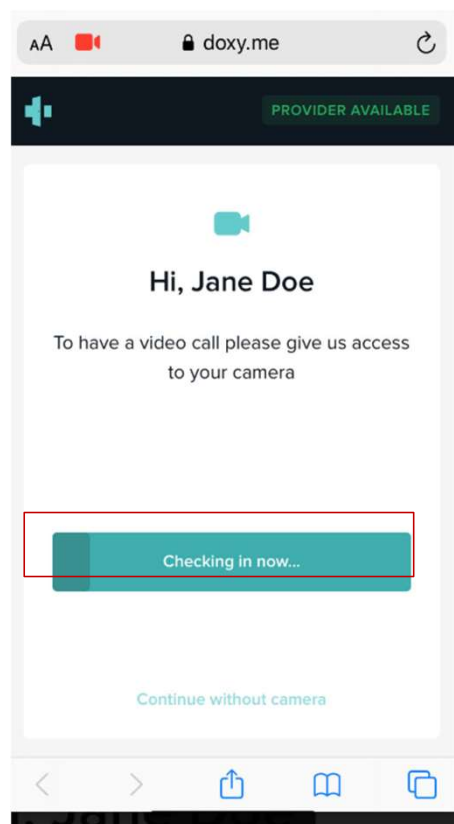
Copy and paste this link to to an invite to patient.

This link takes them directly to the doctors waiting room.

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



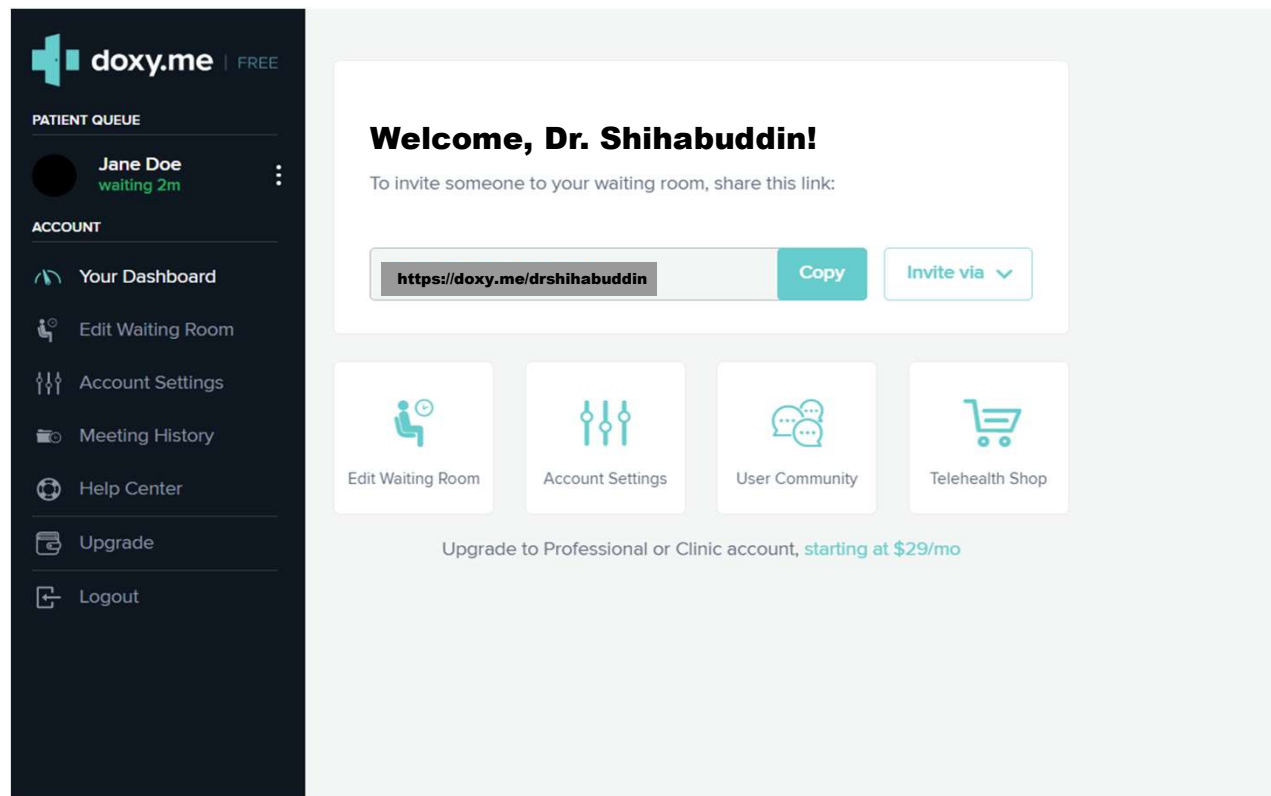
Once audio/video enabled, patient is checked into Waiting Room



Patient can see if provider is logged in

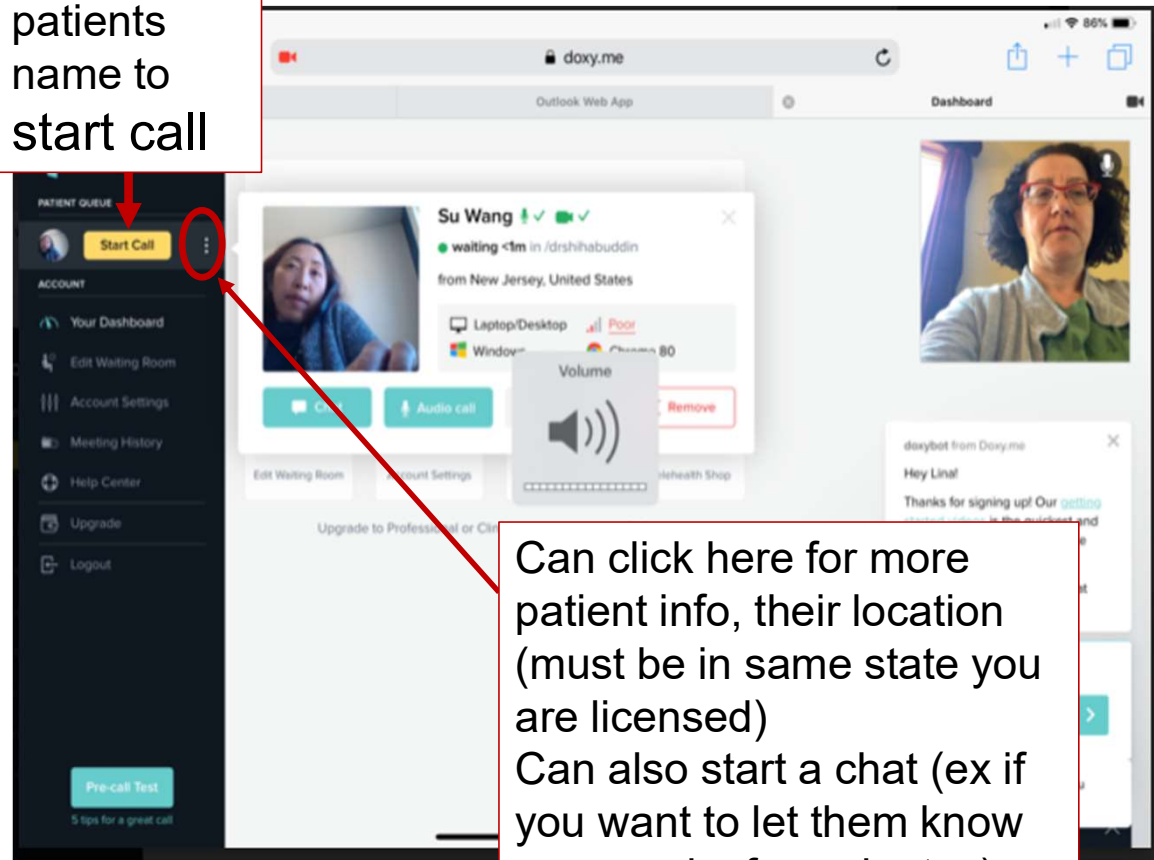
Provider Side:

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



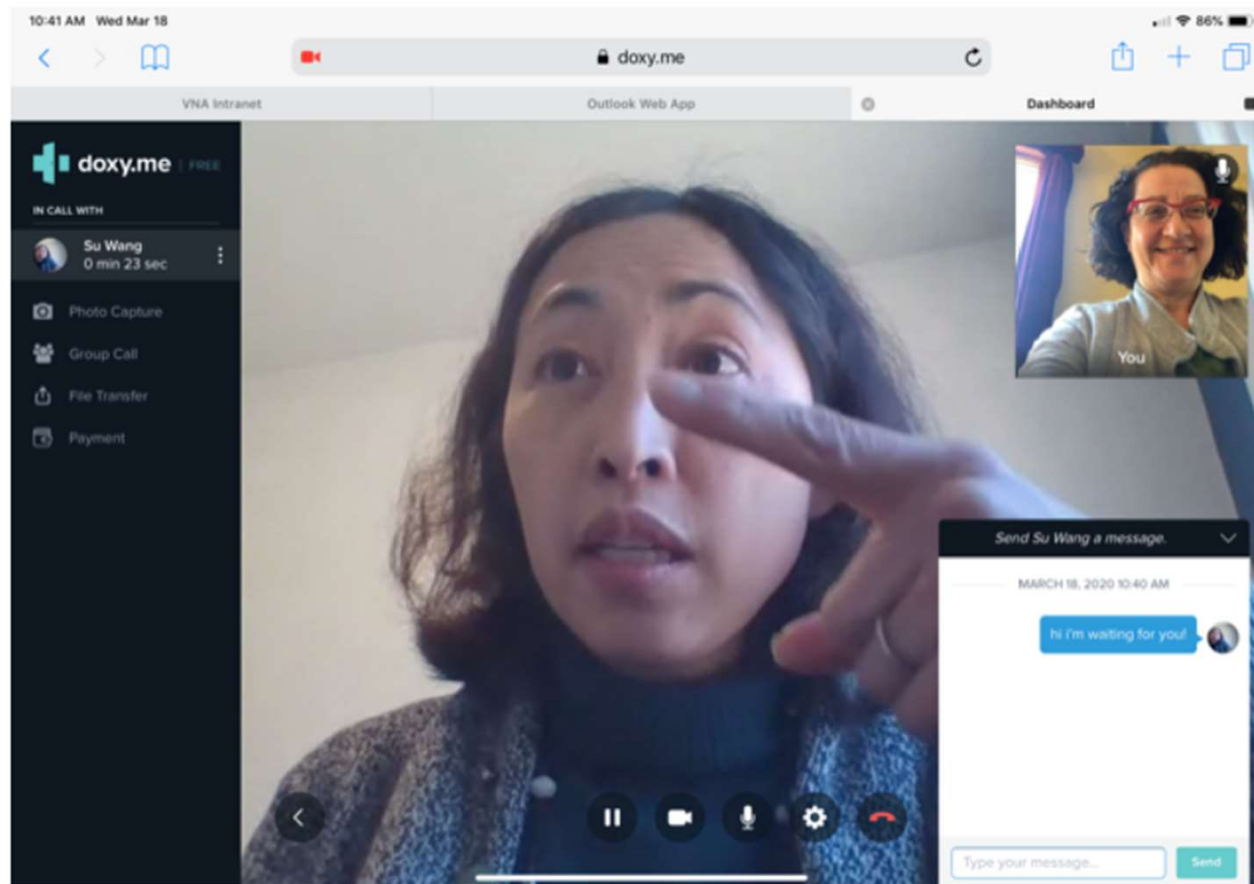
Starting the Visit

Hover over
patients
name to
start call



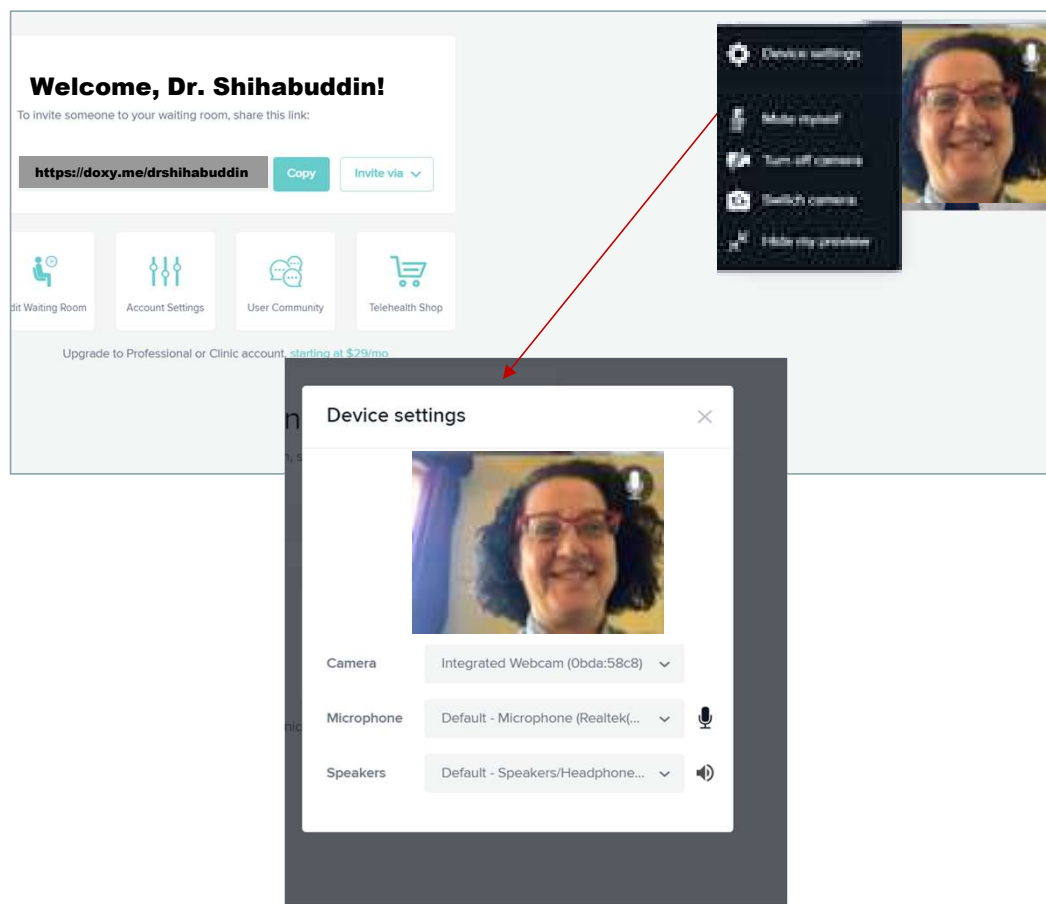
Can click here for more
patient info, their location
(must be in same state you
are licensed)
Can also start a chat (ex if
you want to let them know
you need a few minutes)

The visit

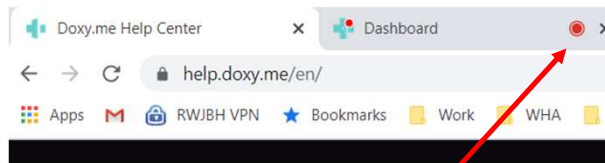


For Audio/Video Issues

Check microphone, camera and speakers on Device Settings

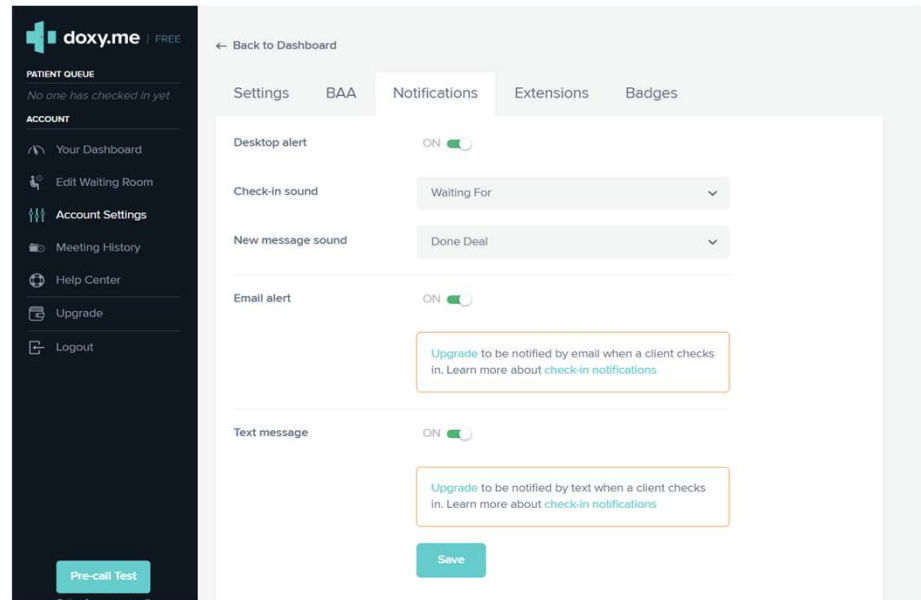


How can I be notified if a patient has arrived?



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't's

	TOPIC	INCORRECT WAY	CORRECT WAY
Camera Angle	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. 	 	 

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

Scheduling

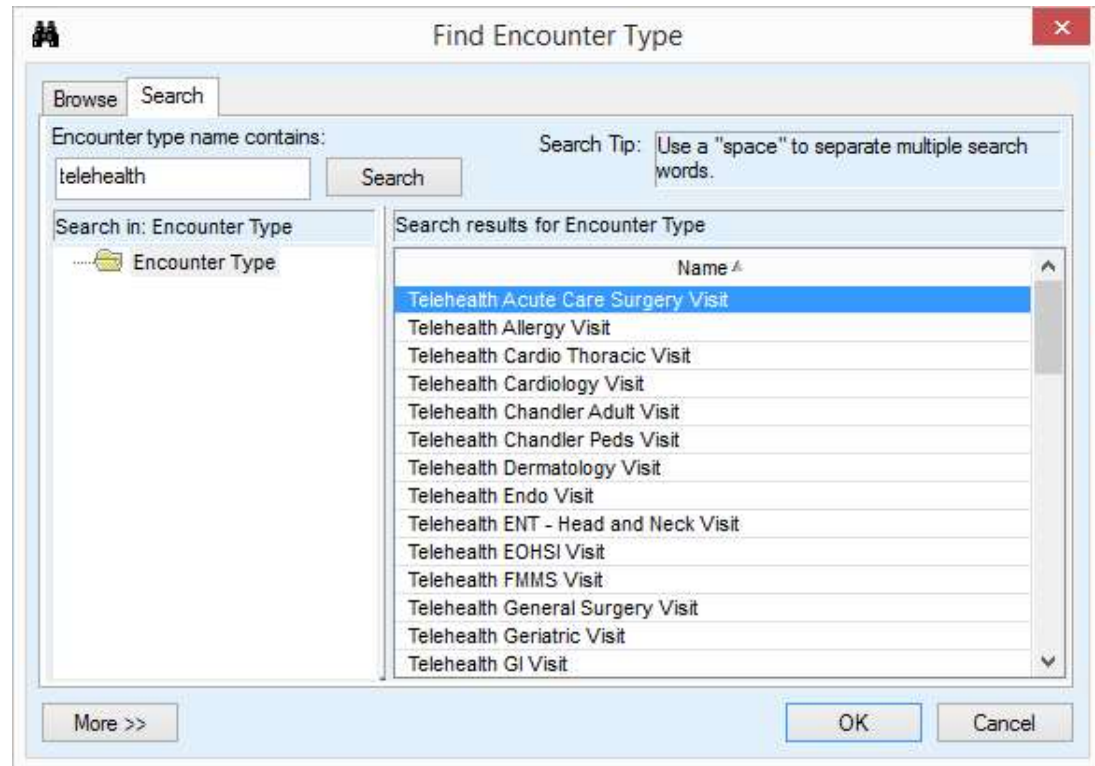
- Appointments will be scheduled in IDX using a TEL appointment type. These will show up on the IDX and Centricity EMR schedules as an appointment.
- Providers may make their own appointments, but need to check their schedule first to ensure that the time slot they select has not already been reserved.

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.

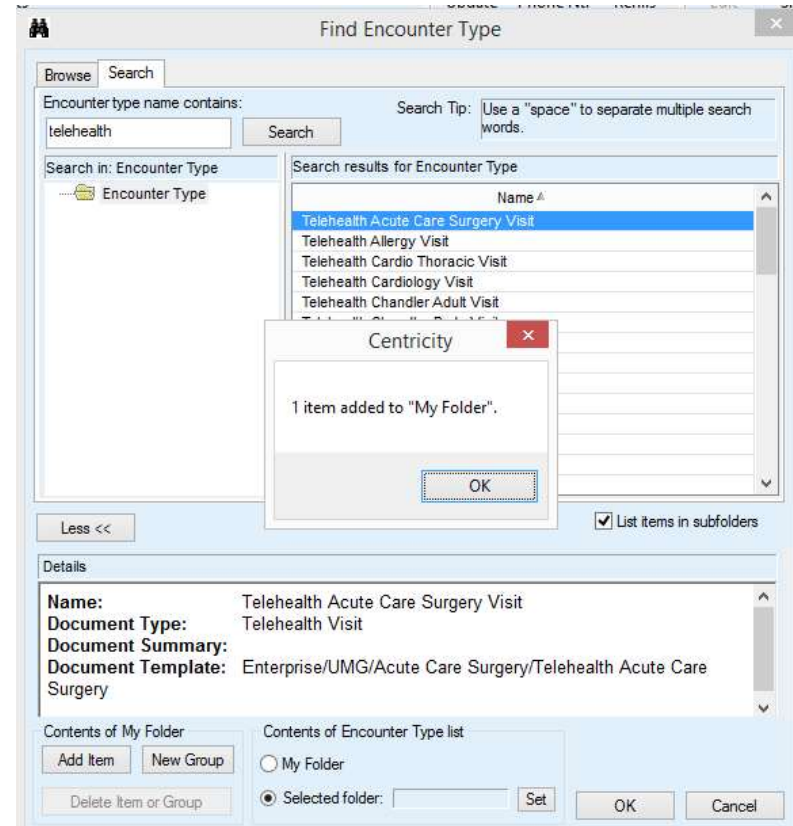
Starting the Telehealth encounter

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.

Update Chart

Encounter Type: Telehealth Acute Care Surgery Vis

Document Type: Office Visit

Confidentiality Type: Normal

Clinical Date: 03/19/2020 Clinical Time: 10:37:59 PM

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

- 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

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

Document Type: **Telehealth Visit**

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”

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 I	GIM	TEL	test of telehealth vie

OK Cancel

Linking the encounter to the appointment

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

Update Chart

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

Document Type: **Telehealth Visit**

Confidentiality Type: Normal

Clinical Date: 03/20/2020 Clinical Time: 11:46:55 AM

Provider: Sonnenberg MD, Frank A

Location of Care: GIM

Visit ID: 12345

Summary:

☐ Encounter is a Transition of Care

OK Cancel

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.

The screenshot shows a medical history form with tabs for 'Specialty-Specific', 'General HPI', 'Extra Hx-1', 'Extra Hx-2', and 'Extra Hx-3'. The 'General HPI' tab is active. It contains a 'History of Present Illness' section with fields for 'PCP' (Jahn, Eric), 'Visit Type', 'Select Specialty' (Internal Medicine), 'Ref Provider', and 'CC'. Below this is a 'History' section with a 'Clear All' button. Two red arrows point to the 'History' section: one points to the text 'I have provided the patient with a statement of the risks and benefits of the telehealth encounter and the patient agrees to proceed.' and the other points to the text '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.'

quick text
“.thagree”

quick text
“.thshare”

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

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

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 ☐ New Orders Orders auto insert ☐ Insert Template ☐ 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-M1

[Remove](#) [Reorder](#) [Clear Diagnoses](#)

Custom List Categories Search Order Details

Use custom list: UMG GIM LabCorp

Common Lab Tests

☐ **Common Lab Tests (LC)**

☐ CBC (INCLUDES DIFF/PLT)

☐ Comprehensive Metabolic Panel (CMP)

☐ Urinalysis w/Reflex to Microscopic (clean catch)

☒ BASIC METABOLIC PANEL (BMP)

☐ HEPATIC FUNCTION PANEL (LVG)

☐ LIPID PANEL (LRP)

☐ PSA,TOTAL

☐ **Anemia (LC)**

☐ VITAMIN B12,SERUM

☐ Folate, Serum

☐ IRON,TOTAL

☐ IRON AND IRON BINDING CAP (TIBC)

☐ FERRITIN

☐ RETICULOCYTE COUNT

☐ SED RATE, WESTERGREN

☐ Lactate Dehydrogenase (LDH)

☐ BILIR

☐ HEMO

☐ Prote

☐ **Diabete**

☐ HEMO

☐ MICR

☐ **Thyroid**

☐ TSH

☐ T3,T

☐ T4,FI

Ordering lab tests electronically

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

The screenshot shows the 'Process Lab Orders: Problems V zzTEST' window in the EMR-Link software. On the left is a sidebar menu with options like HPI-CCC-2, Med-Allergy Review, Problem List Review, PMH-PSH-CCC, FH-SH-CCC, Risk Factors-CCC, ROS-CCC, Vital Signs-2-CCC, Acute Care Surg PE, Pathology Review, Post Op Wound Acute, CPOE A&P-CCC, Patient Instructions GS, Process Lab Orders, MU Checklist, and Superbill - Surgery. The main window has a title bar with 'Summary:', 'Drug Interactions', 'Attach', and 'Properties'. Below the title bar is a blue header with 'EMR-Link - Robert Woods Johnson Medical Services' and a 'Help' button. The main content area is divided into sections: 'Active Orders' (listing two lab orders for 03/19/2020), 'Status Information' (with a checkbox for 'Include text translation in Chart Note'), and 'Internal Note' (with a text area and a checkbox for 'Include this note in Chart'). At the bottom, there are buttons for 'Prev Form (Ctrl+PgUp)', 'Next Form (Ctrl+PgDn)', and 'Close'. A footer note states 'EMR-Link form provided by Liaison Healthcare, copyright 2017'.

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 EMR-Link interface for ordering lab tests. The browser address bar displays <https://www.emr-link.com/lal>. The page title is "opentext | EMR-Link" and the header indicates "Rutgers Health Group". The main content area shows the order details for "Problems V zzTEST" (Order #220027587, Ordered: 3/19/2020 10:55 PM, Order Status: WAITING to be Sent; Auto-Send 3/19/20).

Order List

- Today's Orders
- #220027587 3/19/20
- BASIC METABOLIC PANEL (BMP)
- HEMOGLOBINOPATHY EVAL (WAITING)

Patient Information (EDIT)

Problems V zzTEST
335 George Street Patient ID: 328314-0138001
NJ 08903 DOB: 07/20/1955
111-111-1111 Sex: Female
Email: homer.simpson@gmail.com
LOC: GIM

Insurance Information (EDIT)

Primary: N.J. PLUS
Guarantor: Problems V zzTEST

Service Provider Information

Service Provider: LC Direct
Account: GIM: 29783180

Order Details (REMAP TESTS SPLIT ORDER EDIT)

Tests:
BASIC METABOLIC PANEL (BMP) [303758]
HEMOGLOBINOPATHY EVAL [121679]
ICD-10 Dx: N18.3
Authorizing Provider: Frank Sonnenberg MD ID: 1093880759
Copy Results To: Fax: ID:

Specimen Info (EDIT)

Collection Date/Time: Defaults to current date/time when 'Send Specimen to Lab' button is clicked.
Tech Initials/ID:
Comments for Lab:
Questions for: BASIC METABOLIC PANEL (BMP) [303758]
Q. Fasting status: A.
Specimen Requirements and Handling Information

Send Specimen to Lab

The specimen has been collected in-house.
☒ Print Requisition

Send Order to Lab

The specimen will be collected at a Patient Service Center.
☒ Print Requisition

Print Req Only

Print Options


Requisition Printer: Client/CABRMED
of Reqs: 1
☐ Show Print Dialog

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.

Patient Information		EDIT
Problems V zzTEST		
335 George Street	Patient ID: 328314-	
NJ 08903	0138001	
111-111-1111	DOB: 07/20/1955	
	Sex: Female	
Email: homer.simpson@gmail.com		
LOC: GIM		

Insurance Information		EDIT
Primary:	<input type="checkbox"/> N.J.PLUS	
Guarantor:	<input type="checkbox"/> Problems V zzTEST	

Service Provider Information	
 Laboratory Corporation of America	Service Provider:
	Account:
	<div><div>BioReference</div><div>LC Direct</div><div>Quest</div><div>Robert Wood Johnson-NB</div><div>University Radiology Group</div></div>

Order Details		REMAP TESTS	EDIT
Tests:			
■ BASIC METABOLIC PANEL (BMP) [303758]			
ICD-10 Dx: N18.3			
Authorizing Provider: Frank Sonnenberg MD ID: 1093880759			
Copy Results To: Fax: ID:			

Specimen Info		EDIT
Collection Date/Time: Defaults to current date/time when 'Send Specimen to Lab' button is clicked.		
Tech Initials/ID: <input type="text"/>		
Comments for Lab: <input type="text"/>		
Questions for: BASIC METABOLIC PANEL (BMP) [303758]		
Q. Fasting status: A. <input type="text"/>		
Specimen Requirements and Handling Information		

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.

The screenshot shows a vertical stack of form sections. The top section is titled 'Send Specimen to Lab' with a blue arrow icon. Below the title, it states 'The specimen has been collected in-house.' and has a checked checkbox for 'Print Requisition'. The second section is titled 'Send Order to Lab' with a blue arrow icon. Below the title, it states 'The specimen will be collected at a Patient Service Center.' and has a checked checkbox for 'Print Requisition'. Below these is a button labeled 'Print Req Only' with a printer icon. Underneath is a link labeled 'Print Options'. The bottom section is titled 'Requisition Printer' and contains a dropdown menu currently showing 'Client/CABRMED', a text input field for '# of Reqs:' with the value '1', and an unchecked checkbox for 'Show Print Dialog'.

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.

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

!	Date	Description	Status	Diagnoses
	03/19/2020	CHEST 2 VIEWS (CPT-71046)	Unsigned	CARDIOMYOPATHY, ISCHEMIC (ICD-10)

Remove Reorder Clear Diagnoses

Custom List Categories Search Order Details

Use custom list: RWJMG Most Common Radiology

Most Common Tests

- ☐ Abdominal aortic duplex Complete (CPT- 93975)
- ☐ Abdominal aortic duplex-Limited (CPT- 93976)
- ☒ CHEST 2 VIEWS (CPT-71046)
- ☐ SCREENING DIGITAL MAMMOGRAPHY WITH CAD DBL READ SCREENING(CPT-G0202, 77052)
- ☐ DIAGNOSTIC LEFT DIGITAL MAMMOGRAPHY W/CAD (CPTG0206, 77065)
- ☐ DIAGNOSTIC RIGHT DIGITAL MAMMOGRAPHY WITH CAD (CPT-G0206, 77065)
- ☐ DIAGNOSTIC BILATERAL DIGITAL MAMMOGRAPHY WITH CAD (CPT-G0204, 77066)

- ☐ BILATERAL BREAS
- ☐ MR BRAIN WITHOUT
- ☐ (CAB location) DXA
- ☐ DXA DUAL ENERGY
- ☐ THYROID ULTRASC
- ☐ RENAL AND BLAD
- ☐ ABDOMINAL AORT

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.

Select Service Provider

Type a name, organization, specialty, and/or city (e.g. winston portland)

☐ Show approved providers only

	Name ^	Specialty	Organization	City
P	Default, Radiology Provider		Default Radiology Prov	New Brunswick
	*Electronic Order, University Radiology		University Radiology G	New Brunswick
	Levin MD, Lorin		Lorin Levin MD	Warren NJ 07059
	Osteoporosis Center,	Endocrinology	CAB - 125 Paterson St	New Brunswick
	Quest, Not Electronic		Quest Diagnostics Inc	Teterboro NJ 07661
	RWJUH Central Scheduling		Default Radiology Prov	New Brunswick
	RWJUH Labs, Not Electronic		RWJUH Lab Services	New Brunswick
	Aaron, MD 12/19/19, Bernard		Bernard Aaron, MD	Brick NJ 08724
	Abdel Megid, MD 06/16/15, Ahmed		Ahmed M. Abdel Megid	Bridgewater NJ 08807
	Abdel Megid, MD 06/16/15, Ahmed		Ahmed M. Abdel Megid	Bridgewater NJ 08807

Details

Organization Name:

University Radiology Group Electronic Order

New Brunswick, NJ 08901 USA

Phone:

1-800-758-5545

Fax:

Alt Phone:

Contact :

Contact by:

E-Mail:

Referral Form:

Default Form

E-Mail Address for University Radiology *E

Test Form:

tstorder.rpt

OK

Cancel

RECURRENT INGUINAL HERNIA

BREAST ABSCESS

gnoses

New...

Edit...

☒ Normal
 ☐ Urgent
 ☐ Stat

03/19/2020

End Date:

0

1

☒ Days
 ☐ Weeks
 ☐ Months

☐ Create Transition of Care Document

☒ External
 ☐ Internal Provider

University Radiology *Electronic Order (Un...

Change Coverage...

Test Coordination...

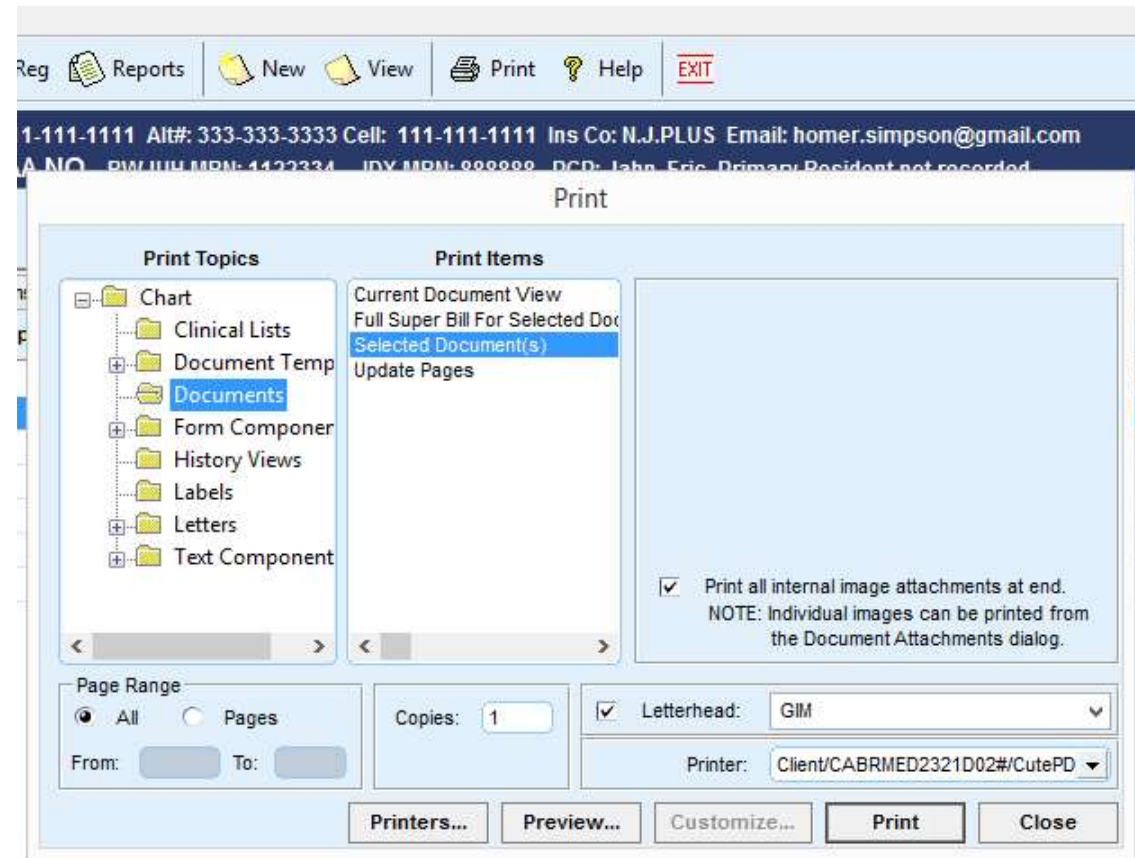
Sign Orders

OK

Cancel

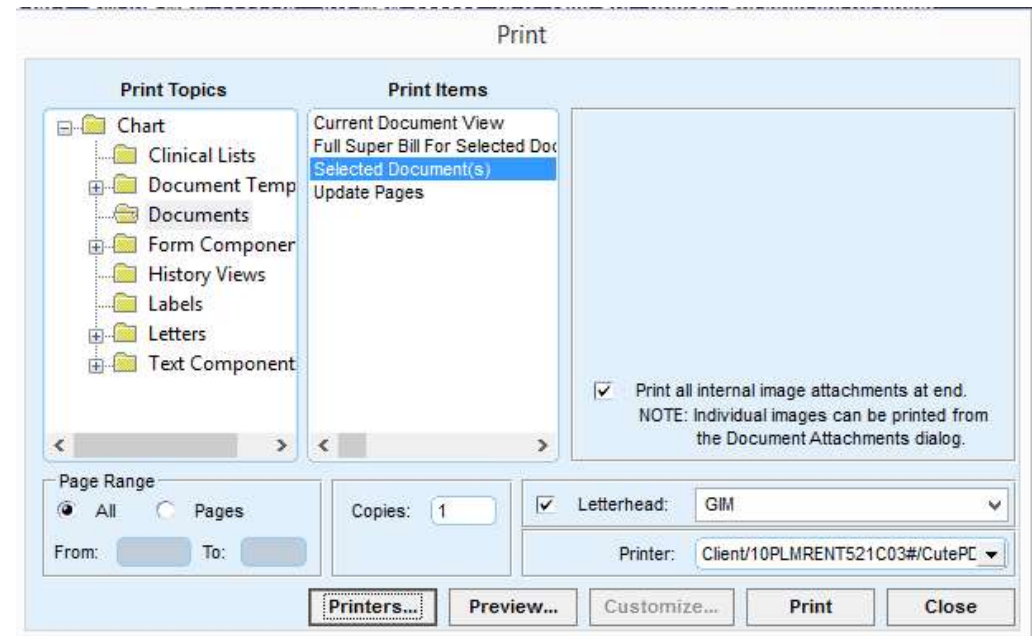
Preventing orders from printing

- 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

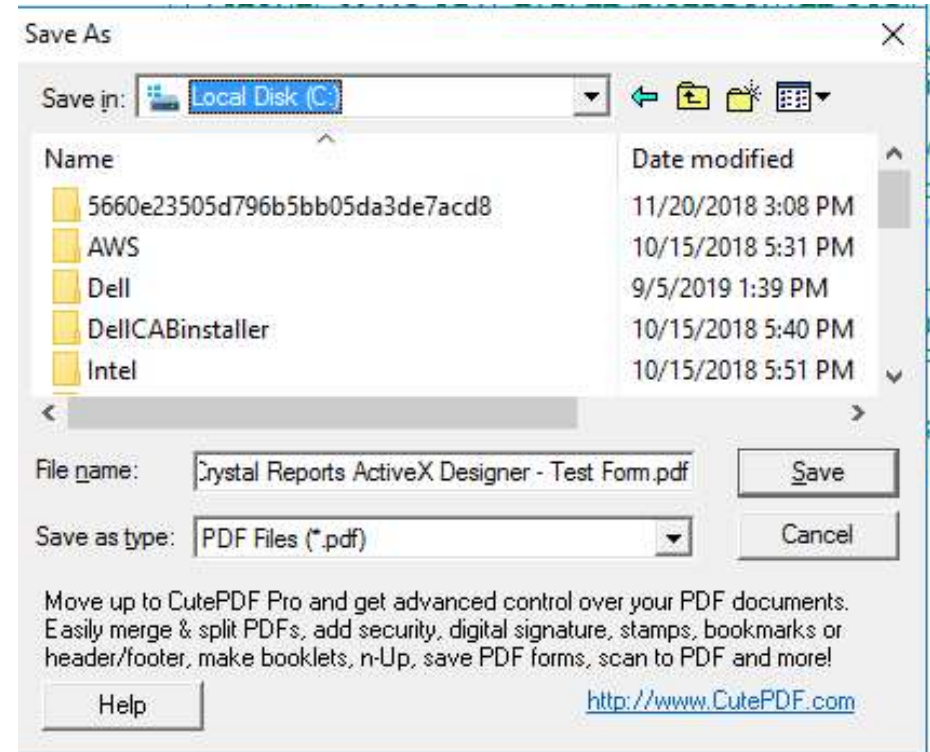


Preventing orders from printing

- 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.**