









This Quick Reference Guide (QRG) reviews Nurse/MA telehealth scheduled visit workflow.

Common Buttons & Icons

	Start Visit icon
	Join Visit icon
	Pop Out icon
	End icon
	Leave Visit icon

Perform a Telehealth Visit

From the Ambulatory Organizer of PowerChart:

- STEP 1:** Click your patient's name.
- The Assign a Relationship window opens.
- STEP 2:** Click **Patient Care** ; then click .
- STEP 3:** Click the  **Plus** icon in the MPage row; then click **Ambulatory 2018** .
- STEP 4:** Click the **Telehealth** component, if necessary.
- STEP 5:** Click  in the Telehealth component.
- The Telehealth Visit window opens.

NOTE: If pop ups appear requesting access to your microphone and camera, click Allow to use those devices during the visit. The Visit Preview pane shows your camera's current view and allows you to turn your camera and microphone on or off before you join the visit.



- STEP 6:** Click .
- STEP 7:** Carry out your discussion with your patient.

NOTE: The following features, accessible on the upper left side of the screen, may be useful during your discussion with the patient:

- **Participants Tab:** In its List tab, you can see the participants scheduled to be on the call. In its Invite tab, you can access different methods to prompt your patient or invite another

guest. This includes Text Message, Email, and Phone Call. Note that, inviting via phone is useful when a patient is unable to join by video.

- **Chat Tab:** If you are having any audio issues, you can send messages in real-time via the Chat feature.
- **Patient Record Tab:** To view your patient's conditions, medications, lab results, and allergies during the call, open the Patient Record tab.

STEP 8: During your discussion with the patient, click the  **Pop Out** icon at the bottom of their video pane to create a "floating" patient video; then click the Telehealth Visit window's  **Minimize** button.

- You return to the patient's chart.

NOTE: The floating patient video can be dragged anywhere on your screen(s). This allows you to see the patient while completing documentation.

STEP 9: Continue your discussion with the patient and complete documentation as you would during an in-person visit.

STEP 10: At the conclusion of the visit, click the patient's floating video pane.

STEP 11: Make a note of the duration of the visit at the top of the screen for billing.

STEP 12: Click the  **End** icon; then click .

NOTE: If you Leave the visit, you are disconnected, and the patient will stay on the call until the provider can join. If you End the visit, both you and the patient are disconnected. As a Medical Assistant or Nurse, you will typically leave a visit, then inform the provider to continue the visit.

STEP 13: Click the  **Thumbs Up** or  **Thumbs Down** icon depending on the audio and video quality of the call.

STEP 14: Click the Telehealth Visit window's  **X Close Button**.

STEP 15: Notify the patient's provider that they are ready to be seen.