# Telehealth Model - An illustrated Roll-out & Procedure Guide

COVID-19 Solution-Response to Primary and Specialty Care Facilities





Patient List



by Provider



Call Patient & Offers

Visit. Sends Email











Provider









### **Setup & Pre-Requisites**

- 1. Zoom administrator pre loads prospective providers into Zoom (email, first / last name etc.)
- 2. Zoom Admin
  Provides Provider
  Unique "Examine
  Room" Video Links
  to Office Schedulers
- 3. Admin also provides "Zoom Meeting Emailer" link (http://intranet2.em hs.org/m/p/Zoom-Meeting-Emailer) with instructions package to primary care and specialty practices

# Prior To Televisit (Completed by Office)

- 1. Scheduled patient list from Cerner provided to provider for review
- 2. Completed 1-2 days prior to patient visit
- 3. Patients are reviewed by their associated provider to determine whether they fit "alternative visit format" criteria this is up to the providers discretion
- 4. Select patients are then called by Clinical or Clerical Staff and offered phone or televisit
- 5. If patient accepts visit, Clinical or Clerical individual provides overview of how the process will work (also documented in emailed instructions to patient)
- 6. Emailed instructions including a link for the specific provider is sent to patient
- 7. Registration completed by Clerical/Registration staff verbal consent to treat obtained/documented within registration prior to visit
- 8. Patient creates account at <a href="https://emhs.zoom.us/">https://emhs.zoom.us/</a> (alternatively patient can create an account when they click provider link day of visit as it's a quick exercise)

## Day of Televisit

# Prior to Provider Televisit Video Session

- 1. Clinical staff call the patient just prior to their visit time
- 2. Consent to treat & Verbal Consent executed verbally over phone
- Clinical completes preexamine routine over phone

   must get a stated weight and verify Preferred
   Pharmacy
- 4. Instructs when the patient should click on the link to join the "Virtual Examine Room"
- 5. Ensure that the patient can join the meeting before hanging up
- 6. Notify the provider that the patient is ready

#### **Telemedicine Session Executed:**

- 1. Patient enters Zoom link provided from their emailed instructions.
- 2. Provider utilizes existing Laptop video camera or where available Logitech Camera (room prep might be necessary)
- 3. Provider sees patient enter "waiting room" of Zoom technology.
- Provider has option to allow or not allow patient entry into "Virtual Examine" room.
- 5. Ensure that the patient understands the verbal consent
- 6. Session executed by Provider and Patient

**Optional:** Clinical support staff in room at time of virtual visit (*link to online translator if needed*).

# Patient Televisit Wrap Up Conclusion of Visit & Follow

1. Cerner auto text consent completed at end of visit

#### /Telehealth\*

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- 2. Standard Conclusion:
- Up to Provider to determine if in-person follow up visit is required
- Clinical or Clerical schedules follow up with patient
- Provides next scheduled visit
- Option to receive Visit
   Summary via mail or
   Patient Portal provided at conclusion of discussion.
- Clerical Staff ensure check in/out tasks are completed

