

DIRECT TO PATIENT VTC: SCHEDULING IN CPM

1. Discuss Direct to Home VTC option with patient. Use patient instruction handout to confirm their capability

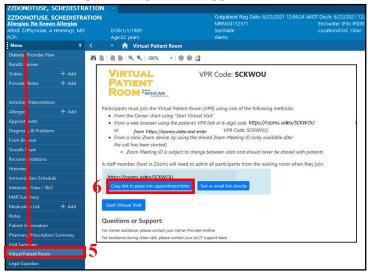
TELEHEALTH

www.afhcan.org

- 2. Confirm a valid e-mail address and phone number for the patient.
- 3. Schedule the visit and discuss any lab/orders that need to be completed prior to the visit
- 4. Use the <XXX VTC Provider Direct to Patient> Appointment Type for your facility, choose the location and complete the scheduling process .

🔊 *Add Appointment 🛛					
Appointment Order					
BBHC VTC Provider Direct to Patient	Location BBHC KLL Clinic BBHC KNK Clinic BBHC KNK CC BBHC KNK SC BBHC KNK SC	Visit Reason 👻	Additional Information Reason For Exam VTC Interpreter Needed		Î
04/02/2020 🗘 🗉	Referring Physician	Insurance Profile B <mark>BHC Specific Medical</mark>			E
Comments		A V			
			First	Available Schedule Recur	Clear
otifications (2)				System Time: 4/2/2020 14:47 AKD7	T User: atvartar

5. Scroll to Virtual Patient Room tab within patient's chart, click to open.6. Select "Copy link to paste into appointment letter".



7. Paste link into patient appointment letter template and email to patient 8. Confirm patient received it

Cerner Support: Provider Hotline Audiovisual Support: Call Local AV or IT



DIRECT TO PATIENT VTC: CHECKING IN & CONNECTING

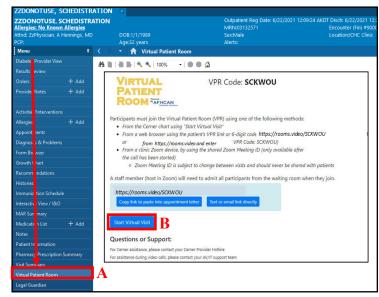


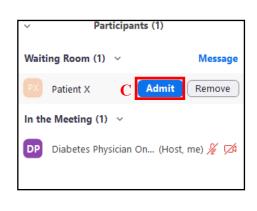
- 1. Patient joins virtual patient room via hyperlink and calls clinic to check in
- 2. Staff checks in appointment and enters the appropriate encounter type

tails - Modify Encounter - Check	fied. The encounter is related to k		
IN 80010289827		ion insurance	
/linor, Do Not Bill	Special Billing Instructions	•	
Current Encounter Information Ambulatory Condition	Referral Source	an 🗸	Encounter Type Medical Service Telehealth VTC DirectTo Patient Primary Care •
Admit Type Elective	Reason For Visit		Air Ambulance AMB Special Procedure Behavioral Health Services
Accident Related Visit? No	•		Care Coordination Ground Ambulance Home Visit
Location Facility BBHC Outpatient	Building BBHC Outpatient	Unit/Ambulatory BBHC KNK Clinic	No Charge Outpatient Preteg Provider Home Visit Provider Home Call
Physicians Attending Provider Unlisted, Provider	Referring Provi	der	Telehealth VTC Direct To Patient
Account Data Registration Date/Time 04/02/2020 11:	Arrival Date/Ti	me 11:00	Travel Trestmen Room Registration User ID 2 Zz Registration Clerk, T Vartanian
Discharge Date/Time			

3. Join room

- A. Scroll to Virtual Patient Room tab within patient's chart, click to open
- B. Click "Start Virtual Visit". Zoom will open in new window.
- C. You will automatically be made a host. Once in the call, admit other participants from the waiting room as needed.





- 4. Conduct intake and alert provider
- 5. If provider is joining from their own device follow step 3

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