



Scheduling:

1. Discuss and document connection plan for the visit (see connection pathway options below).
2. Discuss any labs/orders that need to be completed prior to visit, and schedule.
3. Schedule the visit using the correct VTC appointment type for your organization.

Connecting on Day of Visit:

1. Call Provider clinic by phone (if they have not already called you) when patient arrives and has been checked in.
2. Confirm connection pathway.

Connection Pathway for Sites on Shared Cerner using Zoom through VPR

1. Call Provider clinic staff (if they have not already called you) to check in the patient for their appointment, confirm connection plan.
2. Check in the appointment.
3. Join room:
 - A. Scroll to Virtual Patient Room tab within patient's chart, click to open.
 - B. Click "Start Virtual Visit" - this will launch Zoom from the web. You will automatically be made a host.
 - C. Once in the call admit other participants as needed from the waiting room.

The screenshot displays the Cerner EHR interface for a patient named ZZDONOTUSE, SCHEDISTRATION. The patient's chart is open, showing a menu on the left with various clinical categories. The 'Virtual Patient Room' option is highlighted with a red box and labeled 'A'. A red arrow points from this menu item to the 'Start Virtual Visit' button in the central VPR room interface, which is also highlighted with a red box and labeled 'B'. The VPR room interface shows the VPR Code: SCKWOU and provides instructions for participants to join. A 'Participants (1)' window is open, showing a 'Waiting Room (1)' with a participant 'Patient X' and an 'Admit' button highlighted with a red box. The 'In the Meeting (1)' window shows 'Diabetes Physician On... (Host, me)' with a microphone icon.

Please Contact Your Local AV/IT for Support and Troubleshooting



Connection Pathways for Sites NOT on Shared Cerner or Connecting from a Non-Cerner Device using Zoom

1. Call Provider clinic staff (if they have not already called you) to check in the patient for their appointment, confirm connection plan.
2. Join the video session using one of the following options

Option 1: Use VPR 6 digit code to join through [rooms.video](#)

1. Open the [rooms.video](#) webpage.
- Note: Creating a desktop shortcut to this page is strongly recommended. Contact local IT for help creating a desktop shortcut if needed.*
2. Enter in the 6 digit patient code (located in the patient’s Cerner chart, ask ANMC clinic as needed) and click “Next”.
3. Enter the patient’s last name and click “Join Call”.
4. Wait for the *call host to admit you.

**Note: Only participants who join from the VPR Cerner page can enter the call as hosts. To join the call from the cart, you, or someone else who joins as a host must admit the cart to the call. From within the call, a host may assign the cart (or any other participant) to be the call host, and then leave the call from the Cerner page if desired.*

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Option 2: Request Provider clinic send you a guest link to the VPR call

1. Ask provider clinic to send a guest link by email or text when calling to check the patient in.

Option 3: Join through the Zoom application using the Zoom meeting ID

Note: You do not need to be logged in to a Zoom account to join a VPR call, however if you prefer to log in it will not affect your ability to join the call.

1. Click “Join/Join a Meeting” button.
2. Enter the meeting ID and the name you want to display in the call.
3. Click the blue “Join” button. If joining a Virtual Patient Room (VPR) call, wait for the *call host to admit you. If joining a regular Zoom meeting, meeting entrance will depend on the host’s call settings.

**Note: Only participants who join from the VPR Cerner page can enter the call as hosts. To join the call from the cart, you, or someone else who joins as a host must admit the cart to the call. From within the call, a host may assign the cart (or any other participant) to be the call host, and then leave the call from the Cerner page if desired.*

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