

- Get all providers setup with televisit in eCW.
 - Missing emails for some providers so need to get them.
 - Missing NPI for some providers so need to get them.
 - Getting an error with 3 providers stating that "P2P account already exists". Opened ticket with eCW
- Staff Training
 - Provider training on workflow
 - Staff need to know how to assist providers that struggle to get the visit going
 - Need to figure who staff are at each site that will help patients
- Patient Training
 - Create a guide for the patient on how to get into the visit.
 - Maybe combine guide of activating patient portal account with the how to get into visit for one complete guide
 - Link to the guide and You Tube videos on Valley's site!
- Mass Enabling Patients
 - Need to see how many patients we have in the system that have an email <18 and aren't web enabled
 - See if this is an actual option and check with Stephanie on if this is okay to do
 - Text-inform all patients – by site? By provider? Let center managers know ahead of time.
 - Sending 2 texts. 1 to tell patients about televisits and 1 to tell them to call to get enabled.
- Updating/Checking Patient Information
 - Will we be checking patient demographic information with these? (front office prior to visits)
 - How will we get updated insurance information? (front office prior to visits)
- EPrescribing work on Televisit facility?
- Televist Template
 - Correct verbiage
 - All questions listed that are needed
 - Correct listing of questions and defaults
 - BH setup correctly in PHM?
- Televist visit types
 - Make sure all providers are setup with the correct time for both Televideo and Telephonic
 - A couple of providers remaining. Need to have them setup with televisits prior to setting their time.
- Make sure all providers have webcams
 - Get webcams to providers
- Website link to valleyprohealth.org/televisit

- Need a list of questions for this page
 - Need to decide which video to use or if we need to create a video
 - Patient training guide on here
- Billing
 - Need to get with Tina to see what all can be billed with these visits and if it needs to be something that will automatically drop.
 - Is a claim edit needed?
- Policies
 - Do we need some policy in place that gives the providers some guidelines of the dos and don'ts?