

Scheduling Telehealth Visits

Reg, RN, Provider
schedules pt for TH visit

Scheduler:

1. Use TH appt types
2. Check registration packet within last year
3. Verify phone number and email
4. Send flag or phone note (her to schedule) to Mirtha

Mirtha:

1. Contact patient to set up and test technology, TH consent, expectations
2. Create appt (meeting) in Provider's zoom
3. Email meeting invite to patient
4. Add zoom meeting ID to appt notes

Telehealth Visit

15 min prior to visit,
MA calls patient
(Recall at 5 min if no answer)

MA via telephone:

1. Confirm visit, ability to connect (expectations)
2. CC:
3. Update/Verify Allergies
4. Risk Factors
5. Screenings- PHQ-9, etc.
6. Change appt status to 'TH Checked In' (purple)
7. Verify provider availability
8. Review zoom connection process and disconnect as pt joins zoom appt (meeting)

Provider:

1. Log into zoom and join appt (meeting) based on schedule
2. Change appt status to 'checked out' after visit

** Mirtha can also schedule TH visits if you send her a flag or phone note