

# Televisits for Patients



Capital Region  
**PHYSICIANS**

*University of Missouri Health Care*

**Better. Every day.**

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## **About Televisits:**

Televisits provides a secure two-way video visit between the provider and the patient. This will allow another outlet for providers to see patients that are not able to come in to their appointment.

Welcome to the world of virtual/televistis. To join your televisit simply click on the link in your email confirmation that says "Join Televisit". The internet browsers you will want to use are Google Chrome, Mozilla Firefox or Safari. If the appointment opens in a different internet browser, simply right click on the URL to copy and then paste in the recommended browser.

Once you have joined the televisit, if you are prompted with a questionnaire, please fill this out to give your provider helpful information for your appointment. After the questionnaire you will be prompted to fill in your vitals, you can skip this step by clicking Submit Vitals at the bottom of the screen.

Once the questions are all answered, a compatibility test will be run. This will see if the internet speed is quick enough (must be at least 2 MB/ps, a dial up connections will not work). There will need to either be a camera installed with the computer or an external camera for the provider to see you. Make sure the speakers for your computer are not on mute so everyone can hear each other.

Once the compatibility test has been run, click the Proceed button. It will then pop up a box that says "Start Televisit". When you click on that button, it will put you in a "virtual" waiting room to wait for the provider. This will alert the provider that you are ready to be seen.

The provider will click Start Televist to start the virtual visit and start sharing video with the patient. This will prompt a message to you asking to allow camera and microphone. Once you allow this, the provider can see you.

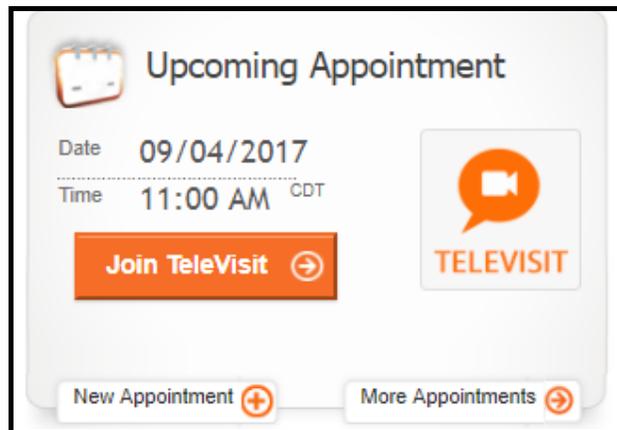
There are a couple of options on the video such as to pause or mute the video. The video will take over the whole screen with the provider being shown large and you in a little box on the right hand side to see what the provider sees.

Then once the visit is over, the provider simply closes out of the video to end the call. This will kick you out as well.

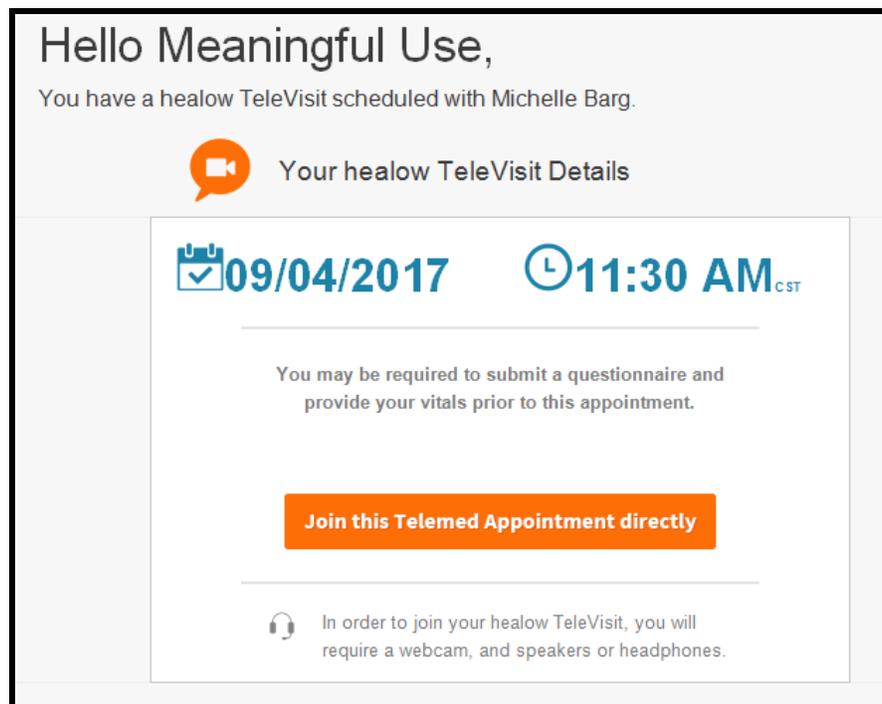
## Televisits for Patients

On the day of the appointment, you can either log in to your patient portal account and click to Start Televisit or click Start Televisit on the email that you get to remind you of the appointment.

If going from the patient portal, log in to your patient portal account and on the main page there will be a button to Join Televisit under Upcoming Appointments. Click that button to join the appointment.



If going through the email link, click on the “Join the Telemedicine appointment directly” button.



If the appointment opens in anything besides Google Chrome or Mozilla Firefox then the link will need to be copied and pasted in one of those browsers. To do this, simply right click on the link and copy, then paste in the browser that will work best with this (Google Chrome, Mozilla Firefox or Safari).

This will open up a questionnaire to be filled out.

[< Dashboard](#)

[? Questionnaire](#)

Please complete your health questionnaire to the best of your ability.

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**Learning:**

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**Best ways to learn:**

- reading
- visual
- listening
- demonstration
- hands on
- other
- no preference
- patient declined to answer
- patient unable to answer

**Barriers to learning:**

- language
- cultural
- hearing
- vision
- permanent cognitive impairment
- learning disability
- none
- patient declined to answer
- patient unable to answer

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**Household:**

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**Marital Status:**

- single
- married
- separated
- divorced
- widowed
- significant other
- engaged
- child
- minor child
- housemate
- partner

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**Exercise:**

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**Does the patient exercise:**

- Yes
- No

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**Special Diet:**

[Submit Questionnaire](#)

There will be an option to fill out Vitals, this is not mandatory. If you want to skip, you can just click submit vitals or you can fill them out and hit the submit button. This will not go in to your patient note for the day.

The screenshot shows a mobile application interface for entering patient vitals. At the top, there is a blue header with a back arrow and the word "Dashboard". To the right of the header is a "Tele" logo. Below the header is a light blue bar with a checkmark icon and the word "Questionnaire" on the left, and a person icon and the word "Vitals" on the right. The main content area contains several input fields for vital signs: "Height" with two input boxes for feet and inches; "Weight" with one input box for pounds; "Blood Pressure" with two input boxes separated by a slash; "Temperature" with one input box for Fahrenheit; "Respiratory Rate" with one input box for breaths per minute; and "Pulse Rate" with one input box for beats per minute. At the bottom of the screen is a grey bar with an orange button labeled "Submit Vitals".

< Dashboard Tele

✓ Questionnaire Vitals

Height  
 ft  inches

Weight  
 pounds

Blood Pressure  
 /

Temperature  
 F

Respiratory Rate  
 breaths per minute

Pulse Rate  
 beats per minute

Submit Vitals

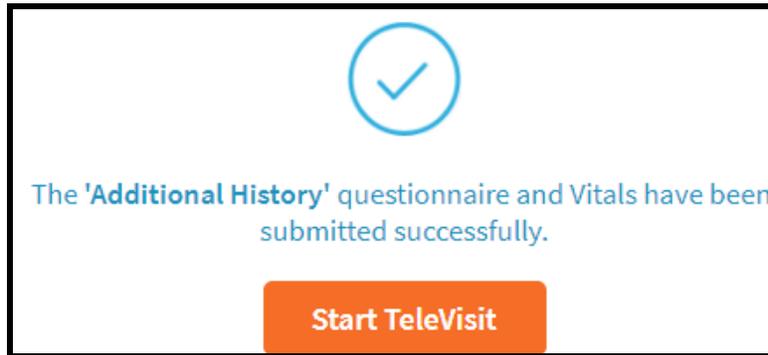
After vitals, the system will do a compatibility check to see if the camera, speakers and internet speed on your computer will work for this visit. If this does not, the system will let you know what it needs. On the top left corner of the compatibility test, you may see an option that asks to allow camera and microphone. Hit the Allow button. Then you can hit the Proceed button.

The screenshot shows the 'TeleVisit System Compatibility Check' interface. At the top, there is a navigation bar with four items: 'Questionnaire' (checked), 'Vitals' (checked), 'Compatibility Check' (active), and 'Join the TeleVisit Appointment'. The main content area is divided into two sections: 'Computer' and 'Connection'. The 'Computer' section includes: 'Browser' (Chrome 64 bit(version 60) Windows 8.1) with a green checkmark; 'Speaker' (Ensure your speakers are working by clicking "Play" below) with a 'Play' button and a green checkmark; 'Camera' (Integrated Webcam (1bcf2b93)) with a dropdown menu and a green checkmark; and 'Microphone' (Default) with a dropdown menu and a green checkmark. The 'Connection' section includes: 'Video Connection' with a green checkmark and 'Bandwidth' with a gear icon. The interface has a light blue header and a white background with a subtle pattern.

The screenshot shows two buttons at the bottom of the compatibility check screen. The first button is grey and contains the text '<< Review Questionnaire and Vitals'. The second button is orange and contains the text 'Proceed'.

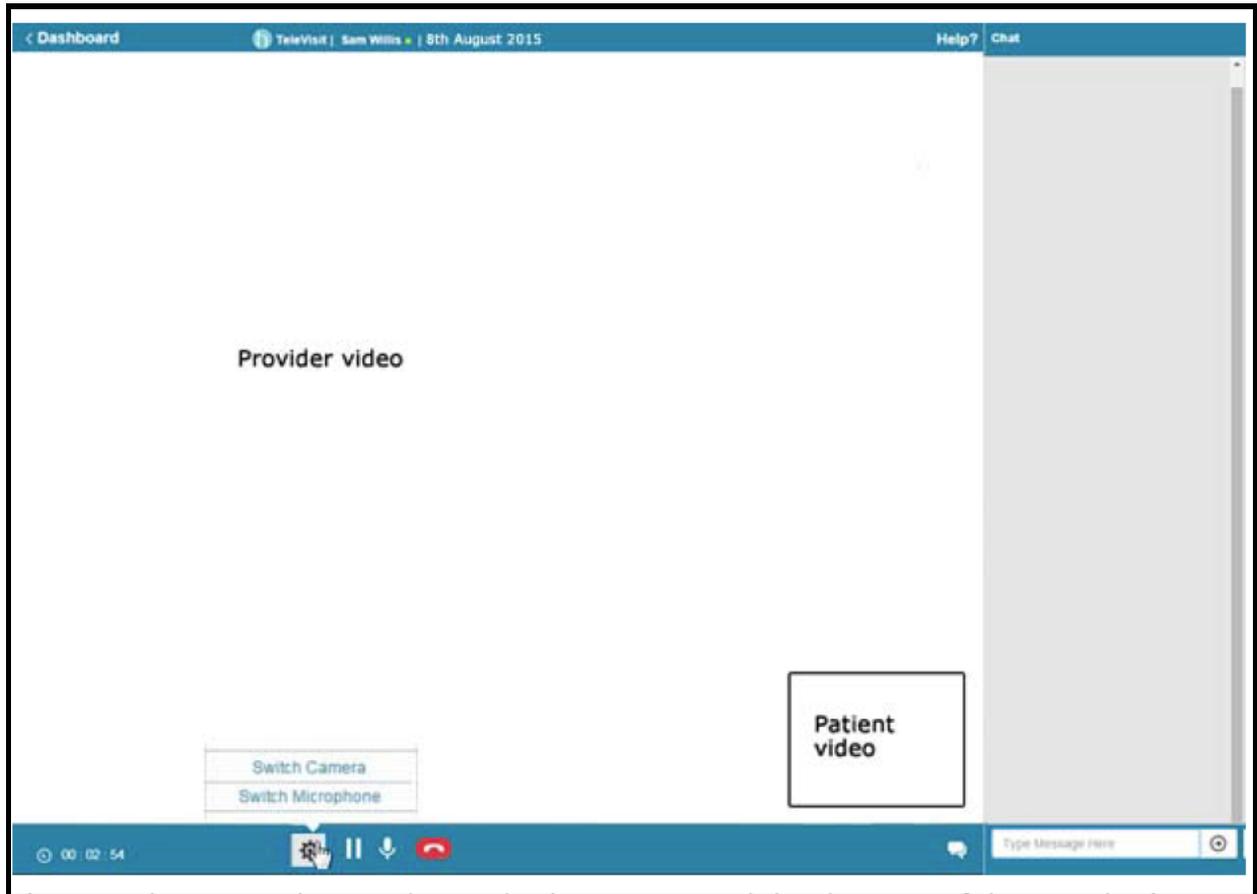
There will be a pop up that let's you know that the questionnaire and vitals have been submitted successfully.

At this time, you will hit the “Start Televisit” button to enter in to a virtual waiting room while waiting on the provider.



When the provider starts the appointment, you will be able to see and hear them and they will be able to see and hear you. There is a chat box to be able to type questions if that is better for you.

Once the provider has joined the appointment, the provider will be shown on the big view and you will be able to see yourself in a little box on the right hand side.



There are different features available on the bottom of the screen: At the bottom of the screen, there is a gear, this will allow you to switch your camera or microphone if you need to.

The two lines will pause the screen, microphone will mute you, the red phone will hang up the call/end appointment and the two bubbles will allow you to chat with the provider.

## **Q&A**

What browsers are compatible?

Mozilla Firefox, Google Chrome or Safari are compatible.

What internet speed is recommended?

Minimum 2MB/s

How long before the appointment can I “join” the appointment?

The system will allow you to join the visit 30 minutes prior to the scheduled appointment time

How does the provider know that I am ready?

When you hit the Start Televisit button it will mark you as arrived in the providers’ schedule

Do I have to have a camera?

Yes, so that the provider can see you and you can see the provider