# Acute Care Video Visit Workflow for Providers

- This tip sheet details the provider workflow beginning once a patient has requested a video visit.

Setting up your schedule for On Demand Video Visits

- Before you begin seeing video visits for acute care, you will need to add the MC Video Visit Provider schedule to your Haiku/Canto schedule. You will need to access this schedule in Hyperspace in order to begin your visit.
  - Begin by logging into your home department.
  - In Hyperspace, access the **Schedule** activity.
  - In the "Dept:" field, enter MMC MYCHART (Department number is 1400000001)
  - Select MC Video Visit Provider from the list of providers. Click and drag it up to your name in My Schedule, and drop it over your name
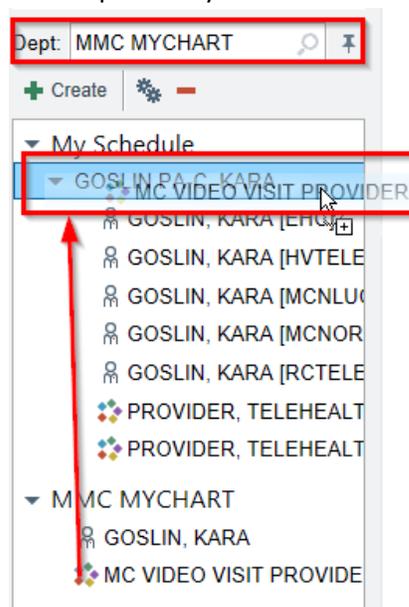
  - To view this schedule in Haiku, right-click on your name and select "Default Schedule." Once you have done this, you will be able to view this schedule in Haiku/Canto.
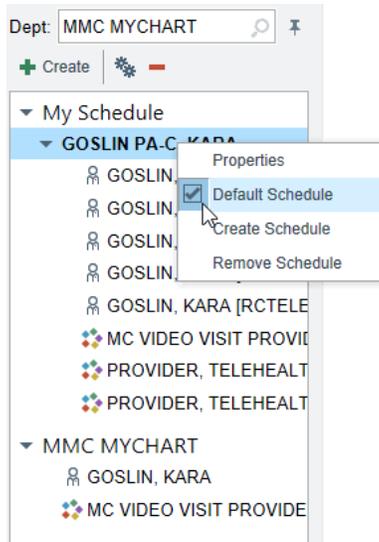
Set up push notifications in Haiku/Canto

- When a patient requests a video visit, you will receive a push notification on Haiku/Canto. Make sure you have enabled push notifications in Haiku/Canto Notification Settings (to verify settings, click **More** in the bottom banner > **Notifications** > click the gear icon in the top right > **Notification Settings** > **Push Notifications**).

Beginning the visit

- Epic's recommendation is to use Haiku or Canto for videoconferencing with your patient while you use a desktop or laptop computer to access Hyperspace for documentation.
- There are several ways to begin a video visit encounter. Either of the following options will work:

- **Option 1**
  - Once you receive the push notification that the patient has scheduled their visit, access the Schedule in Hyperspace, find the patient on the MC Video Visit Provider's schedule, then click **Change Provider** from the banner or right-click on the patient and select **Change Provider to Me**.
  - Double-click on the patient to begin the encounter.
  - The Connect section of the visit navigator includes buttons that allow you to notify the patient that you are ready to begin the visit (**Notify Patient**) and, once the patient has been notified, begin the visit (**Handoff to Haiku/Handoff to Canto**—choose the mobile app you prefer to use for your videoconference).
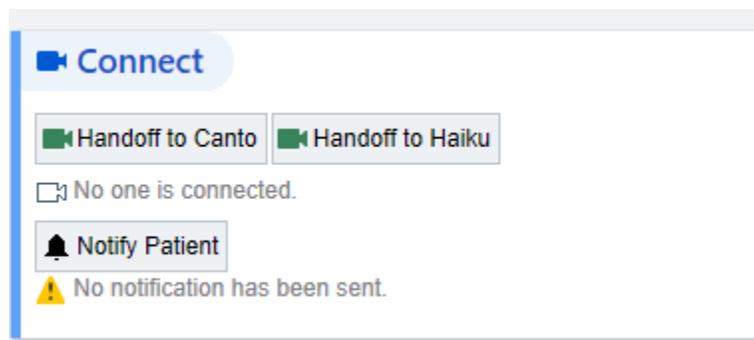
  - Once you hand off to your preferred mobile app, you will receive a push notification that says "**Start Video Visit**." Tap on the notification to open the videoconferencing activity.
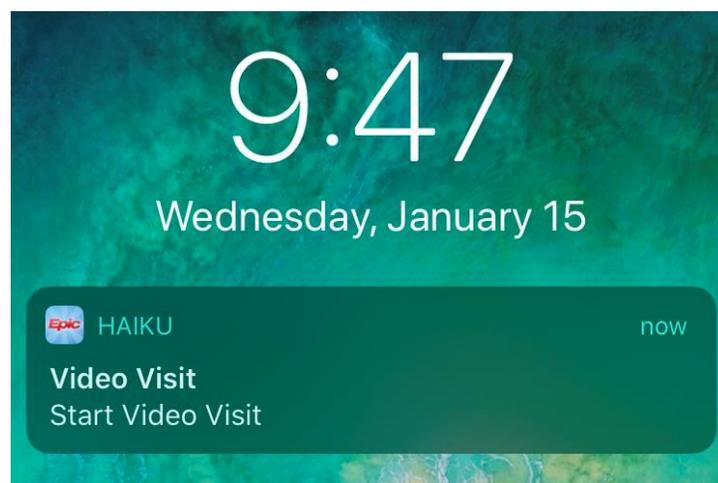
- **Option 2:**
  - Video visit requests will generate a Video Visit In Basket message to be sent to a pool for the providers who perform these visits. After you have received the notification, access your In Basket activity and open up the latest **Video Visits message** (these messages are sorted by waiting time). You may access the message in either Hyperspace or a mobile app.
  - The In Basket message contains information on the patient's reason for visit, current medications, problem list, and allergies.
  - Your available actions for the message vary depending on which application you use. If you are using Haiku, you may both notify the patient *and* begin the visit. If you are using Hyperspace, you are only able to notify the patient, as there is no video camera in Hyperspace. Both applications allow you to Take the message, which allows you to essentially "call dibs" on a patient if multiple providers are covering visits in one shift (if you are the only provider covering a shift, you won't need to use the Take button).

- These messages are sent to a specific In Basket pool, so make sure you are signing into and out of the pool for your shifts to ensure that you are receiving the notifications. To do this, click **Edit Pools** in the banner of the In Basket activity, and check/uncheck the box for **On-Demand Video Visit Providers**.
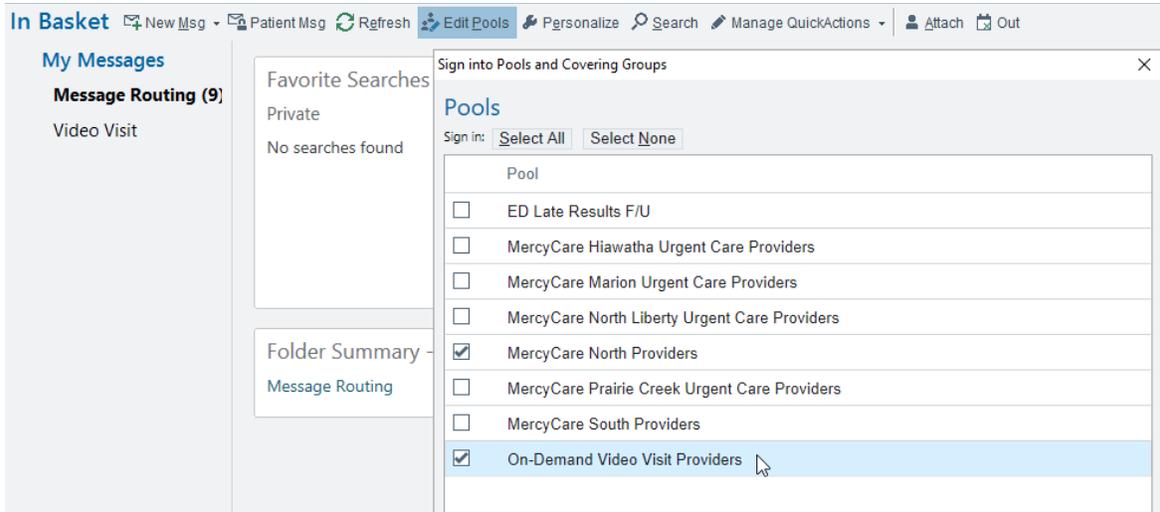

- When accessing the Video Visit In Basket message in Haiku, a video camera icon in the bottom left of the message will allow you to begin the video visit straight from the message, if you'd like. The **Notify Patient** button is found in the three dots icon in the bottom-right of the message.
- Make sure you still **Change Provider** to yourself before beginning the visit.
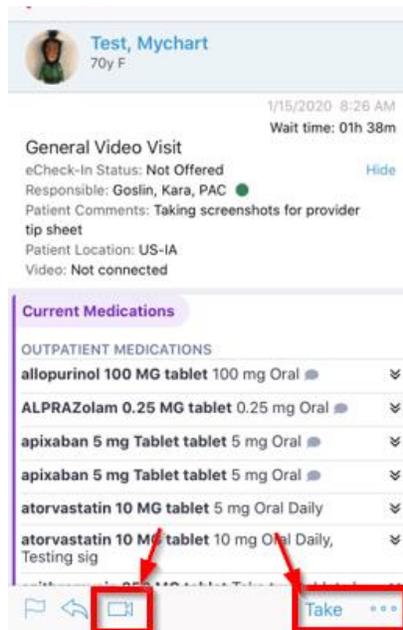
- Once you get to the encounter for the video visit, scroll to the far right of the banner at the bottom of your screen in Haiku/Canto to open up the **Telemedicine** activity (the activity is labeled and illustrated with a camera icon).
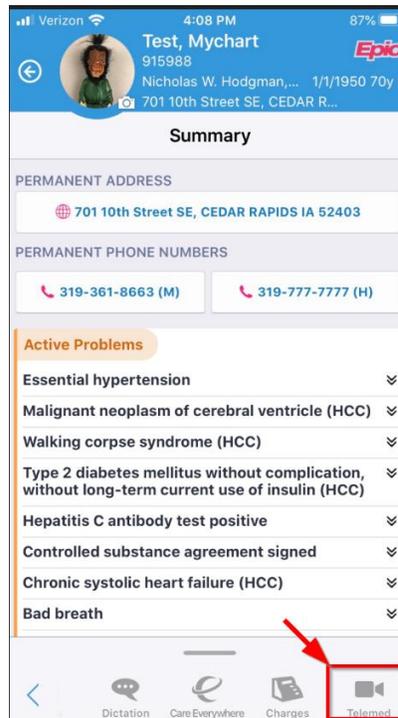
- Once you go to the Telemedicine activity, the mobile app will show whether or not the patient has entered the videoconference. If they have not yet joined, tap the **Check Again** button. The **Start Video Call** button will change from orange to green once the patient has arrived.
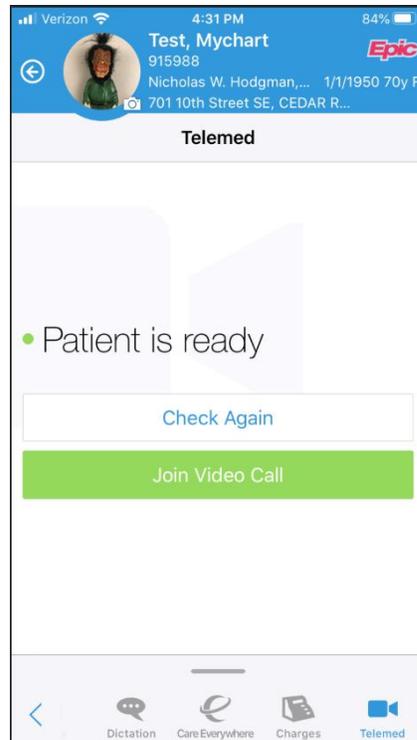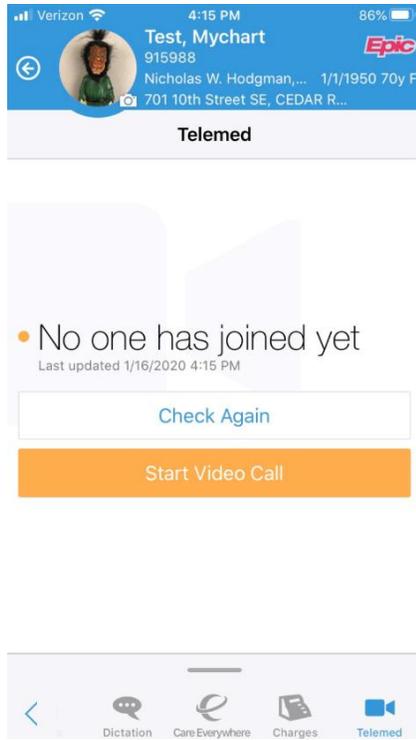
Documentation

- CMS standards require telemedicine documentation to include the following items:
    - Patient location
    - Telemedicine method
    - Provider location
    - Names of participants.
- These items have been compiled in a Telemedicine Progress Note template, which you can drop into your note for the encounter. Once you add the note, you may add any additional Smart Texts or Smart Phrases, or you may free text the rest of your note, if you prefer.
- A speed button has been added to the Urgent Care department profile which will grant you quick access to the note template.
- All pertinent information will be automatically pulled in, except for your location, which is presented in a Smart List. This List allows you to select either your login department if you are performing the visit in a MercyCare location or "Provider home" if you are performing the visit there (this will not publish your actual address). Your location does affect billing, so make sure you are selecting the appropriate location.

- Beyond the setup of the videoconference and the Telemedicine Progress Note, the visits work like any other office visit—include any other documentation, visit diagnosis, charges, etc. you would for other encounters.
  - *If a patient presents with a condition you do not feel comfortable treating over video visit, you can end the call and add a No Charge Level of Service and the patient will not be charged.*