

Video Visit Frequently Asked Questions

- Can providers perform visits from home?
 - Providers can perform video visits from home. They will just need to have their home address credentialed through the PHO. Clinic directors can assist with this process. When performing these visits from home, just be sure to indicate in the note that the provider is at home, rather than at the clinic.
- How do we set up proxy access for parents of minors with an acute condition?
 - If the parent/guardian already has a MyChart account, he or she can navigate to the **Personal** tab, then select **Personalize**. From there, click **Request access to a minor's record**. From there, the parent will complete a form with their child's name and date of birth, as well as their relation to the child, and an acknowledgement that they have the legal right to the child's medical information. Health Information Management will process these requests.
 - If the parent does *not* have a MyChart account, the clinic will need to follow the above steps, while also activating the parent/guardian for a new account.
- How long will payers reimburse for video visits? Will this be an option forever, or can payers rescind their decision to reimburse in the future?
 - E-mail sent to Shawn on specifics
- How will video visits work in Urgent Cares? Can patients self-schedule like they do with E-Arrival?
 - All Urgent Care locations have the video visit type available for scheduling. Online Scheduling blocks already reserved for E-Arrival will also be reserved for video visits for patients who want to self-schedule online. The scheduling web page also includes instructions on how to sign up for MyChart.
- Do you have to hit Handoff to Haiku/Canto in the Connect section of the visit navigator in Hyperspace first, prior to accessing the visit in Haiku or Canto?
 - The Handoff to Haiku/Canto button is *not* required to access the video visit in Haiku— just one method that can be used in doing so. If providers prefer, they can access the visit entirely from Haiku or Canto without pressing the Handoff button in Hyperspace.
- If a provider were to work from home with just Canto, is it possible to perform the visit and complete all documentation on a Mercy iPad without a desktop?
 - Still working on this one
- Can patients do video visits without a MyChart account?
 - Patients *must* have a MyChart account to participate in a video visit. Make sure that scheduling staff are sending activation codes to patients when scheduling. While it is preferable that the patient complete the visit through the MyChart mobile app, if he or she has a webcam with a microphone, then the visit could be done on the MyChart web site.
- What if the provider does not have an iOS phone or tablet?
 - Contact clinic manager or director to order a new device.