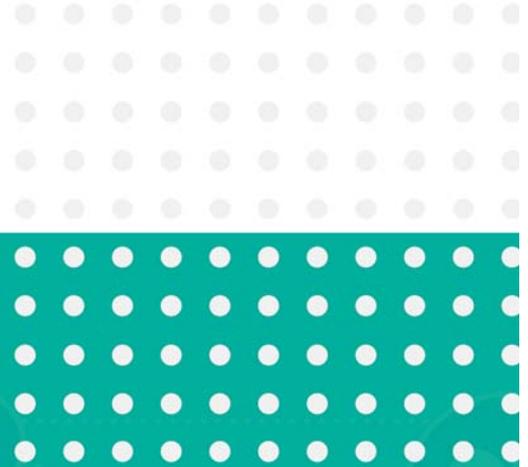OPTIMUM
PHYSICIAN
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Recommendations

Telehealth
Tips & Tricks

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Telehealth Tips & Tricks

MEDENT - Version 23.0

To connect from home: Options available are MEDENT mobile or having VPN connection with MEDENT installed on their home computer. Please contact Medent directly to discuss options further.

Note: If using a remote desktop connection, you must copy and paste the Video Visit link into a browser outside of the remote connection (on your home computer).

Provider will toggle back and forth between the video and the progress note. If you try connecting via the remote desktop browser, the audio and video will note work.

Video Visits (Telehealth) Tips:

- Video visits are not recorded and saved to the PC
- An email or telephone # (with name of carrier) is needed to set up/schedule an appointment
- Using a regular template (e.g., med check) works better than trying to fit it into the "phone visit" template.
- Be sure you're using the front facing camera, otherwise your patient sees the exam room wall (there's a small pop up each time you connect that asks permission to access the computer camera and which one)
- When the appointment is changed to a telemed one, the patient will get a text or email with a link to connect to the appointment and the appointment time.
- If you are running behind you can send a message to the patient, e.g., "I'm 1/2 hour behind, will connect at xx:xx", by clicking on the ebill button on your schedule screen, then clicking the "message" bar (located in the middle of the screen).
- If your patient is using their phone for the appointment, the video image screen is mostly vertical. To document during the visit pull up your MEDENT note and reduce to 1/2 vertical view. That will work in most cases, though it is a reduced note view. You can also click back and forth between the video and the MEDENT note.

Video visit progress note templates:

For video visits, please use your regular templates

- ✓ If you need a statement that it is a patient-initiated telemedicine visit, you should set up with a shorthand form to do so.

Idea: You may want to copy over a few visit templates that you would be doing telemedicine for and put that statement at the top and remove the exam, etc.

Note: MCL can create a Phone Visit (only, not video visit) progress note template

Video Visits (Telehealth) Tricks:

- If the patient connects before the provider the video icon will turn green ( )

- If Chart Central isn't configured to show the Video Visit column, you can start from the ebill by

  clicking on the video camera icon ( ) top right.

- If the visit is still in session (still open within a browser tab even if they are not connected) and the patient tries to connect from another device they will receive the Invalid link message.

- The practice can then reset video visit links after all browser tabs have been closed. The reset video visit link will clear that previous connection so it is starting fresh.

- If your device has multiple cameras you can use the switch camera button ( ) under the three dots. We try to avoid Infrared (IR) cameras based on name. For example, if someone is using a Surface it will switch between front and back and skip the IR camera.

- If you click the link in one browser and want to use a different browser, copy and paste the link in the other browser.

If the first time you launch your browser you say **NO** to allow access to camera or audio, you will need to go to Browser > Settings > Site Settings > Camera > Make sure Medent mobile is not blocked.

Note: many computers have the onboard microphones disabled by Dragon trainers so that the Dragon Mic does not auto change back to the onboard microphone.

  ➢ You may need to re-enable if you do not plan to use the Dragon Mic "power mic"

Place of Service Crosswalk:

  ✓ MEDENT has a Place of Service cross walk, which is in the Insurance Company Setup
  ✓ In Charge Entry - **You must enter 45 for Place of Service (POS)** which cross walks and sends 02 Telehealth
  ✓ DO NOT ENTER 02 in charge entry as this will send On-Campus Out Patient Hospital
  ✓ The practices are going to need to report on the patients that rescheduled or cancelled because of the current emergency.

- ✓ MEDENT suggests creating types of appointments
    - ○ CX19 - Cancel Reason C19
    - ○ RX19 - Reschedule Related to C19

If you change the type before you cancel, or reschedule, MEDENT can find them in a report by type

The reschedule new appointment should have the type changed to the reason they were scheduled for first. In the appointment history we have the cancel reschedule.

Patient Reminder Option:

Medical Records > Electronic Interfaces > Visit Setup > Video Visit - Patient Reminder Setup

Set the amount of time prior to the appointment that the patient will get the reminder

The reminder will contain a link to the visit and will be sent via the same method the link was originally sent

Mass patient notification:

There are several ways to perform mass patient notification, e.g., office closed or call ahead to schedule video visits:

1. Update your practice phone call in message
2. Send mass portal message. Patients need to be active on the portal
3. Healthbanks E-newsletter
4. RevSpring > Talksoft Outreach