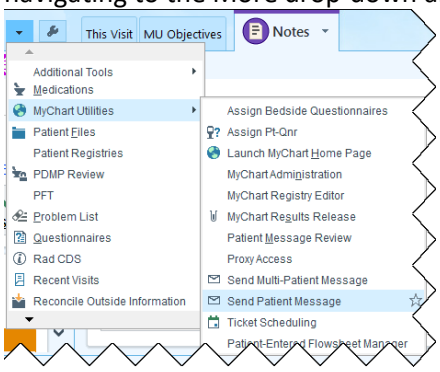
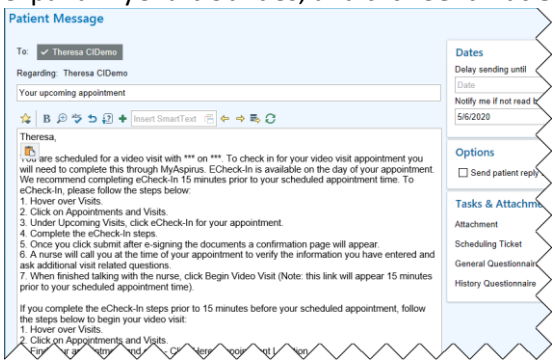
# Epic Video Visit Workflow

You can connect with patients at home using Epic integrated video visits. Existing appointment may be converted, or new appointments scheduled as a "Scheduled Video Visits."

## Prior to visit

1. Provider/nurse to review upcoming schedule and determine which scheduled appointment(s) can be completed virtually.
2. Call patient to explain options of Video Visits. Patients are encouraged to sign up for a MyAspirus account. See MyAspirus Activation in an Instant for activation steps. If the patient does not want to activate then a video visit link will be sent to the patient the day of their appointment.
3. If patient is agreeable to alternate visit, **transfer** patient to registration and **specify visit should be a video visit**. Registration will convert appointment or schedule visit (with visit type documented in note) and complete pre-registration
4. **Nursing**, after patient is transferred to registration:
    a. Use SmartText **ECHECKININSTRUCTIONS [30904]** to send patient instructions on eCheck-In by navigating to the More drop-down arrow, expand MyChart Utilities, and click **Send Patient Message**.

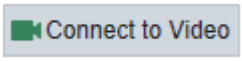


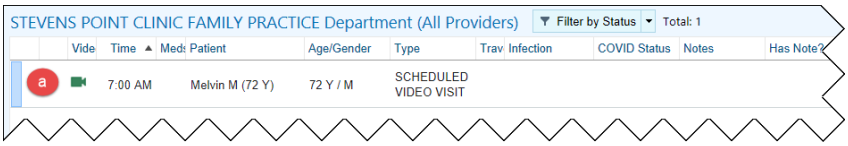




## Video Visit - Day of Appointment

1. If the patient has an active MyAspirus account, eCheck-In should be completed 15 minutes before appointment. You will know this is completed by:
    a. The Video Icon will turn green on schedule
    b. Patient will show as arrived
2. MA/Nurse to call patient to complete rooming activities under **Rooming** and **Screening** activities (per Patient Assessments Procedure #7713458) within Epic:
    a. **Chief Complaint** – Visit info
    b. **Pain Score** – Under Vital Signs (other vitals not required)
    c. **PEG Pain Screening Tool** (if pain is reported)
    d. **Reconcile Outside information**
    e. Mark **Allergies and Medications as reviewed**
    f. Enter applicable **Screenings**
    g. Enter **Nursing Note**
3. Notify Provider patient is ready.

# Provider - Accessing a Video Visit

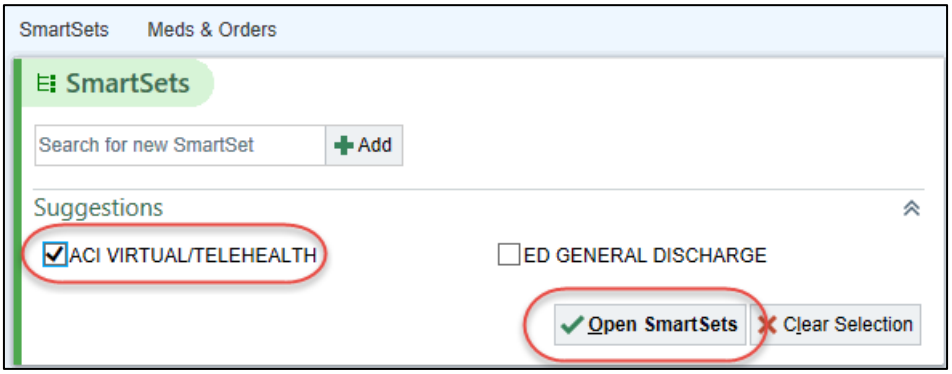
1. Access the Video Visit through your computer:
    a. Click the **Green Video Icon** on schedule. If the icon is not green, the patient has not yet checked in.
    b. Click  from Rooming within the Connect section.

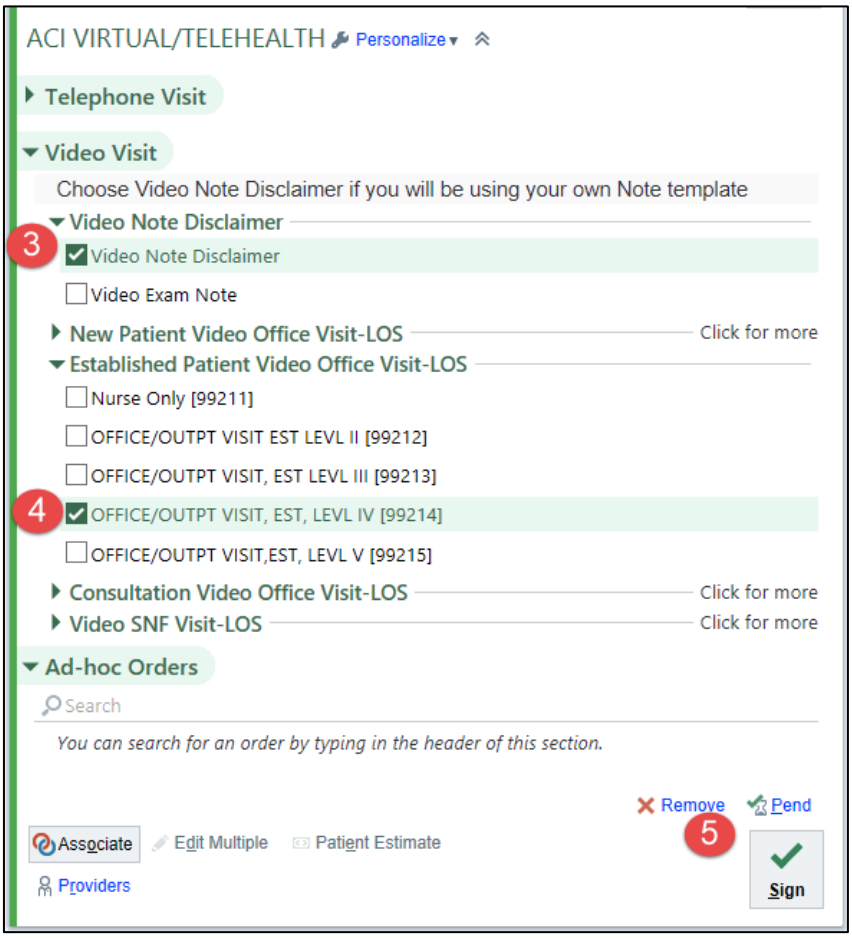

    If you do not see the Video column, see Personalize Your Schedule.
2. To be able to navigate Epic and see your patient use the **Picture in Picture** option
    a. Within Video screen Right Click and select **Picture in Picture**.
3. Use the buttons at the bottom of the video window to do the following:
    a. Click to temporarily stop video.
    b. Click to temporarily stop audio.
4. From your mobile device:
    a. Log in to the mobile device. Then, log in to the Haiku or Canto application.
    b. Find the video visit on the schedule. Look for the icon next to the appointment time.
    c. Tap the patient's appointment to open the chart.
5. Click **Telemed** on the toolbar to open your video visit options.
6. Tap Connect to Video Call to begin the video visit.

# Completing the Video Visit

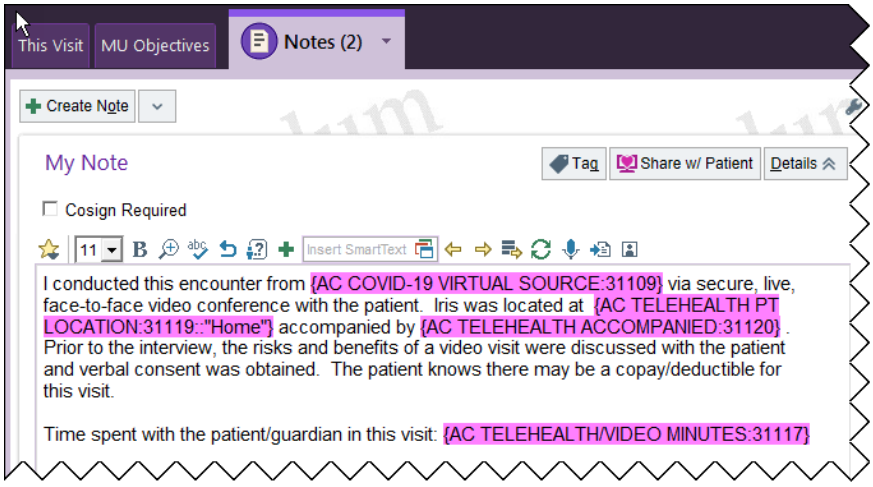
1. Open the **ACI Virtual/Telehealth SmartSet**.
2. Click **Open SmartSets**.



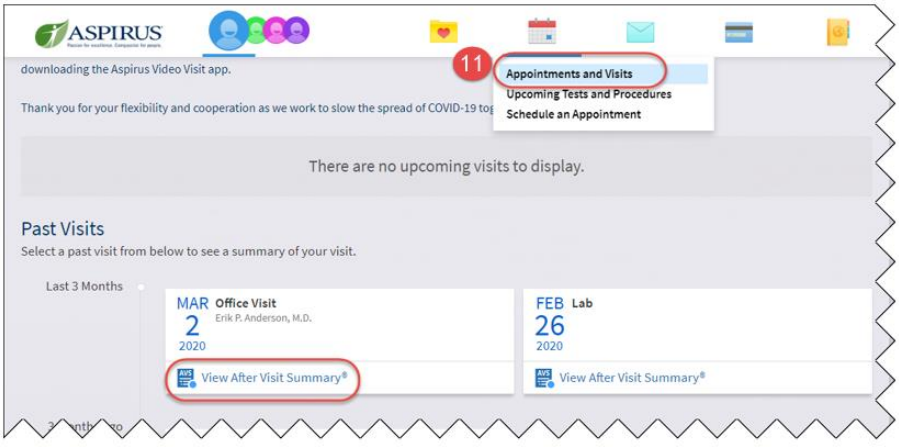

3. Select the **Video Exam Note** (disclaimer is included.)
    a. If you choose to use your own template, you **must select the Video Note Disclaimer**
4. Select **LOS with Telehealth Modifier** (included.)
5. Click **Sign**.



6. The Note Disclaimer and/or Exam Note will populate into the Notes section.
7. Complete **Note** along with the **Disclaimer SmartLists**.




8. Mark **Problem List** as Reviewed
9. Select appropriate **Diagnosis** code(s).
10. Review, Edit and/or add Medications under **Meds and Orders**.
11. Place new order within **Visit Task Bar**.
12. AVS will be available automatically to patient under Appointments and Visits within MyAspirus. Below is an example of the patient's view.




13. **Sign Encounter** – Complete any close validation points.

# LOS Modifiers– Level of Service Modifiers:

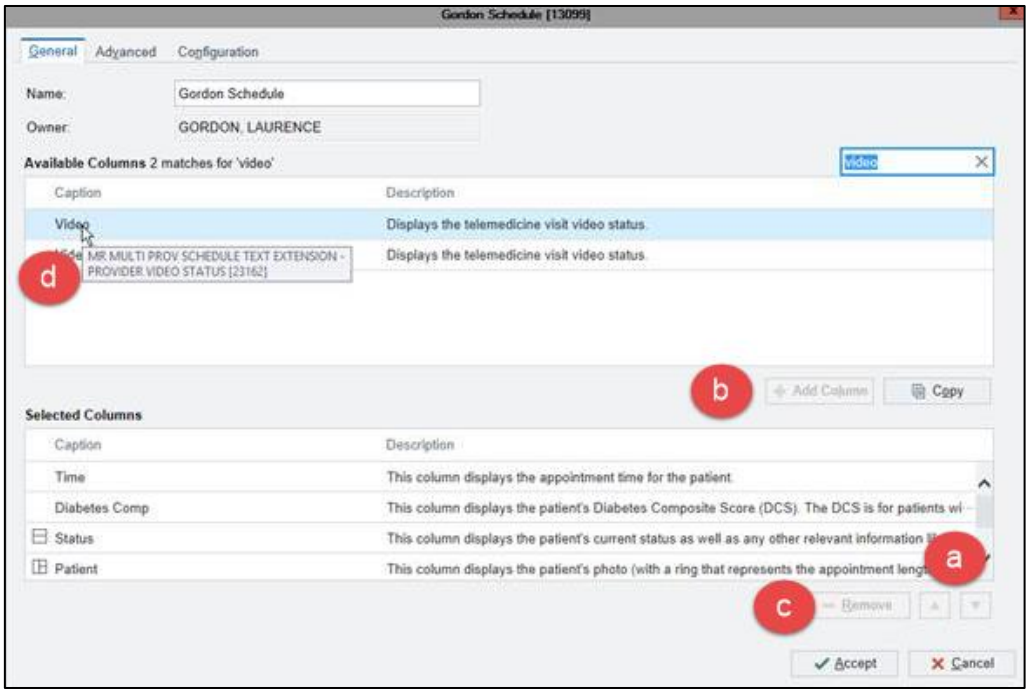
**** These modifiers are needed if you choose to manually add your LOS.** Otherwise, these are automatically added when using the SmartSet.

1. **95 modifier** – indicates that the visit was completed using Video Visit.
2. **CVF2T modifier** – indicates that the visit was converted for COVID-19 related safety reasons.

## Questions?

**Contact the Aspirus Help Desk at 715-847-2300 or ext. 72300**.

# Personalize Your Schedule

Personalize your schedule to see the patient information you find most useful. Consider adding or removing columns and changing the order in which they appear to suit your personal preferences.

1. Open the Schedule activity and select a folder under My Schedule
2. Click above the folder list to personalize your schedule.
   a. To reorder your columns, select one in the **Selected Columns** list and click or to move it.
   b. To add a column, select it from the **Available Columns** list and click Add Column to include it in your schedule.
   c. To remove a column, select it from the **Selected Columns** list and click Remove.
   d. Use Search to locate "**Video**" caption. Be sure to hoover and select **PROVIDER VIDEO STATUS**. You can also check-out column **MyChart Status** to quick see **MyAspirus Activation Status.**
3. Click **Accept** when finished.