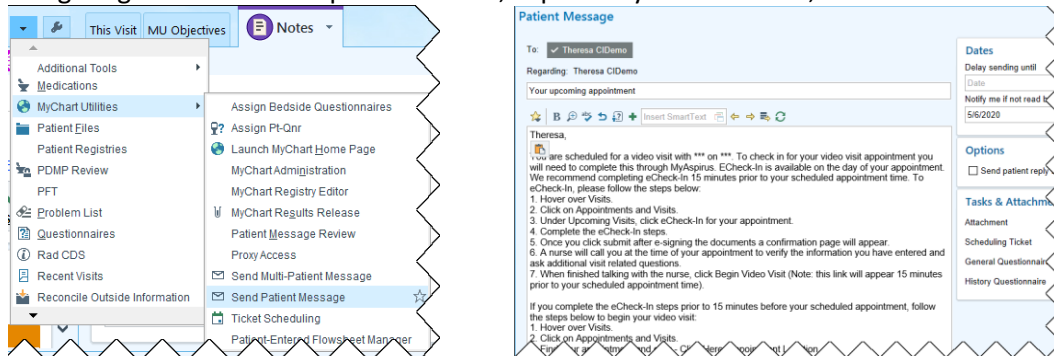


Epic Video Visit Workflow

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

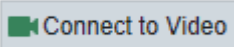
1. Provider/nurse to review upcoming schedule and determine which scheduled appointment(s) can be completed virtually.
2. Call patient to explain options of Video Visits. Patients are encouraged to sign up for a MyAspirus account. See [MyAspirus Activation in an Instant](#) for activation steps. If the 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.





STEVENS POINT CLINIC FAMILY PRACTICE Department (All Providers)

Filter by Status

Total: 1

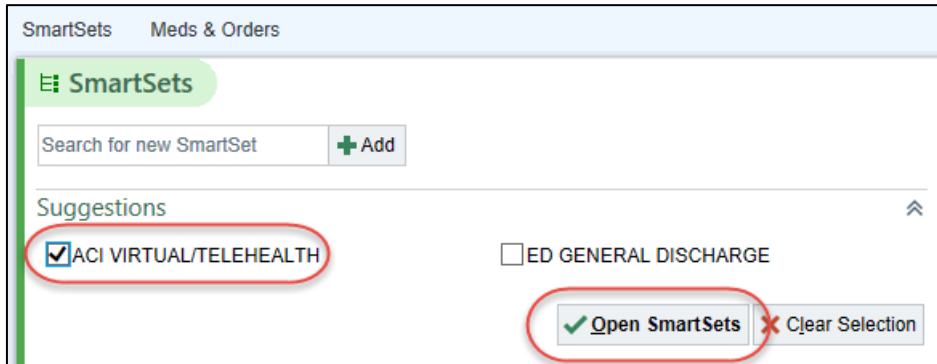
	Video	Time	Medi Patient	Age/Gender	Type	Trav	Infection	COVID Status	Notes	Has Note?
a		7:00 AM	Melvin M (72 Y)	72 Y / M	SCHEDULED VIDEO VISIT					

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**.



SmartSets Meds & Orders

SmartSets

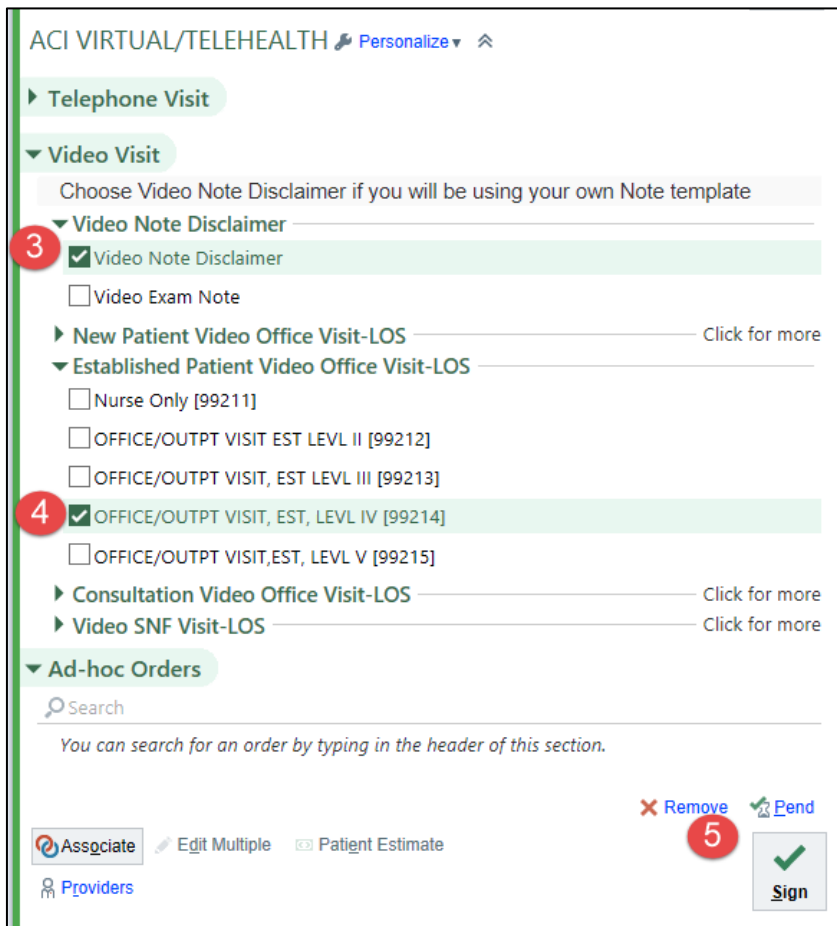
Search for new SmartSet + Add

Suggestions

☒ **ACI VIRTUAL/TELEHEALTH** ☐ ED GENERAL DISCHARGE

✓ Open SmartSets ✗ Clear Selection

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**.



ACI VIRTUAL/TELEHEALTH Personalize ⌵

▶ Telephone Visit

▼ Video Visit

Choose Video Note Disclaimer if you will be using your own Note template

▼ Video Note Disclaimer

3 ☒ Video Note Disclaimer

☐ Video Exam Note

▶ New Patient Video Office Visit-LOS Click for more

▼ Established Patient Video Office Visit-LOS

☐ Nurse Only [99211]

☐ OFFICE/OUTPT VISIT EST LEVL II [99212]

☐ OFFICE/OUTPT VISIT, EST LEVL III [99213]

4 ☒ OFFICE/OUTPT VISIT, EST, LEVL IV [99214]

☐ OFFICE/OUTPT VISIT, EST, LEVL V [99215]

▶ Consultation Video Office Visit-LOS Click for more

▶ Video SNF Visit-LOS Click for more

▼ Ad-hoc Orders

Search

You can search for an order by typing in the header of this section.

✗ Remove ✓ Pend

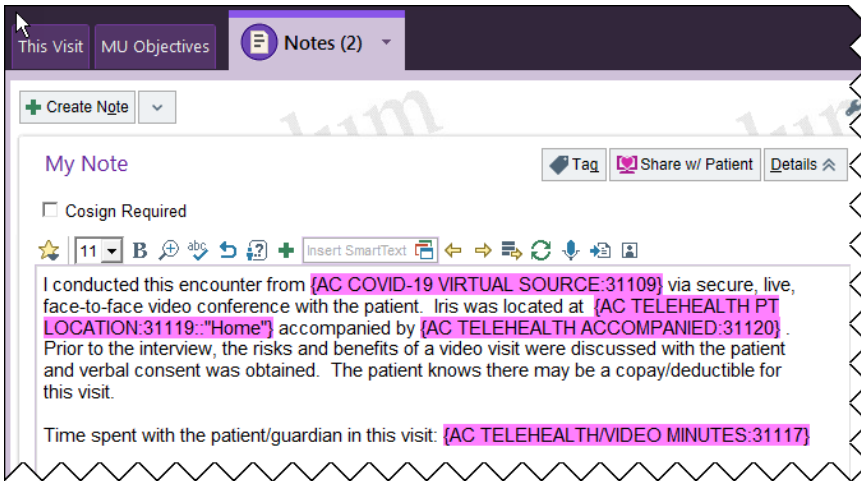
5

Associate Edit Multiple Patient Estimate

Providers

✓ Sign

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



This Visit MU Objectives Notes (2)

+ Create Note

My Note Tag Share w/ Patient Details

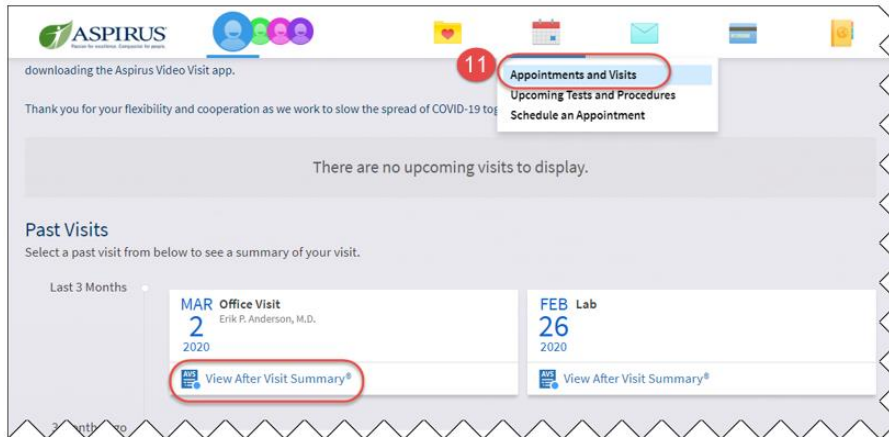
☐ Cosign Required

11 B abc ? + Insert SmartText

I conducted this encounter from {AC COVID-19 VIRTUAL SOURCE:31109} via secure, live, face-to-face video conference with the patient. Iris was located at {AC TELEHEALTH PT LOCATION:31119::"Home"} accompanied by {AC TELEHEALTH ACCOMPANIED:31120}. Prior to the interview, the risks and benefits of a video visit were discussed with the patient and verbal consent was obtained. The patient knows there may be a copay/deductible for this visit.

Time spent with the patient/guardian in this visit: {AC TELEHEALTH/VIDEO MINUTES:31117}

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.



ASPIRUS

download the Aspirus Video Visit app.

Thank you for your flexibility and cooperation as we work to slow the spread of COVID-19 to

There are no upcoming visits to display.

Past Visits

Select a past visit from below to see a summary of your visit.

Last 3 Months

<p>MAR Office Visit</p> <p>2 Erik R. Anderson, M.D.</p> <p>2020</p> <p>View After Visit Summary*</p>	<p>FEB Lab</p> <p>26</p> <p>2020</p> <p>View After Visit Summary*</p>
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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.





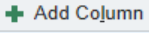
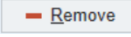
1. **95 modifier** – indicates that the visit was completed using Video Visit.
2. **CVF2T modifier** – indicates that the visit was converted for COVID-19 related safety reasons.

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  to include it in your schedule.
 - c. To remove a column, select it from the **Selected Columns** list and click .
 - d. Use Search to locate “**Video**” caption. Be sure to hover and select **PROVIDER VIDEO STATUS**.
You can also check-out column **MyChart Status** to quick see **MyAspirus Activation Status**.
3. Click **Accept** when finished.

