

Telemedicine – MyChart 2.0 Video Visits



Audience: All Providers and Clinical Staff, Hospital-Based Outpatient Departments, SPG/PCG Clinics

Clinical Workflow – Provider to Patient

Scheduling

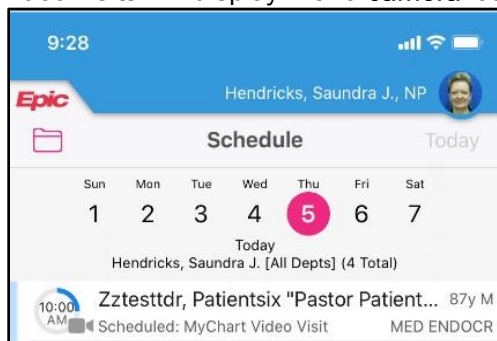
- Staff will schedule the visit with the telemedicine visit types.
- If the appointment was initially scheduled as an office visit, the appointment must be cancelled and rescheduled as a **MyChart Video Visit** visit type.
- Appointments converted from original visit type to **MyChart Video Visit** won't trigger the new automated message with updated patient instructions.
- Once staff schedules the appointment, a message is automatically triggered and sent to the patient's **MyChart** inbox.
- This includes the instructions on connecting to a video visit.

Payment

- All patients will pay their normal copay for their video visit, and the rest will drop to our insurance plan.
- If insurance doesn't cover the video visit, the patient will receive a bill for \$95 for SPG/PCG following the visit, unless they're in the global period.
- The patient can pay towards this statement via **MyChart** or in the clinic.
- Copays for video visits are also available in **eCheck-In**.

Connecting to Visit (Mobile)

- To connect via **Haiku/Canto**, log in and navigate to the schedule.
- Video visits will display with a **camera** icon on the visit.

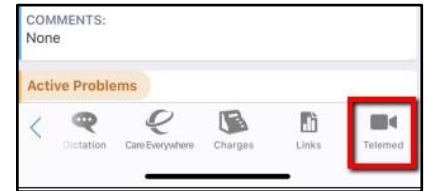


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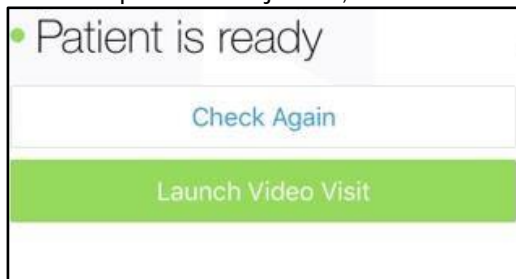
Updated: 12/13/2021

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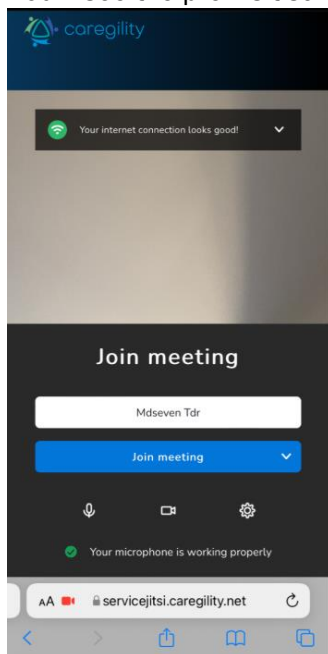
- Select to open the encounter. On the bottom toolbar, select the **Telemed** button.



- When the patient has joined, select **Launch Video Visit**.



- You'll be taken to a new web browser on your mobile device.
- To proceed, select **Allow** to access to both camera and microphone.
- You'll see the pre-visit screen. Select **Join meeting**.

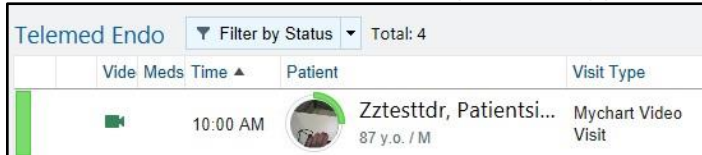


- Allow up to 30 seconds for the connection to fully establish.
- Both parties will be placed in the virtual room to complete the visit.

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Connecting to the Visit (Desktop)

- On the schedule, the camera on the patient's appointment will turn **green** once they've connected.

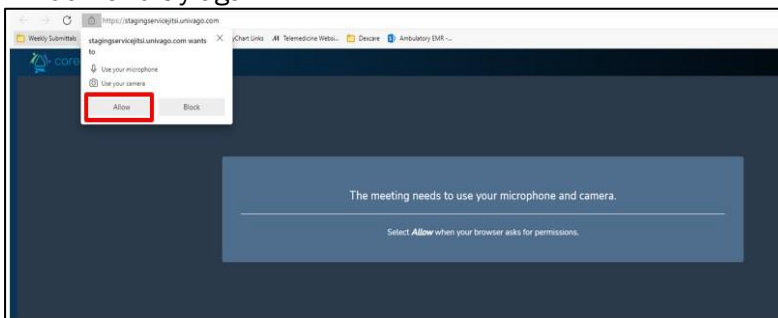


Video	Meds	Time	Patient	Visit Type
		10:00 AM	Zztesttdr, Patientsi... 87 y.o. / M	Mychart Video Visit

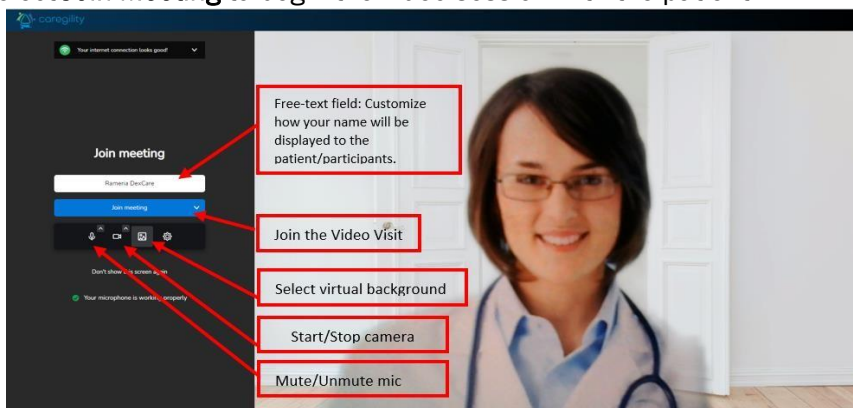
- Once in the encounter, select the **Connect to Video** tab.



- A new **Chrome** or **Safari** browser window will open and connect.
- To proceed, allow access to both video and audio, when prompted.
- Allow up to 30 seconds for the connection to fully establish.
- Note:** Ensure the video is opening in **Chrome** or **Safari**. If it isn't, copy and paste the link into your **Chrome** browser – **Internet Explorer** isn't supported. If any connection issues occur, close the video connection window and try again.

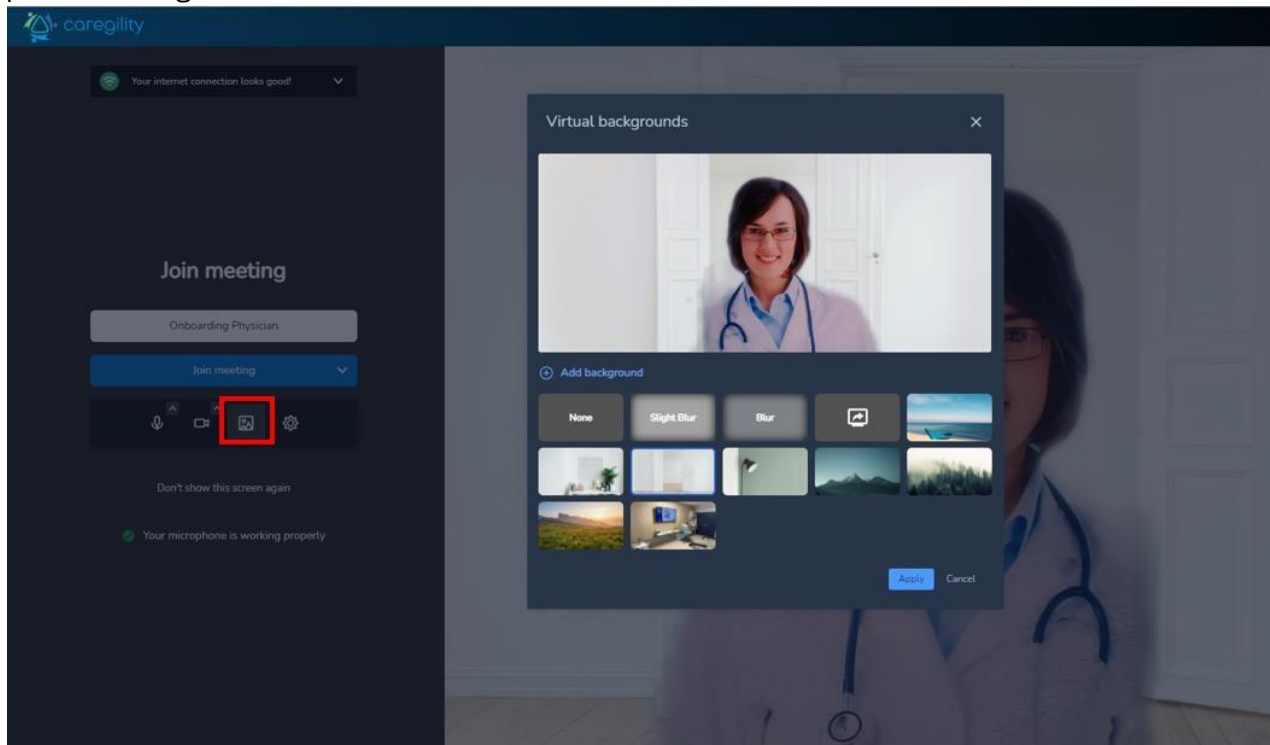


- The **Pre-Visit Configuration** screen will appear with a connection status bar across the bottom.
- On this screen, you can select both the display name that the patient will see and a virtual background.
- Select **Join Meeting** to begin the video session with the patient.

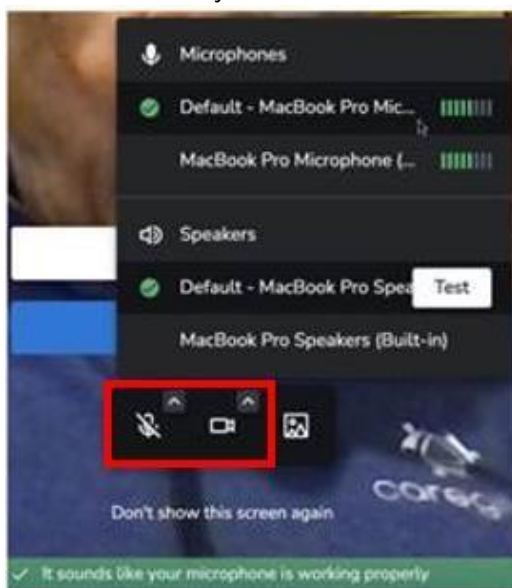


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- Virtual Background: Providers can upload their own professional virtual background or the [Houston Methodist approved background](#). Once it's uploaded, each visit will default to this background, until the provider changes it.



- You can also test your audio and video on this screen.

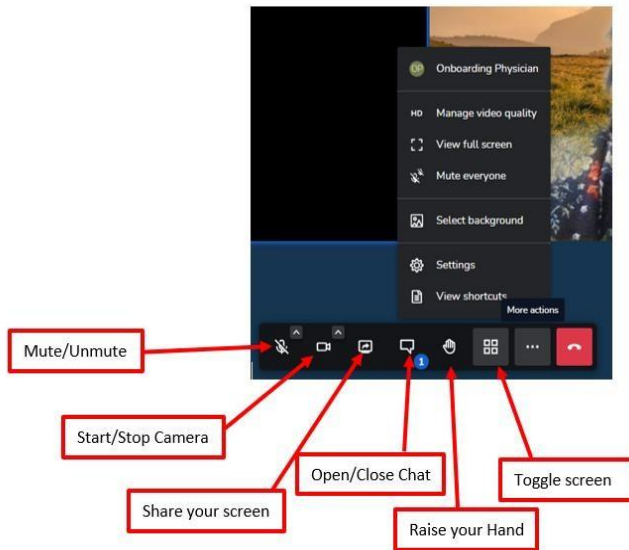


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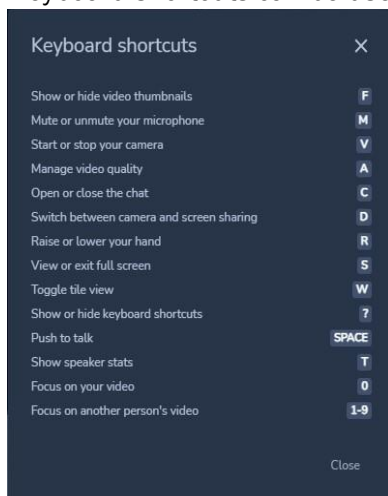


In the Video Visit Session

- In the session, you can change settings and control certain components as shown below.

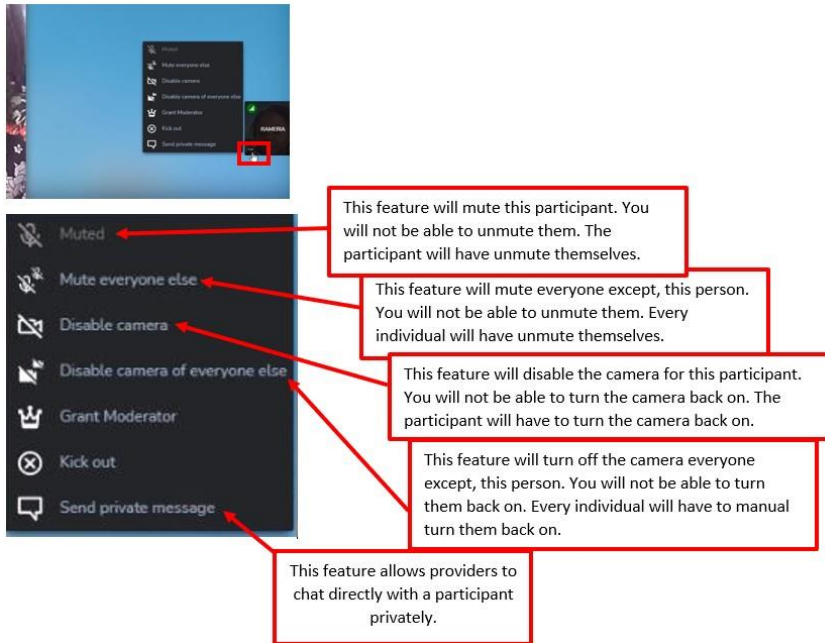


- Keyboard shortcuts can be used to carry out some of these functions.




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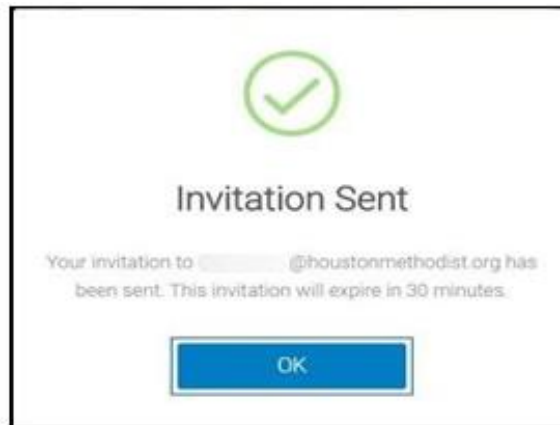
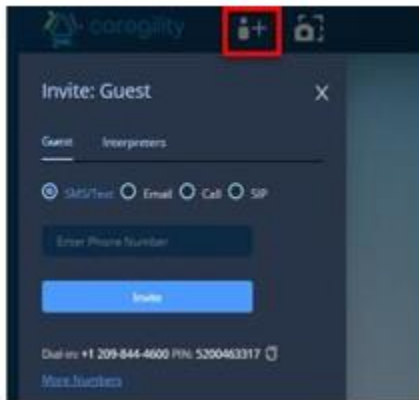
- The patient's connection status is now visible.
- There will be an icon in the top-left corner of your view of the patient.
- This icon indicates the patient's connection quality.
- You can adjust the video quality of the session to troubleshoot connection issues.



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Multiparty Connection via Text or Email

- To invite someone to the visit via text or email, select  on the left side of the screen.
- In the invite: **Guest** screen, select **Text** or **Email**.
- Enter the information, then select **Invite**.
- Text/email invites can be sent from **Haiku**, **Canto** or a computer.
- Once sent, you'll get a confirmation message.
- The participant will receive a link to connect to the video visit.
- This feature should be used to add additional participants to the visit, if needed.
- Best practice is to have the patient connect via **MyChart** – if that's not an option, utilize the **Invite Participants** feature.
- Staff must check-in/check-out the patient from the **Appt Desk**.
- Copays will be billed to the patient after the visit is closed, instead of being captured in **eCheck-In**.
- The **camera** icon won't turn green and alert staff/providers that the patient is connected, and providers won't receive alerts via **Haiku** push notifications.




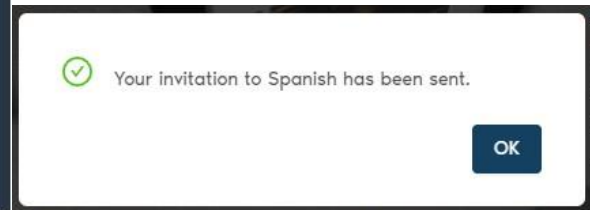
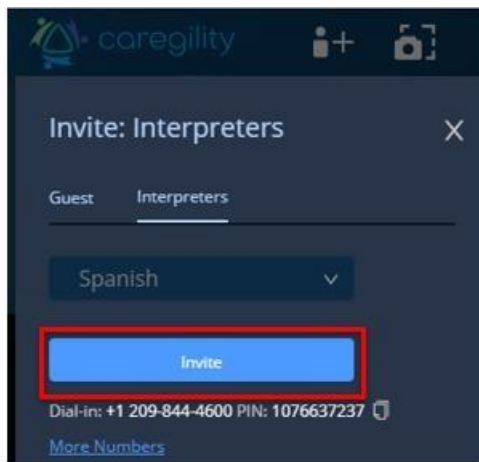
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Accessing Interpreter Services

- This feature provides interpretation assistance for the forty languages listed below.

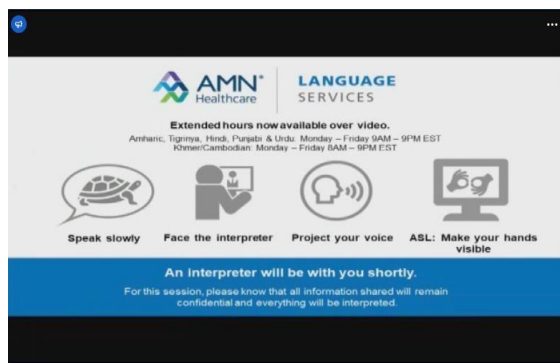
Stratus Video Available Languages				
Ask your patients to indicate which language they speak.				
ASL American Sign Language	አማርኛ Amharic	العربية Arabic	Հայերեն Armenian	বাংলা Bengali
bosanski Bosnian	ဗမာစကား Burmese	កម្ពុជា Cambodian	廣東話 Cantonese	CDI/ASL CDI/ASL Team
hrvatski Croatian	فارسی Farsi	français French	ગુજરાતી Gujarati	kreyòl ayisyen Haitian Creole
हिन्दी Hindi	hmong Hmong	日本語 Japanese	ကရင် Karen	한국어 Korean
普通话 Mandarin	नेपाली Nepali	پښتو Pashto	فارسی Persian	polski Polish
português (BRA) Portuguese (BRA)	português (EU) Portuguese (EU)	ਪੰਜਾਬੀ Punjabi	Română Romanian	русский Russian
srpski Serbian	soomaali Somali	español Spanish	kiswahili Swahili	tagalog Tagalog
ትጥርኛ Tigrinya	Türk Turkish	Українська Ukrainian	اردو Urdu	tiếng Việt Vietnamese

- To request interpreter services for the visit, click  on the left side of the screen.
- Click **Interpreters**.
- In the **Invite: Interpreters** screen, select the language of interpretation needed from the drop-down menu.
- Click the **Invite** button to submit your request for interpretation assistance.
- A pop-up will appear confirming that the invitation has been sent.
- Click **OK**.



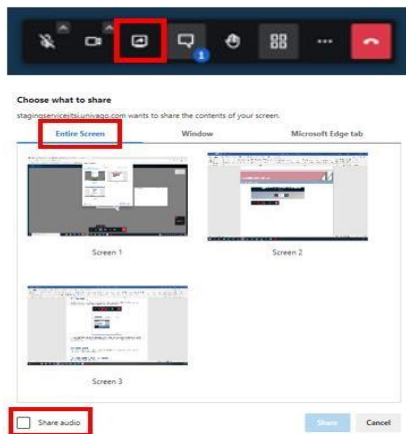
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- A new participant window will appear in your current video session.
- Allow 30-45 seconds for the interpreter to join.



Screen Sharing

- To share your screen with the participant, select the **screen** icon on the toolbar.
- The share your screen window will pop up.
- Select the **Entire Screen** option, then select **Share**.
- If you want to share your audio, check the box next to **Share audio**.
- It's recommended that you share the entire screen.
- Currently:
 - Screen share is only available for providers to share via a computer.
 - Patients can view only on a tablet screen or larger. Patients can't view by phone.



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Updated: 02/02/2022

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Documentation

- Documentation should be completed the same as with office visits.
- For documentation questions, contact the Telemedicine team.

Troubleshooting Technical Issues

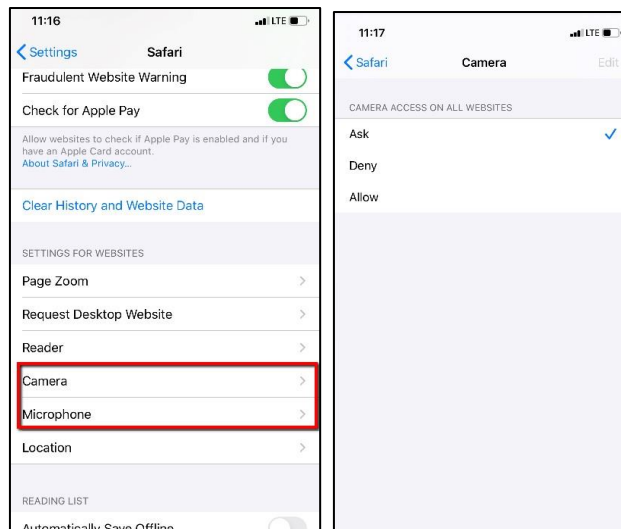
Patient Troubleshooting Tips

Issue: When connecting via computer, video launches to **Internet Explorer** and fails to connect.

Solution: Have patient copy and paste the URL into **Chrome** or **Safari**. **Internet Explorer** is no longer supported.

Issue: Patient's video won't connect due to camera/microphone being blocked in **Safari/Chrome** on smart device.

Solution: Have the patient go to **Settings** on their smart device, select browser and confirm **Camera** and **Microphone** are set to either **Ask** or **Allow**.



Issue: Patient is having issues connecting to visit or downloading the **MyChart** app and assistance hasn't resolved issues.

Solution: To assist the patient with connecting, utilize the **Invite Participants** feature. To invite a party to the visit via text or email, select **Participants** > on the right-hand side of the screen. In the **Invite** type, select **text** or **email**, enter the information, then select **Invite**.

Issue: Patient is having issues connecting to video while in an active phone call.

Solution: Have the patient hang up the active phone call and refresh browser window. Video feed won't connect while the patient is in an active call.

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Issue: Audio and/or video isn't flowing both ways after patient has been in waiting room.

Solution: Have both patient and provider disconnect and reconnect to establish a new connection.

Issue: Patient can't see the provider's screen share when on an iPhone/Android device.

Solution: Currently, the screen share capability is only seen when the patient is on a device larger than a phone (e.g., iPad, tablet, computer). The HM Telemedicine team is working with the vendor to extend to smaller devices in the future.

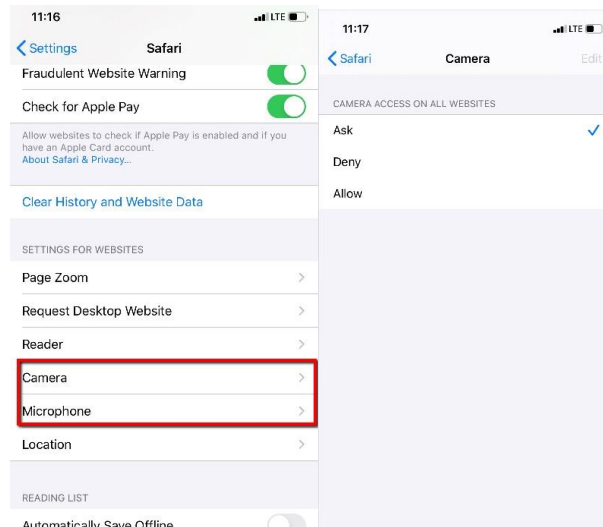
Provider Troubleshooting Tips

Issue: When launching video feed, the video launches to **Internet Explorer** and won't connect.

Solution: Copy the URL and paste it into **Chrome/Safari** and refresh your browser. **Internet Explorer** isn't supported. If on an HM device, contact the Telemedicine team to have your default browser changed. For personal devices, default the browser to **Chrome/Safari**.

Issue: When going through **Haiku/Canto**, the provider can't connect due to the camera/microphone being blocked.

Solution: Have the patient go to **Settings** on their smart device, select browser and confirm **Camera** and **Microphone** are set to either **Ask** or **Allow**.



Issue: Patient and/or provider can't hear each other.

Solution: Confirm both parties have their speakers turned up, and make sure their smart devices aren't on silent. Have both parties disconnect and reconnect to establish a new connection.

Issue: Audio is lost when one party receives an inbound call/text.

Solution: Have both parties disconnect and reconnect to re-establish audio.

Telemedicine – MyChart 2.0 Video Visits



Issue: Can't join video call while also on phone call.

Solution: Disconnect the phone call and refresher browser screen. The video feed won't launch when other applications are competing.

Issue: The **camera** icon isn't turning green when the patient connects via text invite.

Solution: The **camera** icon on the schedule/mobile view won't turn green when patients enter the feed via a text invite. Patient connection alerts in Epic only occur when the patient connects via **MyChart**.

Issue: Provider can't capture image during video visit.

Solution: Have the patient submit the image via a secure **MyChart** message to the provider. This is a known gap with video visits that the Telemedicine team is working to resolve with the vendor.

Issue: Patient can't see the provider's screen share when on an iPhone/Android device.

Solution: Currently, the screen share capability is only seen when the patient is on a device larger than a phone (e.g., iPad, tablet, computer). The HM Telemedicine team is working with the vendor to extend to smaller devices in the future.

For additional tips and tricks see the **Provider Tips and Tricks** document located on our [website](#).

Training and Support

- **Additional training:** Go to **LMS MyChart Provider Training**.
- **Tip sheets and recorded WebEx trainings:** Visit our website, it.houstonmethodist.org/telemedicinetraining.
- **Provider and staff questions/issues:** Place a ticket with the IT Service Desk, itsupport@houstonmethodist.org. Ask them to assign it to the Virtual Health team.
- **Urgent issues:** Contact the IT Service Desk and ask for Virtual Health on-call team to be paged.
- **Patient questions/issues:** Have the patient contact the support team at 713.441.7265.