

**VillageMD is pleased to offer you the opportunity to leverage our virtual care platform at no cost to you or your practice. Our virtual care platform is secure, HIPAA compliant, easy to use, and will allow you to provide safe, effective care to your patients.**

### Which patients are eligible for a virtual visit?

Initially, patients with acute symptoms, chronic condition follow-up needs, or concerns around visiting the practice in person will be the primary focus for virtual visits. Over time, additional services including transitions of care, Annual Wellness Visits (AWVs), and other service types will be evaluated for virtual visit opportunities.

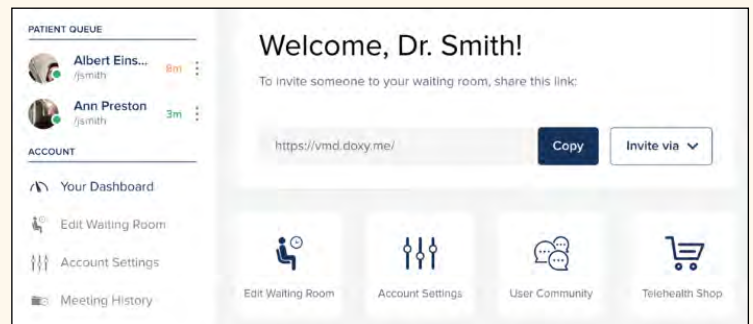
### Virtual Visit Exam Considerations

- Providers should document in the patient’s chart as if the visit were in-person. Patient consent should be documented in the chart, typically as part of the HPI. At the close of the visit, the provider should add the virtual visit CPT code, Once this is completed, the provider should save and exit the encounter as usual.
- Providers can order follow-up ancillary services during a virtual health visit.

### Starting A Virtual Care Visit

To begin the visit, complete the following script:

- **Introduce yourself**
- **Confirm patient’s identity** (2 patient identifiers – first and last name and DOB)
- **Intro/Benefits:** You may be familiar with Virtual Care. In short, from the most convenient place for you, I can communicate in real-time even though we are in two different locations.



## Virtual Visit Considerations | Keys to Success

### Align EMR Workflows



Our EMR agnostic platform supports and enables existing clinical workflows.

Established workflows can remain constant, from check-in to check-out.

### Integrate Clinic Support Staff



Involve front-office staff and clinical care team to support Virtual Visits by:

- Initiating virtual visits with patient
- Obtain registration and insurance information for check-in
- Complete clinical questionnaires and assessments

### Proactively Identify Patients for Virtual Visits



Limit friction by identifying established patients and scheduling virtual visits on providers’ available schedules:

- Provider- or nurse-driven
- Patient-driven requests
- Care management or nurse triage

### Adjust Revenue Cycle Rules

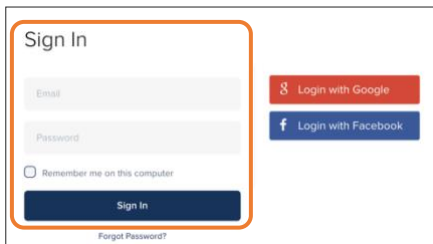


Reference recent updates to payor and health plan guidelines which outline changes to benefit coverage and payor guidelines.

## System Training | The Virtual Care Platform

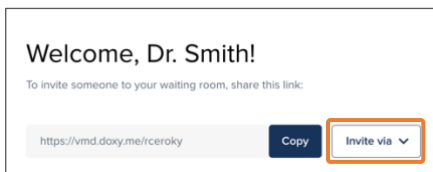
### Send a Virtual Care Invite

1. Go to [vmd.doxy.me/sign-in](https://vmd.doxy.me/sign-in) using Chrome. Enter your email address and password. Click **Sign In**. The **Provider Dashboard** displays.

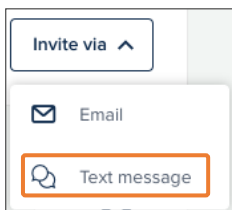


**NOTE:** The first time you log in, you may need to give your browser permission to access your camera and microphone.

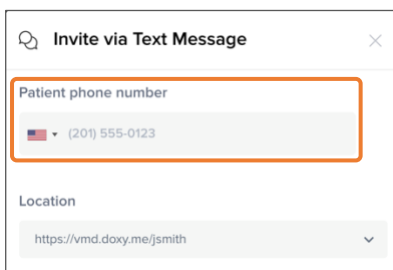
2. Click the **Invite via** dropdown.



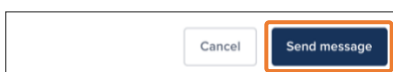
3. Select **Text message**.



4. Enter the patient's phone number in the **Patient phone number** field.

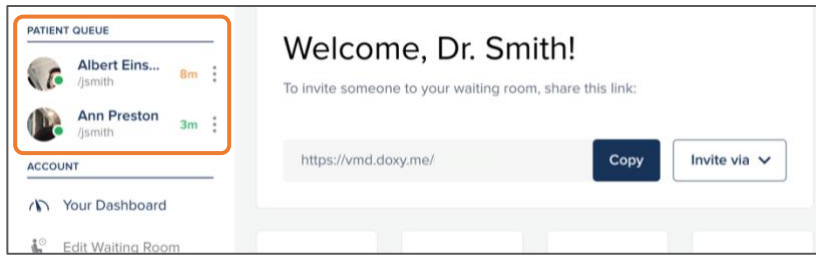


5. Click **Send message**.



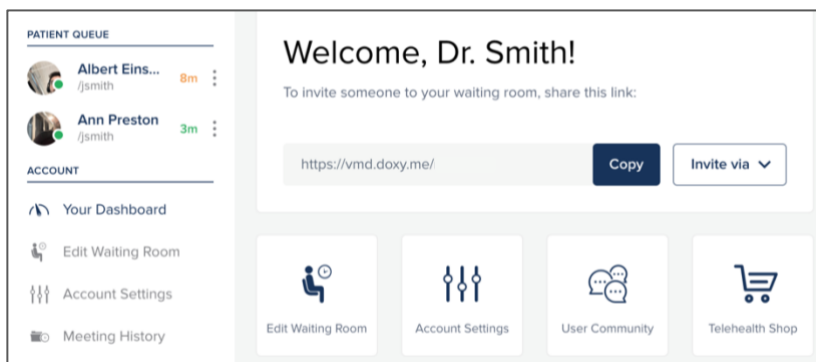
6. At the time of the scheduled appointment, the patient will need to click the shared URL from their device, type in their own name, and join the waiting room.

- Once the patient has joined, the **Provider Dashboard** indicates a patient is in the **Patient Queue** on the left side of the page.

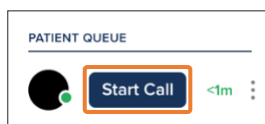


## Start A Virtual Care Visit

- Patients awaiting care are visible in the **Patient Queue** on the left side of the screen.



- Hover over a patient name and click **Start Call** to meet with a patient.

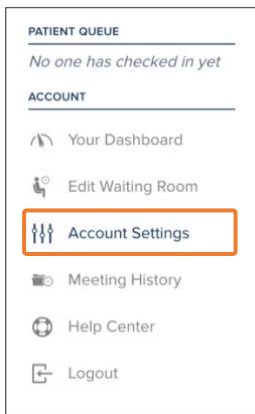


- To begin the visit, complete the following script:
  - Introduce yourself** (Village Medical Physician)
  - Confirm patient's identity** (2 patient identifiers – first and last name and DOB)
  - Intro/Benefits:** You may be familiar with Virtual Care. In short, it is a convenient and timely alternative for you and me to communicate in real time even though we are in two different locations.
  - Do you have any questions about what we discussed with you earlier?
  - Verbal Consent:** Do you consent to receiving health care services virtually today?
- Start the exam.

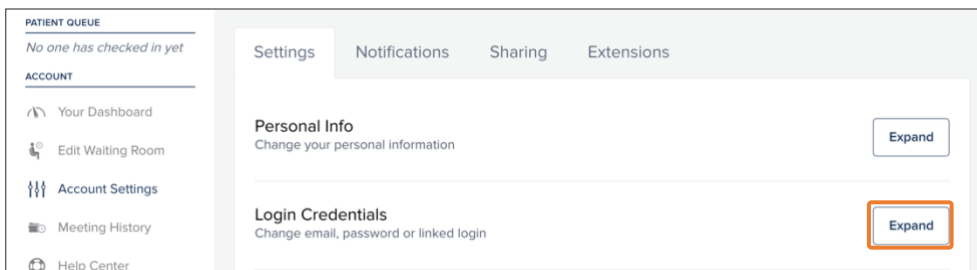
**NOTE:** If you need to pause the call at any time, the patient will return to the **Patient Queue**, where you would need to click on their name again to resume the visit.

## Change Your Password

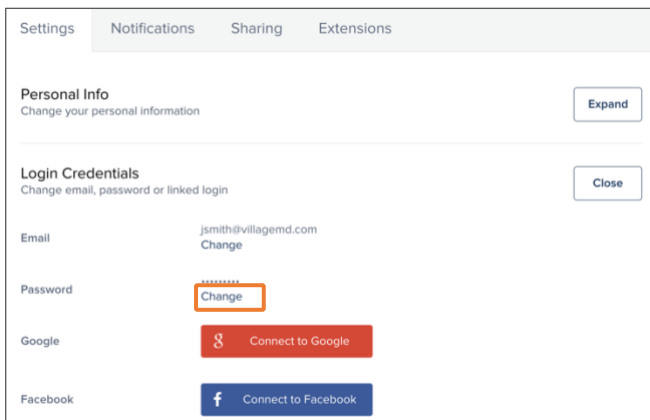
1. Click **Account Settings** in the side navigation menu.



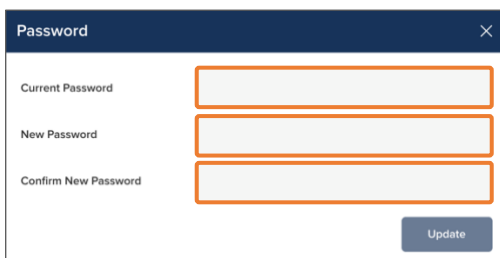
2. Click the **Expand** button in the **Login Credentials** section of the **Settings** tab.



3. Click the **Change** link in the password section.



4. In the **Password** popup, enter your *Current Password*, then enter your new password in the *New Password* text box and again in the *Confirm New Password* text box.



5. Click the **Update** button when complete.




Confirm New Password

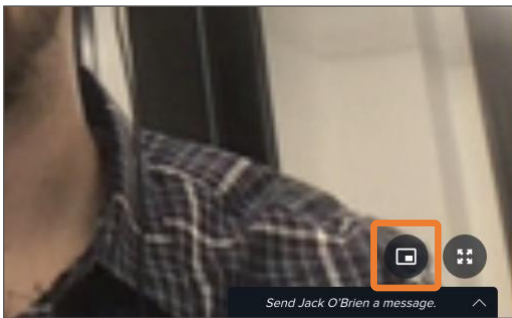
**Update**


## Provider Tips

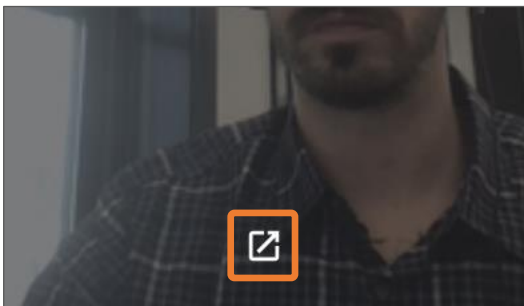
### Picture in Picture Mode

The platform supports **Picture in Picture** mode, while using *Chrome*. This allows the provider conducting the call to lock the patient's video to the front of their screen while they use another browser window or program (e.g. the EMR to document the visit).

To use **Picture in Picture** mode, click the **Minimize**  icon in the lower right corner of the screen. The resulting window can be moved and resized to fit your workflow, while remaining at the front of your desktop.



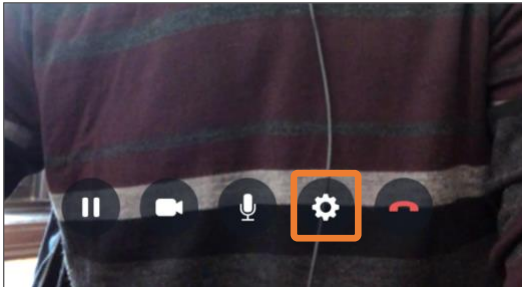
To return to the normal view, click the **Return to Screen**  icon



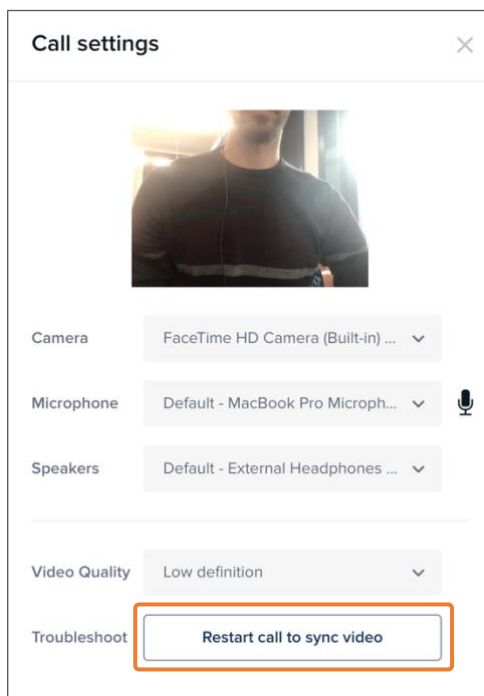
## Troubleshooting Audio/Video Issues

During a *Telemedicine* visit, the provider can initiate a "restart" which can solve most audio and video issues.

To restart a call, first hover over the patient's video with your mouse and click the **Gear**  icon.



The **Call settings** display. Click the **Restart call to resync video** button.



## Discourage Multitasking

Audio and video quality can suffer if the patient decides to start using other apps/browser windows while on their phone during a call. Ensure patients are focused only on the call.