

Video Visit Quick-Start Guide

For PCP and Specialty Clinics

**HAWAI'I
PACIFIC
HEALTH**

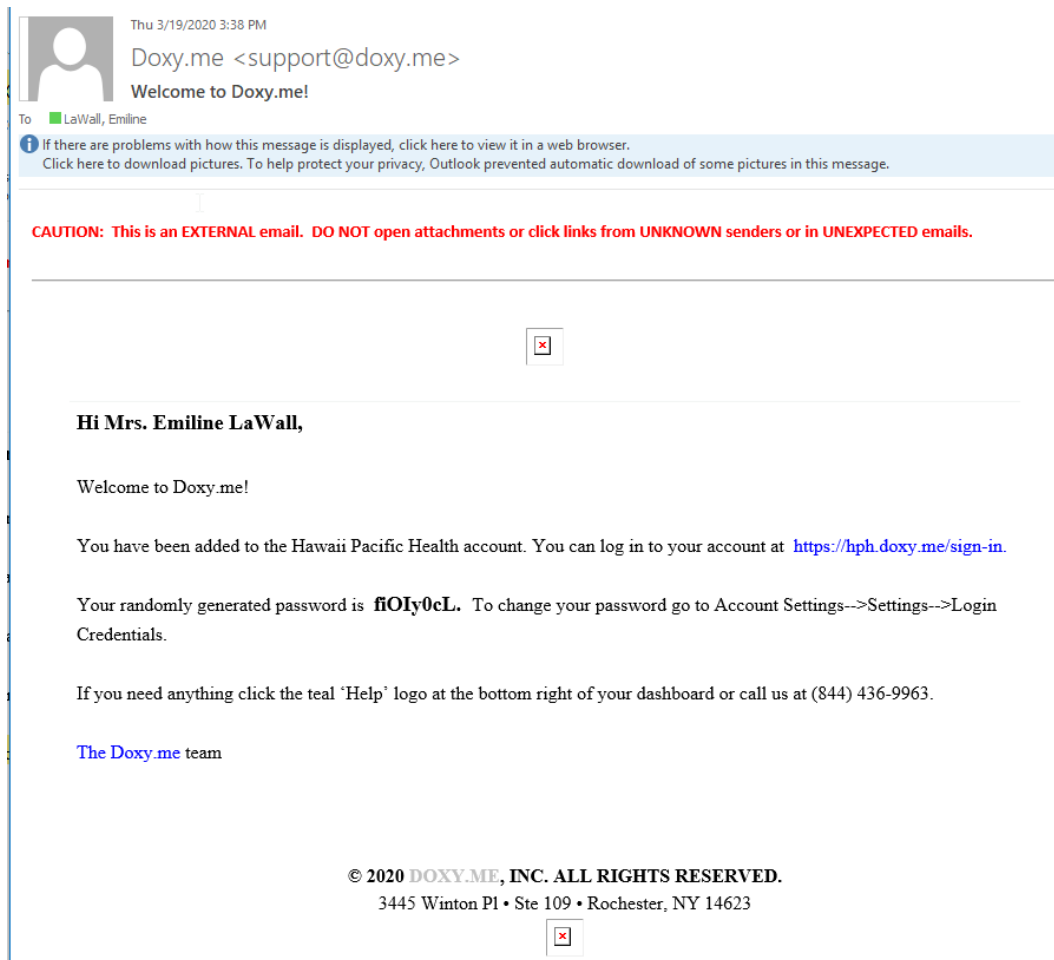
KAPI'OLANI
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Overview

- Starting 3/25, there will be a new visit-type in Epic to accommodate video-visits.
- HPH has selected the platform “Doxy.me” to complete video visits.
 - Doxy.me does not require a download, and works across multiple devices, including Android and iPhone.
- HPH has purchased licenses for all employed physicians.
 - While Doxy.me offers a free application, we ask that you utilize the paid license since this version has expanded functionality, higher video quality, and is integrated with MyChart.

Getting started with your hph.doxy.me account

You will receive an email from Doxy.me

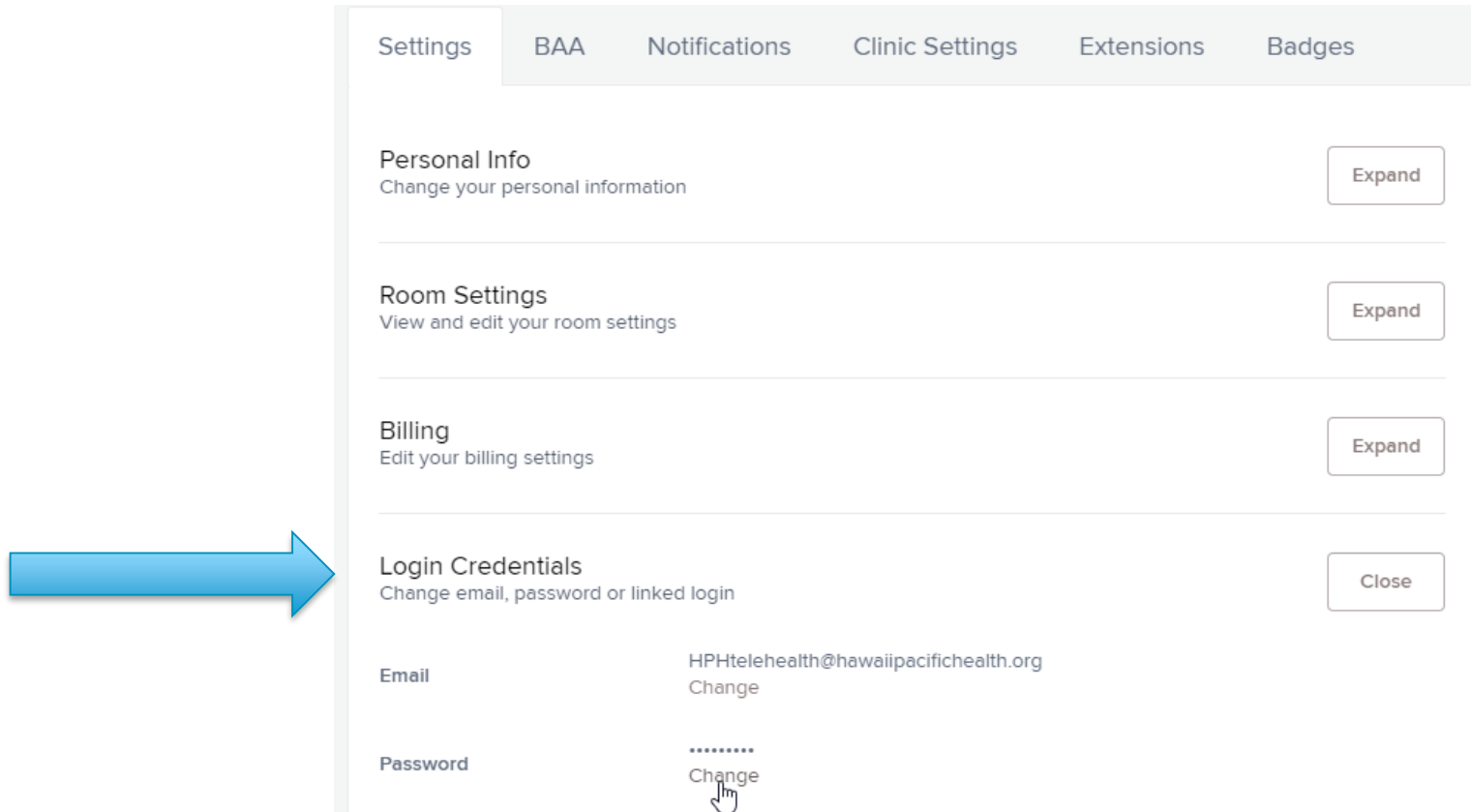


To activate your account...

- Please go to: <https://hph.doxy.me/sign-in> from your smartphone device.
 - Use Chrome or Firefox for Android Devices
 - Use Safari for Apple Devices
- To Log-In:
 - Use your HPH email, and –
 - Auto-generated password from the Doxy.me Email

To change your password...

After the initial log-in, go to Settings → Login Credentials



The screenshot shows a settings menu with the following sections:

- Settings** (selected)
- BAA
- Notifications
- Clinic Settings
- Extensions
- Badges

Below the menu are several expandable sections:

- Personal Info**: Change your personal information. [Expand](#)
- Room Settings**: View and edit your room settings. [Expand](#)
- Billing**: Edit your billing settings. [Expand](#)
- Login Credentials**: Change email, password or linked login. [Close](#)

Under the **Login Credentials** section, there are two fields:

- Email**: HPHtelehealth@hawaiiipacifichealth.org. [Change](#)
- Password**: [Change](#)

A large blue arrow points from the left towards the **Login Credentials** section.

Accessing from a PC

- If you decide to access from a laptop or PC, you'll need the following:
 - Webcam
 - Microphone/Headset
 - Strong Internet Connection
- **Open** <https://hph.doxy.me/sign-in> from:
 - Chrome or Firefox (for Android Devices)
 - Safari (for Apple Devices)
 - **This platform is *not* supported in Internet Explorer.**

Your hph.doxy.me url

- Your hph.doxy.me URL is driven by your NPI
- Please do not edit/change this URL, as it will break the functionality we have built in MyChart

Welcome, Mrs. LaWall!

To invite someone to your waiting room, share this link:

Please **DO NOT**
edit this URL



<https://hph.doxy.me/1234567>

Copy

Invite via ▾

To protect patient privacy and security...

Please **DO NOT** use the following features on your hph.doxy.me account:

- **DO NOT** *Doxy.me Payment/Credit Card Feature*
 - **Please follow normal billing procedures in Epic**
- **DO NOT** *Doxy.me Authentication through Facebook*

Video-Visit Workflow with MyChart Integration

What patients does this apply to?

- Patients with an existing MyChart Account
- Patients who set up a MyChart Account with their PSR via Instant Activation
- Caregivers with established proxy in MyChart

Forthcoming:

- Expedited process for proxy activation

eCheck-In

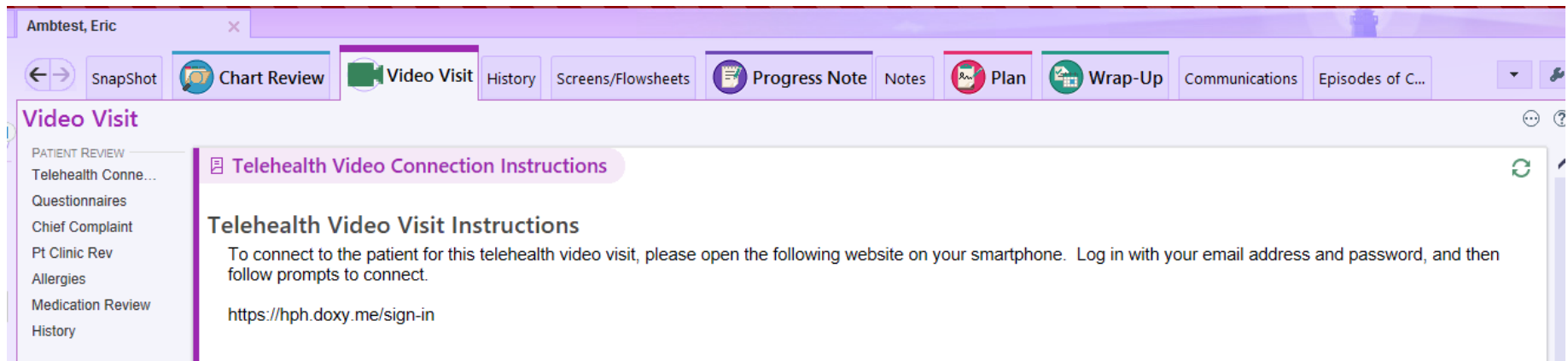
- If your patient uses MyChart, they will be able to complete an eCheck-In.
- Benefits of eCheck-In allows patient to reconcile meds, allergies, confirm pharmacy, answer a COVID screening questionnaire, and electronically sign a consent for telemedicine.
 - You or your staff won't need to spend video time collecting the information. It also will notify your staff the patient is online and ready to go.

Getting started

- After eCheck-In is completed, you can start your video-visit.
- Log-on to hph.doxy.me/sign-in on your smart phone device.
 - Patients will appear in your queue
 - You will be able to see how long your patients are waiting, and message them if your are running behind.
- The remaining documentation will be captured as it would for a normal visit, within Epic from your desktop or remote desktop portal.

Epic Video Visit Instructions to Provider

Encouraging providers to be consistently signed in on hph.doxy.me on their smart phone devices



The screenshot displays the Epic EMR interface for a patient named Eric Ambtest. The top navigation bar includes tabs for Snapshot, Chart Review, Video Visit (which is selected), History, Screens/Flowsheets, Progress Note, Notes, Plan, Wrap-Up, Communications, and Episodes of Care. The 'Video Visit' section is active, showing a list of patient review items on the left: Telehealth Connection, Questionnaires, Chief Complaint, Pt Clinic Review, Allergies, Medication Review, and History. The main content area displays the following instructions:

Telehealth Video Connection Instructions

Telehealth Video Visit Instructions

To connect to the patient for this telehealth video visit, please open the following website on your smartphone. Log in with your email address and password, and then follow prompts to connect.

<https://hph.doxy.me/sign-in>

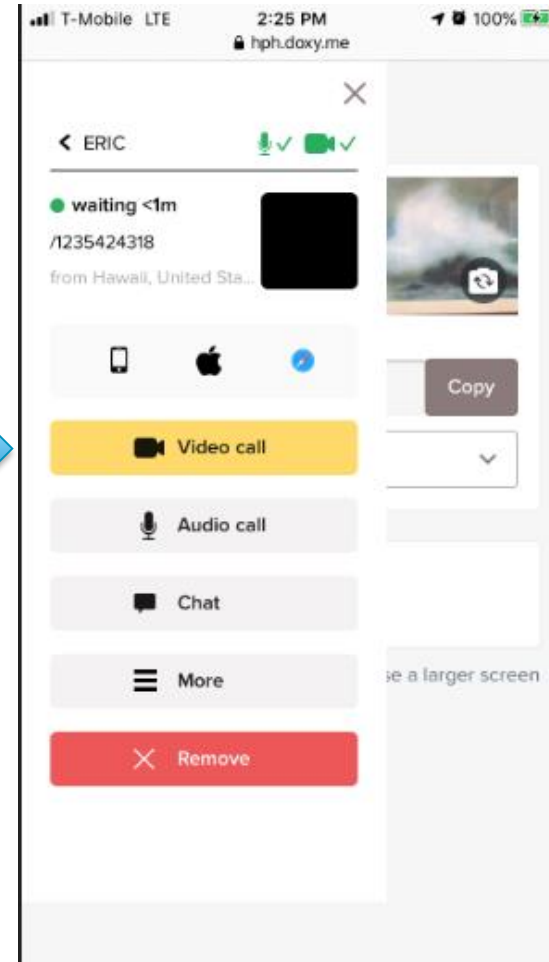
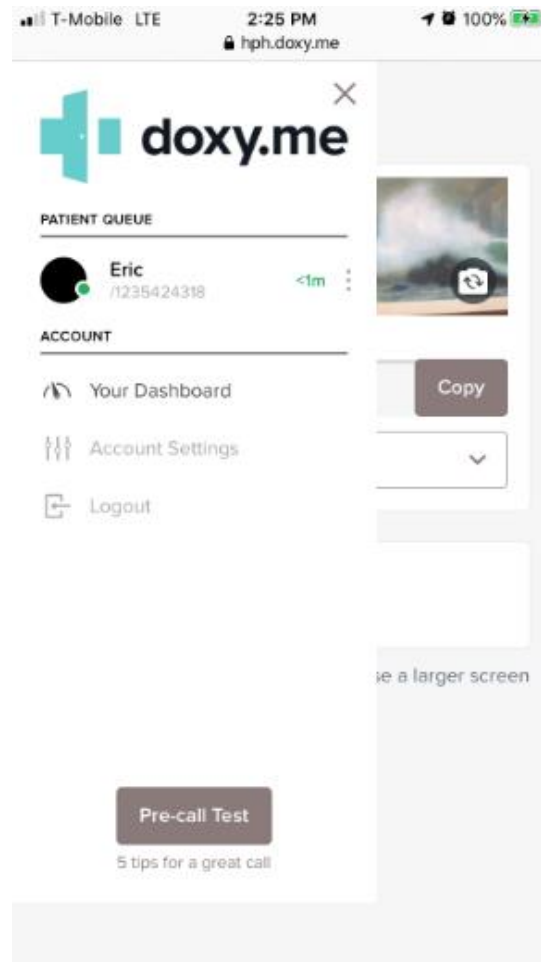
Provider View of hph.doxy.me (after sign-up)

Patient is in your queue.

You will be able to see how long they have been waiting.

Click on patient (Eric), and select “Video Call” to begin.

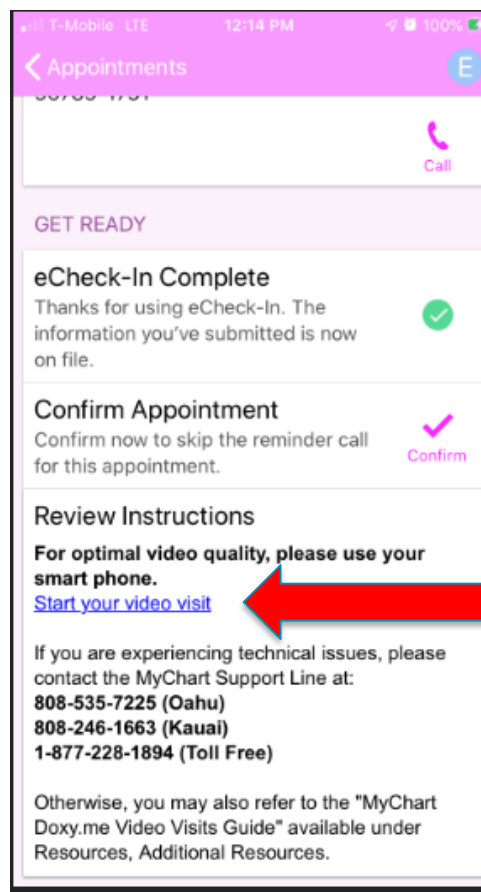
Check your signal with a pre-call test



View for Patients

After eCheck-in, verification of medications, allergies, consent, etc.

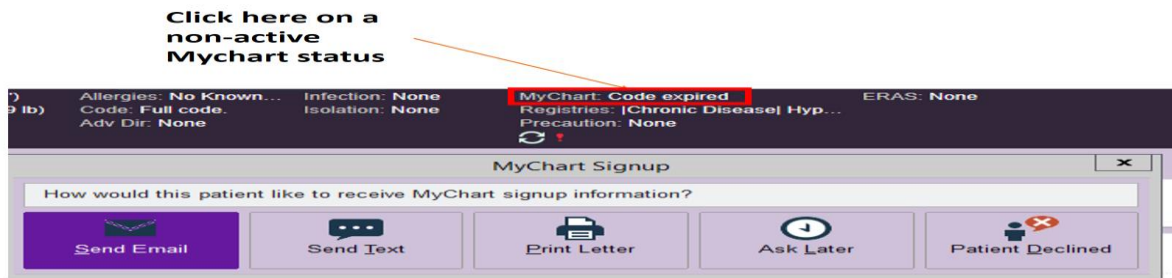
To start the hph.doxy.me session, patients simply need to click on the hyperlink included in their visit instructions.



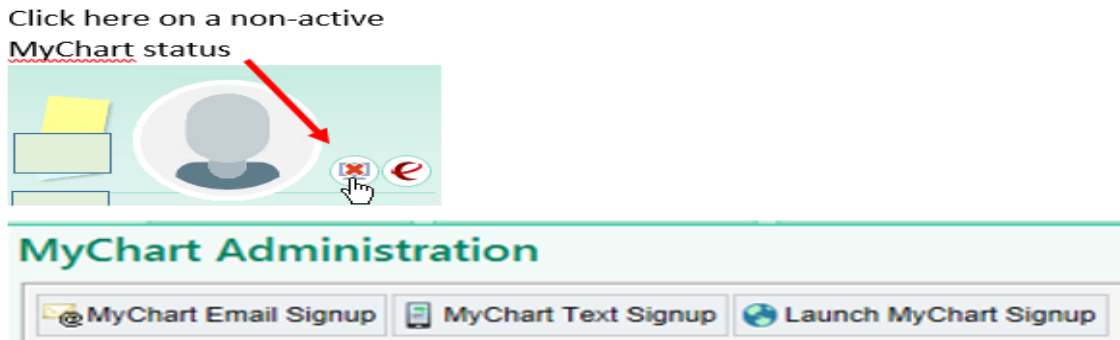
Click to start the video visit.

What do I do if my patient does not have a MyChart account?

Activate them on MyChart by clicking on their MyChart status, and send them a text.



If you are on Storyboard, you will click on the Camera icon to send them a text



What do I do if my patient can't (or refuses) to sign-up for MyChart?

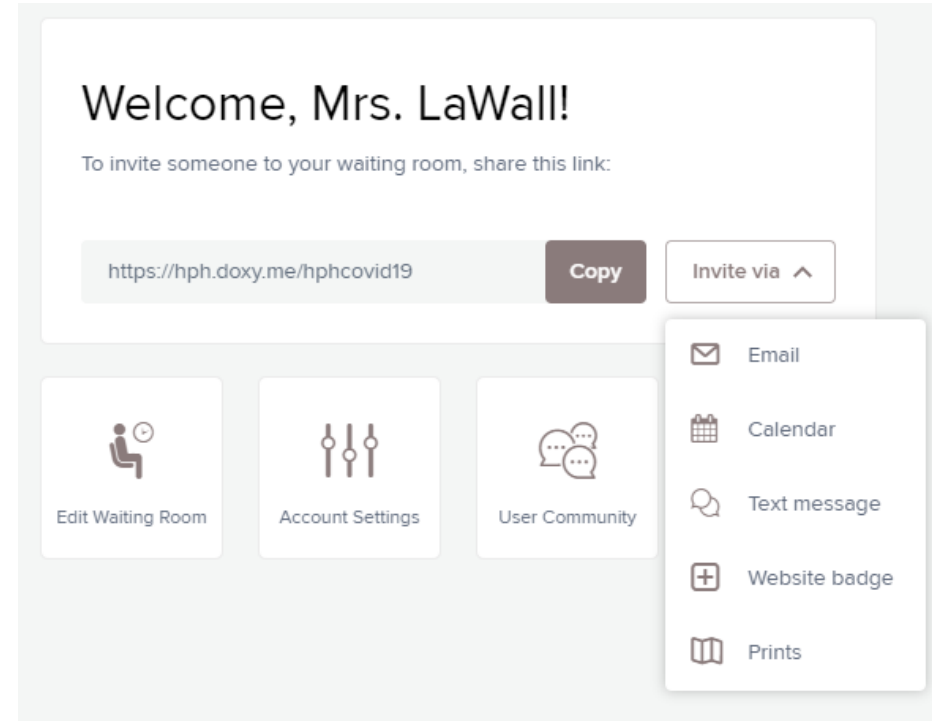
- Your clinic support staff will be able to email patients with your hph.doxy.me URL to join the video visit.***
- The format for URLs is as follows:
 - <https://hph.doxy.me/>[provider's NPI]

***Note: Please collect and document verbal consent for telemedicine for in Epic.

Need to schedule a spontaneous video visit?

If a spontaneous video visit is needed (e.g., scheduled telephone encounter needs to be escalated to include video), go to your hph.doxy.me homepage, select “Invite Via” and send your link to the patient’s email or cell phone.

Note: This should be considered an exception



Need to schedule a spontaneous video visit? (cont'd)

When you're ready to close the encounter, indicate a level of service and ensure that the proper E/M codes are used. See attached of the full list of acceptable CPT and HCPCS codes that can be used under telehealth/video visits [here](#).

Level of Service

E2 E3 E4 E5 NURSE
N2 N3 N4 N5 NOCHG
G2012

LOS: VIRTUAL CHECK-IN,EST PT W/MD QHCP;5-10 MINS [G2012] HCPCS

Modifiers: +
Additional E/M codes: [OFFIC/OUTPT EM ESTAB MOD-HI](#)

Additional E/M Codes			
	E/M Codes	Modifier 1	Modifier 2
1	OFFIC/OUTPT E&M ESTAB MOD-HI [99215]		

Have Questions?

- Your clinic managers have a more detailed set of training materials that can be provided for you.
- The “Training and Optimization” team has been trained on these workflows.
 - Call 535-7010 (option 2), or
 - Email: itclinicianepicsupport@hawaiipacifichealth.org