Video Visit Quick-Start Guide

For PCP and Specialty Clinics

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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.

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Getting started with your hph.doxy.me account

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You will receive an email from Doxy.me
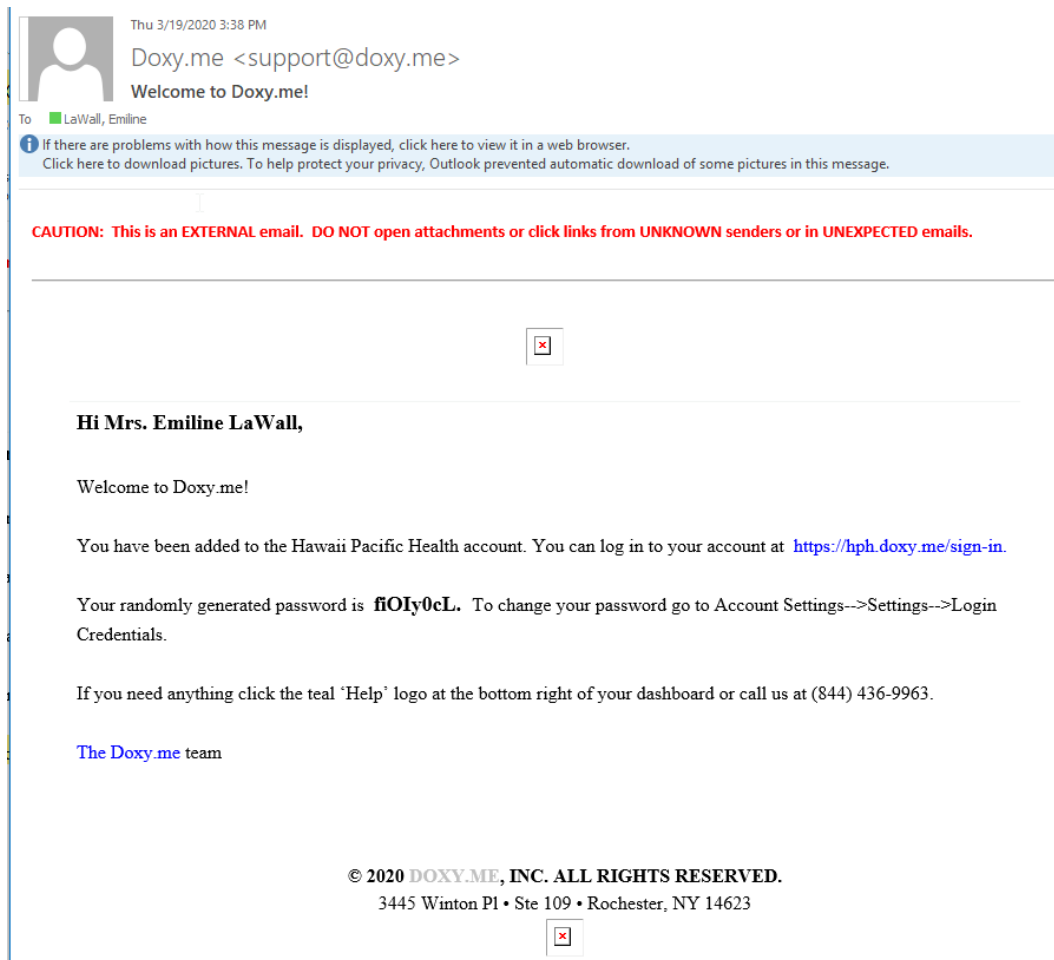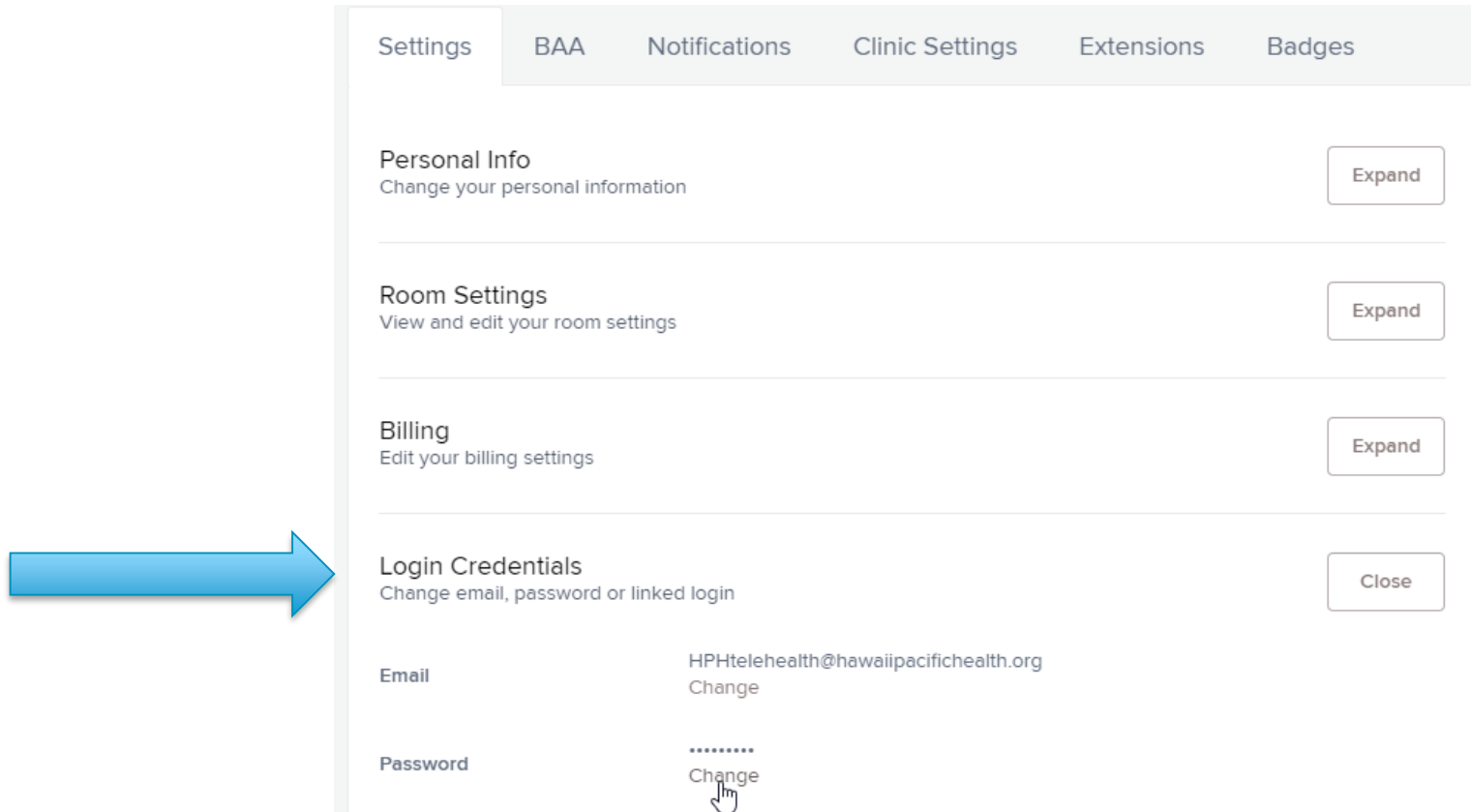
To activate your account…

- 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

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To change your password…

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

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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.

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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 ⌄

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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*

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Video-Visit Workflow with MyChart Integration

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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
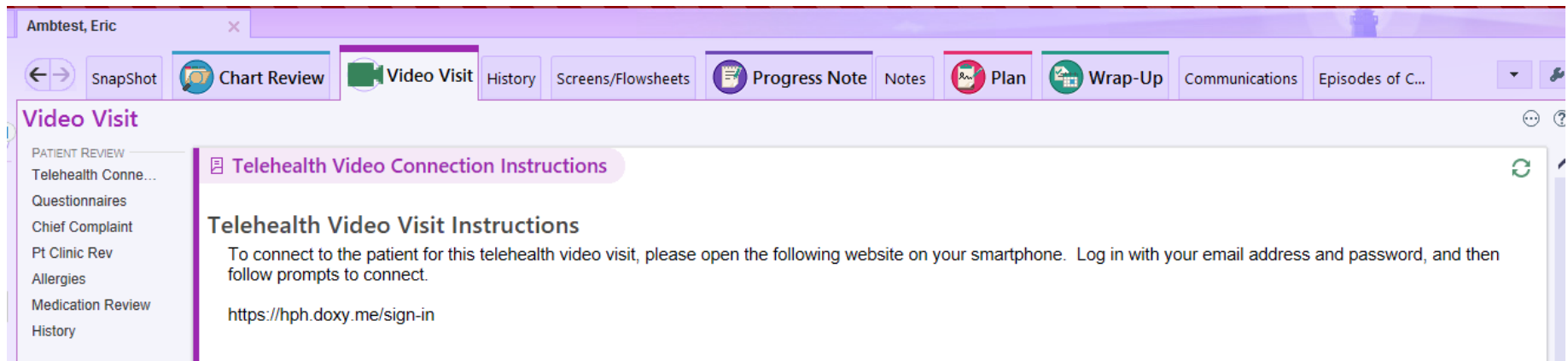
Forthcoming:

– Expedited process for proxy activation

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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
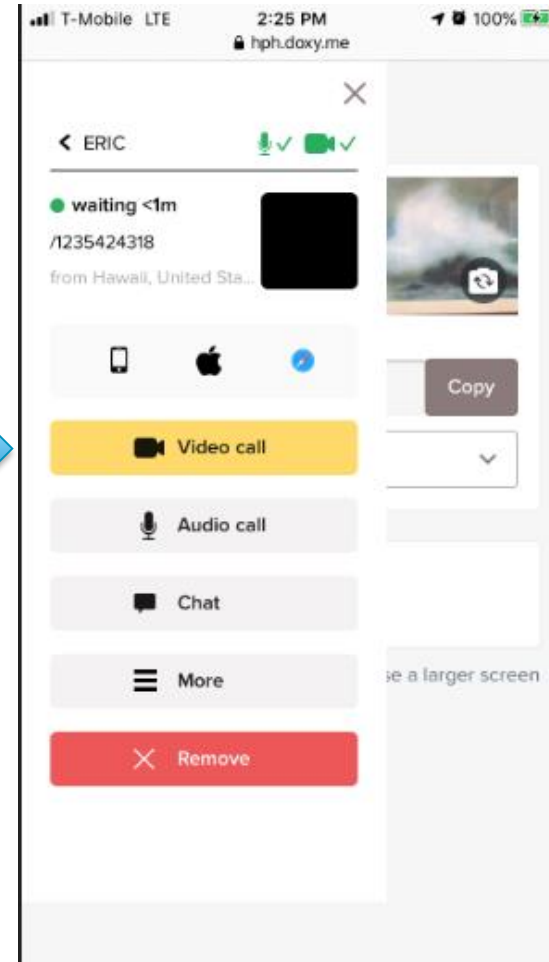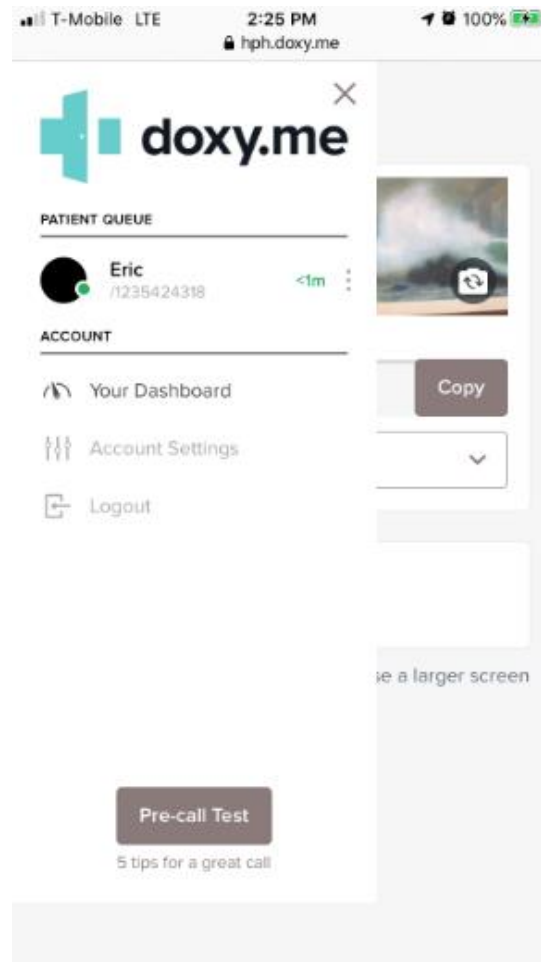on hph.doxy.me on their smart phone devices

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.

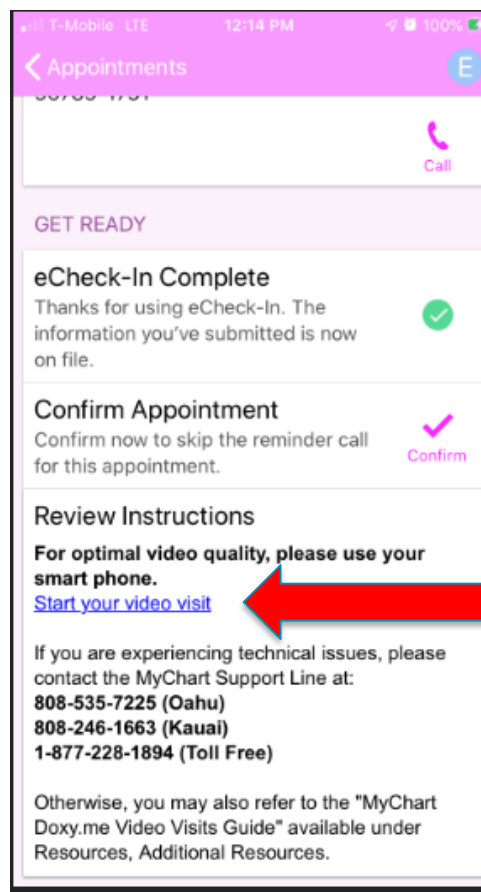**Click on patient (Eric), and select "Video Call" to begin.**

Check your signal with a pre-call test

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View for Patients

After eCheck-in, verification of medications, allergies, consent, etc.
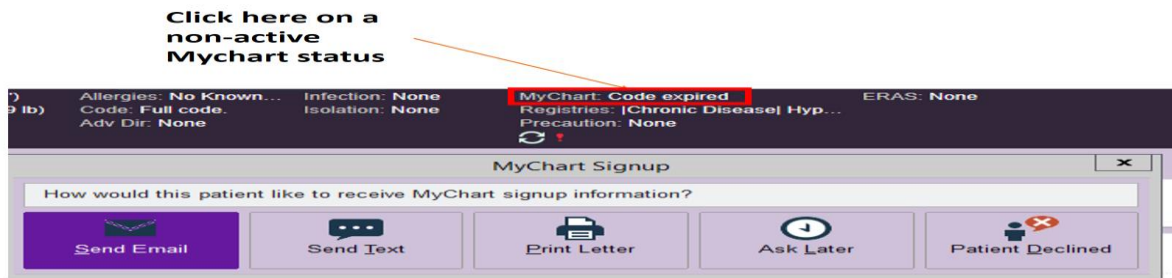
To start the hph.doxy.me session, patients simply need to click on the hyperlink included in their visit instructions.
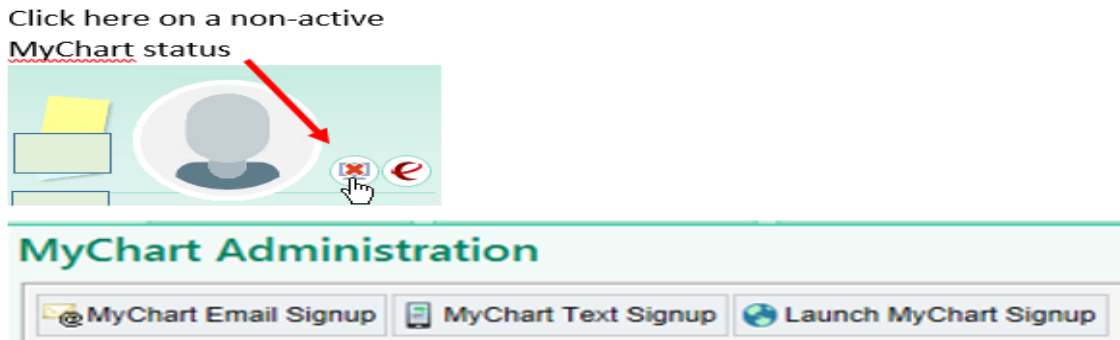
Click to start the video visit.

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

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# 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.

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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

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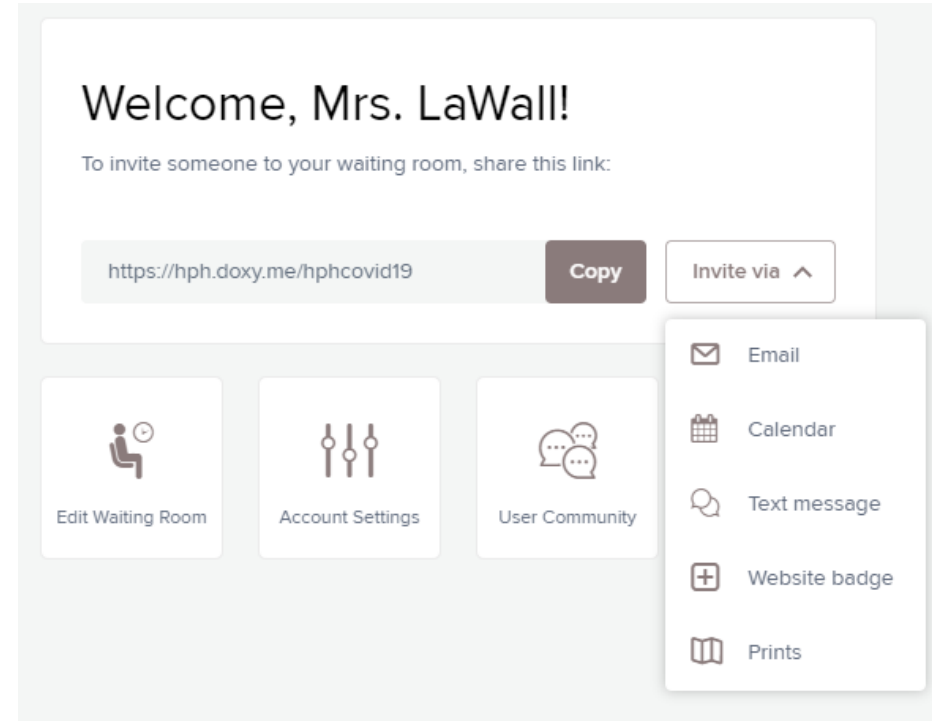
Need to schedule a spontaneous video visit? (cont'd)

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.

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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*

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