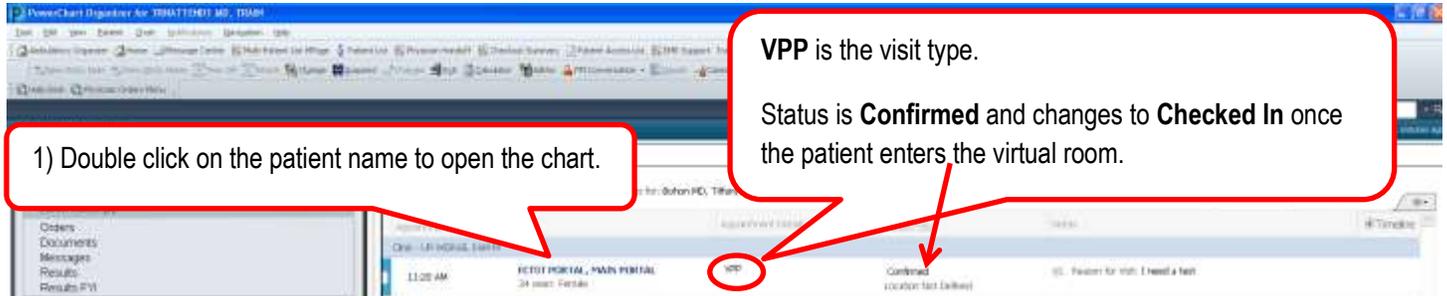


Video Visits – What the Provider Does and What the Patient Does

Video visits are another way for patients to schedule appointments with providers. The patient may either schedule the visit by calling the clinic or through MU Health. **Criteria for a Video Visit:** Patient and provider must have internet access, web cams and microphones. Video Visits can only be completed over a laptop or desktop device NOT through a smart phone. The patient must live in Missouri or the video visit will be disabled. The patient must enter a credit or debit card number prior to scheduling the appointment. A bill is generated in GE (IDX) for the visit. The bill will be charged once the provider enters the appropriate order.

Starting the Video Visit

When the provider logs onto PowerChart the Ambulatory Organizer will display any video visits for that day. Under the *Appointment Details* column heading it will display **VPP**, which is the visit type.



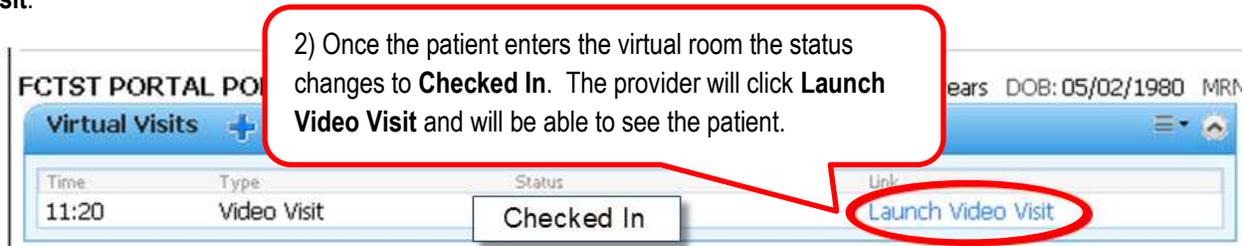
1) Double click on the patient name to open the chart.

VPP is the visit type.

Status is **Confirmed** and changes to **Checked In** once the patient enters the virtual room.

Time	Type	Status	Link
11:20 AM	FCTST PORTAL, MAIN PORTAL	Confirmed	Launch Video Visit

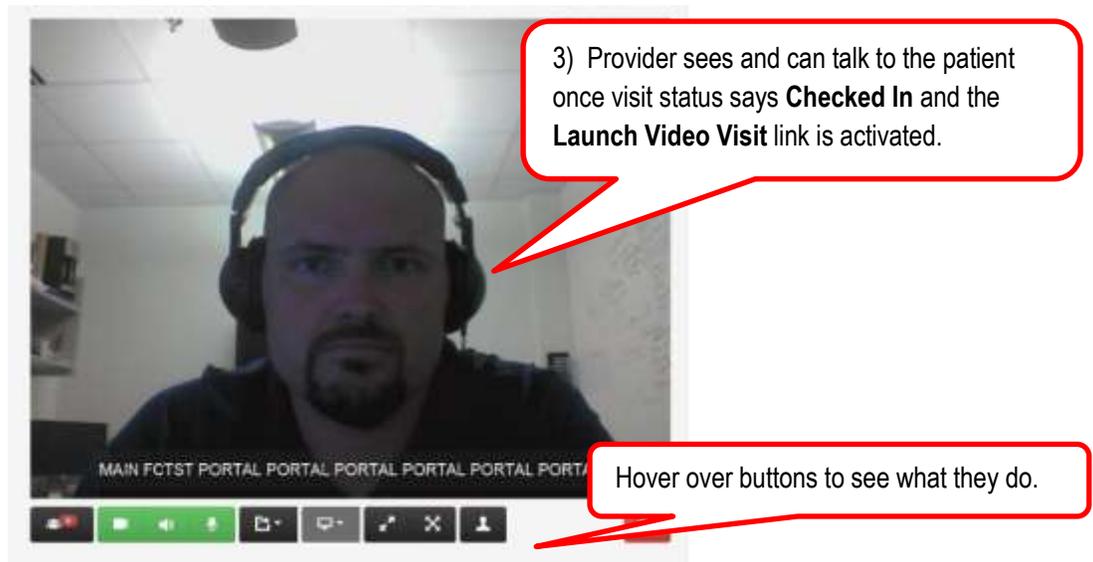
A **Virtual Visits** widget will be on the *Summary MPage* when you open the patient's chart. The Video Visit row will not display until the patient has virtually entered the room from their computer. The status will then display as **Checked In**. The provider will need to refresh the screen in order for the row to appear. Once the provider sees the **Checked In** status then the provider will click **Launch Video Visit**.



2) Once the patient enters the virtual room the status changes to **Checked In**. The provider will click **Launch Video Visit** and will be able to see the patient.

Time	Type	Status	Link
11:20	Video Visit	Checked In	Launch Video Visit

After clicking the **Launch Video Visit** link the provider will be able to see the patient and talk to them.



3) Provider sees and can talk to the patient once visit status says **Checked In** and the **Launch Video Visit** link is activated.

Hover over buttons to see what they do.

Entering an Order **After the Video Visit** (No Charge or Charged)

The patient will enter their credit card information when they are creating the visit. This will create an invoice in GE (IDX). At the end of the visit the provider will need to enter an order so the professional charge can be billed. There is no facility fee associated with these visits.

There are two orders:



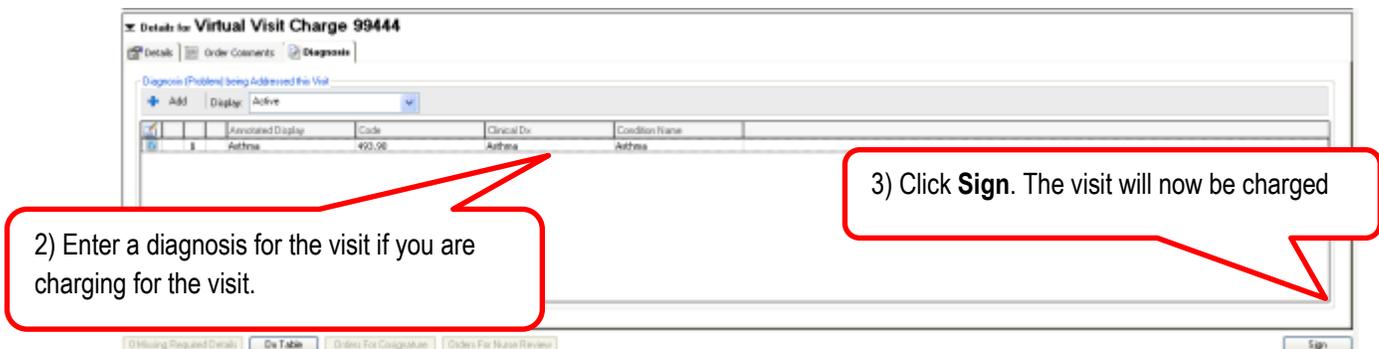
- **Virtual Visit No Charge**

- If in the provider's judgment no charge should be applied to the visit (e.g. there were technical difficulties and the visit really didn't take place) then the provider will enter a Virtual Visit No Charge order.



- **Virtual Visit Charge 99444**

- The provider will need to enter the diagnosis for the visit. It is a required field.



Understanding What the Patient Does to Schedule a Visit

To schedule a visit the patient would log into MU Healthe and click on **Schedule a Video Visit**

MU HealthCare
University of Missouri Health Care

Health Record | Inbox & Secure Messaging | **Appointments** | My Health Dashboards | After Hours? 888-884-2401

All Appointments

Please remember to bring your insurance card and copayment to your appointment.

Appointments | View Appointments For: EVERYONE

Visit Types

- Schedule an Office Visit
- Schedule a Video Visit**
- Start an e-Visit

Options

1) Click **Schedule a Video Visit**

Please review and accept the following terms.

Video Visit

Conditions of Service

Health Care
University of Missouri Health System

University of Missouri Hospitals and Clinics Conditions of Service For Virtual Visits This agreement confirms your consent to receive healthcare from University of Missouri Health Care (UMHC) on the terms and conditions described below. It also confirms your agreement to be financially responsible for all charges related to the services that you receive. The agreement allows UMHc healthcare providers to access your health information. UMHc may cancel this agreement in appropriate circumstances. You will be asked to accept these terms and conditions. If you are accepting on behalf of someone else, you agree that you are authorized to accept this agreement for that person. Consent for Treatment/Conditions of Service As a condition of receiving healthcare services from UMHc, you understand and agree to the following: Consent for My Health Care I give my consent to health care which may include tests, drugs, exams, and other care asked for in order to treat me. I know that the UMHc's (University of Missouri) Health System is not responsible for any delay in the availability of services or the quality of care provided.

Compatibility Requirements

Before scheduling a Video Visit, make sure that the computer you will be using for the visit is connected to the internet and has a working web cam and microphone. In addition, you may need to download and install the required plugin before the visit starts.

I agree to the Conditions of Service and Compatibility Requirements as listed above.

Continue Cancel

2) Click **checkbox** to agree to the *Conditions of Service* then click **Continue**.

- All Appointments
- Appointments
- Visit Types
 - Schedule an Office Visit
 - Schedule a Video Visit**
 - Start an e-Visit

A Video Visit uses a secure video chat to allow you to see and speak to your provider to receive treatment for a non-emergency medical issue without the need to schedule an office visit. Common reasons to schedule a video visit include:

- Cough, Diarrhea, Heartburn, Low back pain, Sinus infection, Urinary tract infection
- Skin conditions, Diabetes follow-up, Blood pressure follow-up, Adult antidepressant follow-up, Adult ADHD follow-up

All Video Visits are \$40. This is currently a self-pay service, so a valid credit/debit card is required to schedule your visit.

Schedule a Video Visit

Who are you scheduling for?

Recent Providers Search

Advanced Search
Choosing a Specialty/Location will filter the providers list.
 Specialty:
 Location:

Check this box for well child or annual exams OR follow up for a chronic problem. For other types of visits, leave blank.

First Available
 Choose a Date

Wed Aug 27, 2014

10:30 AM
 Dyer MD, Jonathan A

11:00 AM
 Dyer MD, Jonathan A

Tue Sep 2, 2014

8:45 AM
 Dyer MD, Jonathan A

10:45 AM
 Dyer MD, Jonathan A

11:00 AM
 Dyer MD, Jonathan A

Note: All video visits are \$40. Patient must enter a valid credit/debit card to schedule the visit.

3) Select **Advanced Search** and click the drop down to search for the desired provider or specialty.

4) Click **Select** to choose the desired visit

- All Appointments
- Appointments
- Visit Types
 - Schedule an Office Visit
 - Schedule a Video Visit**
 - Start an e-Visit

Confirm Appointment

Details:
 Tuesday
09/02/2014
 8:45 AM

Cost: \$40
 Patient:
 Provider: DYER MD, JONATHAN A.
 Location: DERMATOLOGY CLINIC

* Required Fields

What is the reason for your visit? *

 Do you have any other comments?

5) Click **Enter Payment** to enter payment information. The visit will not be scheduled unless payment information is entered first.

New to MU Health?
 Click here to open the Getting Started Guide.

Questions about your account?
 Support is available any time at 877-621-8014.

Payment Information

Card Number	<input type="text"/>	Subtotal	<input type="text" value="40.00"/>
Expiration Date	<input type="text" value="08"/> <input type="text" value="2014"/>	Total	<input type="text" value="40.00"/>
CW	<input type="text"/>		

Back Next Submit Cancel

6) Enter the credit/debit card number, expiration date and the CVV number (3 digit # on back of credit card)

7) Click Next

14:11

Billing Information

Name	<input type="text" value="Test Patient"/>		
Address	<input type="text"/>		
Address 2	<input type="text"/>		
City	<input type="text"/>		
State	<input type="text" value="Alabama"/>	Zip	<input type="text"/>
Country	<input type="text" value="United States"/>	Telephone	<input type="text"/>
Email	<input type="text"/>		

Back Next Submit Cancel

8) Fill in address and phone number

9) Click Submit

13:37

Transaction Detail

Transaction approved for \$40.00

Response: APPROVED 852192

Patient will get this window saying the transaction has been approved.

10) Click **Close**

Close

Back

Next

Submit

Cancel

All Appointments

Appointments

Visit Types

Schedule an Office Visit

Schedule a Video Visit

Start an e-Visit

Confirm Appointment

Details:

Tuesday

09/02/2014

8:45 AM

Cost: \$40

Patient: Test Patient

Provider: DYER MD, JONATHAN A

Location: DERMATOLOGY CLINIC

* Required Fields

Enter Payment

Payment Method: Credit Card: 623456XXXXXX7890

What is the reason for your visit? *

Rash on arms

Do you have any other comments?

Had rash for 10 days

Confirm Appointment Details

Cancel, go back

When the transaction is approved it will indicate the payment method on the Scheduling window.

10) Patient enters **Reason for visit** and any other comments that might be helpful.

11) Click **Confirm Appointment Details** to finish scheduling the appointment.

What the Patient Does the Day Of the Visit

The day of the visit the patient will log into MU Health and will click on the appointments tab. The video visit will show as an appointment on the right side of the screen.

Share Your Experience | MAIN FCTST PORTAL PORTAL PORTAL PORTAL PORTAL PORTAL | Sign Out

MU Health
University of Missouri Health Care

Health Record | Inbox & Secure Messaging | **Appointments** | My Health Dashboards

All Appointments

Appointments

View Appointments For: EVERYONE

Jun. 4, 2014

11:20 AM CDT	Video Visit main fctst portal portal portal portal portal portal's Video Visit With: BOHON MD, TIFFANY MELISSA Start Video Session	Options
--------------	---	---------

Jun. 6, 2014

1:30 PM CDT	Office Visit main fctst portal portal portal portal portal portal's Office Visit With: ALBUS MD, ANDREW Woodruff Internal medicine and pediatrics	Options
-------------	--	---------

You're Missing The Video Plugin for E-Visits
Click Here to Download

Patient may need do download a plugin for the e-visit. **Click Here to Download**

Plugin is not installed

Please follow the following instructions to install it.

1. Read End User License Agreement. By downloading plugin you acknowledge that you read EULA and that you agree to it
2. Download VideoWeb plugin for: **Microsoft Windows** or **Apple OSX**
3. Install it by running the installer
4. Your video session will start automatically when plugin is installed.

© 2013, 2014 Wiley. All rights reserved.

Download video plugin for the appropriate device (e.g. Microsoft Windows or Apple OSX)

The video session will start automatically when the plugin is installed. The provider will see that the appointment has gone from a Confirmed status to a Checked In status on the MPage and on the Ambulatory Organizer.