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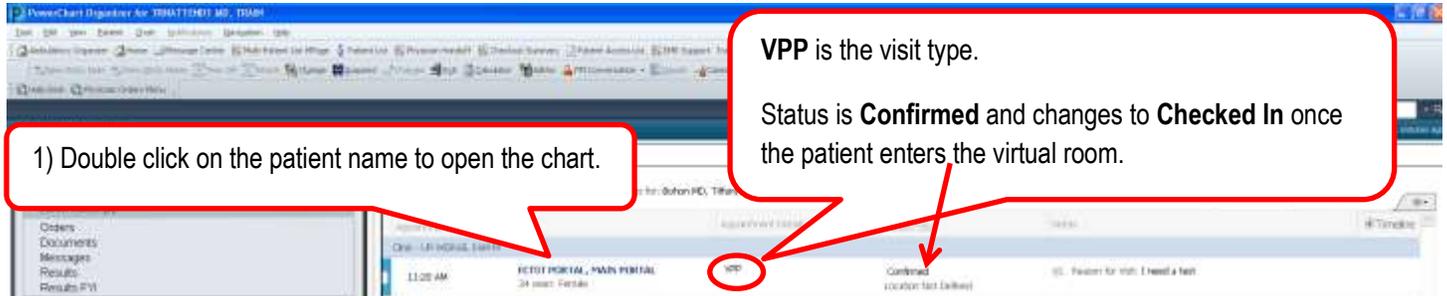
> 1) Double click on the patient name to open the chart.

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

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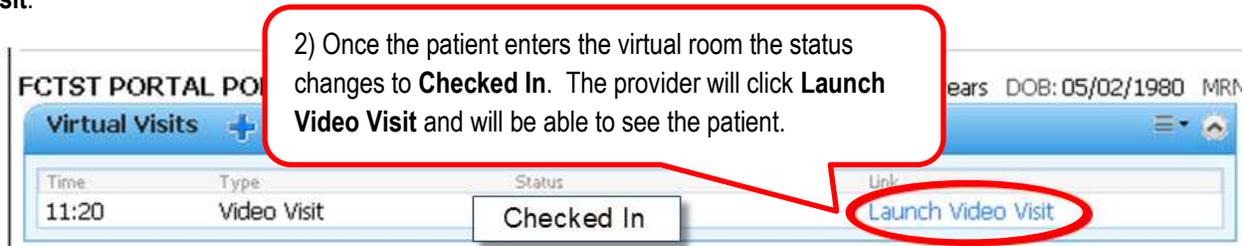
> 2) Once the patient enters the virtual room the status changes to **Checked In**. The provider will click **Launch Video Visit** and will be able to see the patient.

After clicking the **Launch Video Visit** link the provider will be able to see the patient and talk to them.
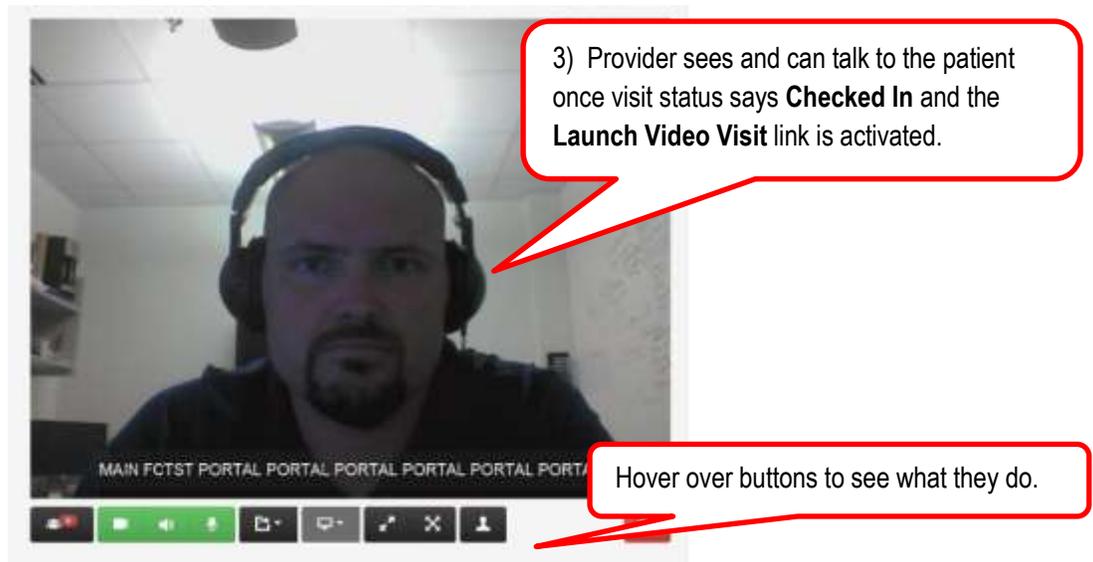
> 3) Provider sees and can talk to the patient once visit status says **Checked In** and the **Launch Video Visit** link is activated.

> 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:

1) Click on the appropriate order for the visit.

- **Virtual Visit No Charge**
  - o 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.

2) Click **Sign**. The visit will not be charged.

- **Virtual Visit Charge 99444**
  - o The provider will need to enter the diagnosis for the visit. It is a required field.

2) Enter a diagnosis for the visit if you are charging for the visit.

3) Click **Sign**. The visit will now be charged
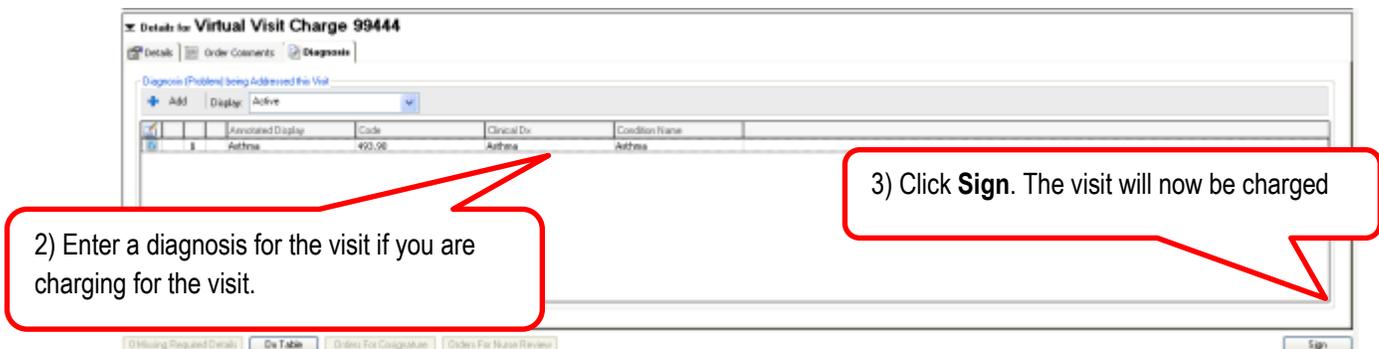
Understanding What the <mark>Patient</mark> Does to Schedule a Visit

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

1) Click **Schedule a Video Visit**

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?

[Test Patient ▾]

○ Recent Providers Search

[Please Select a Provider ▾]

⦿ Advanced Search

Choosing a Specialty/Location will filter the providers list.

[Specialty ▾]

[Location ▾]

[DYER MD,JONATHAN A ▾]

[Reset]

☐ 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

[Search]

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

Wed Aug 27, 2014

10:30 AM
Dyer Md,Jonathan A
🎥 Video Visit

11:00 AM
Dyer Md,Jonathan A
🎥 Video Visit   [Select]

Tue Sep 2, 2014

8:45 AM
Dyer Md,Jonathan A
🎥 Video Visit   [Select]

10:45 AM
Dyer Md,Jonathan A
🎥 Video Visit   [Select]

11:00 AM
Dyer Md,Jonathan A
🎥 Video Visit   [Select]

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

MU Health⊖
University of Missouri Health Care

📤 Health Record   ✉ Inbox & Secure Messaging   📅 Appointments   🖥 My Healthe Dashboards   ❓ After Hours? 888-884-2401

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   **Video Visit**
Cost: $40

Patient [Test Patient]

Provider: DYER MD,JONATHAN A

Location: DERMATOLOGY CLINIC

* Required Fields

[Enter Payment]

What is the reason for your visit? *
[   ]

Do you have any other comments?
[   ]

[Confirm Appointment Details]

Cancel, go back

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

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

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

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Payment Information

			Subtotal	40.00
			Total	40.00

Card Number [　　　　　　　　　]

Expiration Date 08 ▼ 2014 ▼
CVV [　　]

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

Back　Next　　　　　　　　　　　　　　　　Submit　Cancel

14:11

7) Click **Next**

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Billing Information

Name [Test Patient　　　　　　　　　　　　　　　]
Address [　　　　　　　　　　　　　　　　　　　　]
Address 2 [　　　　　　　　　　　　　　　　　　　]
City [　　　　　　　　　　　　　　　　　　　　　]
State Alabama ▼　　Zip [　　　　　　　]
Country United States ▼　　Telephone [　　　　　　　]
Email [　　　　　　　　]

8) Fill in address and phone number

Back　Next　　　　　　　　　　　　　　　Submit　Cancel

13:37

9) Click **Submit**

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Transaction Detail

Transaction approved for $40.00

Response: APPROVED 852192

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

Close

10) Click **Close**

Back   Next   Submit   Cancel

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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   Video Visit
Cost: $40
Patient: Test Patient
Provider: DYER MD, JONATHAN A
Location: DERMATOLOGY CLINIC

* Required Fields

Enter Payment
Payment Method: Credit Card: 423456XXXXXX7890

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.

How to MU Healthe?
Open the Getting Started Guide

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

What the <mark>Patient</mark> Does the Day Of the Visit

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

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

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.