Video Appointments

Using ConnectMed and doxy.me

connectmed

Virtual health involves providing clinical health services, education and care to patients remotely using emerging and new digital and telecommunication technologies. The Royal New Zealand College of General Practitioners (the College) supports the use of telehealth and technology-based services where it assists GPs and rural hospital doctors to provide safe, quality health care, improve health equity and increase service efficiency.

A video appointment is where the doctor and patient use information and video conferencing technologies to communicate with each other. Visual and audio information are exchanged in real time but the doctor and patient are not physically present in the same consultation room (The New Zealand Medical Council).

WHAT TO CONSIDER WHEN OFFERING VIDEO APPOINTMENTS?

1. Promoting the opportunity to patients
2. Type of video technologies to use and how to carry out the appointment
3. How patients book for a video appointment
4. What, how and when to charge
5. Getting prescriptions, lab test forms etc. to patients after the consult
6. Integration with PMS/portal

TIPS FOR UNDERTAKING VIDEO APPOINTMENTS IN THE PRACTICE

1. Promoting the opportunity to patients
- Print posters and place them in strategic areas in the practice including the bathrooms.
- Print brochures or wallet cards for all staff to give to patients.
- Include information about video appointments in practice newsletters.
- Add a line about video appointments to patient recall or results letters.
- Video appointment information dominantly displayed on the home page of the website and

in Portal appointment information.
- Send out a bulk email or TXT/SMS message to your patients.
- Post an article on social media such as Facebook or Twitter.

2. Type of video technologies to use and how to carry out the appointment
- There are many different video solutions i.e. Vidyo; Skype for Business*.
- Doxy.me https://doxy.me/ provides an easy, secure video technology solution.
- There are 3 pricing plans to choose from (including a free plan) with various functionalities and customisation.
- You can sign up for a trial and practice using it with colleagues or friends.
- If you are on the paid version, you can customise your virtual waiting room with your own text and practice logo's.
- To carry out the appointment, launch the doxy.me URL. Minimise your PMS screen and the URL (video) screen so they both take up half of the screen.

3. How patients book for a video appointment
- Discuss with ConnectMed turning on video appointment booking functionality – you need to do this for your practice and then for each clinician that offers video. You need to provide ConnectMed with your unique doxy.me URL. Patients then have that option when they book via portal.

Would you like to make this appointment an Online Video Appointment?

◉ Yes

◯ No

- Provide training to reception staff on taking video bookings via phone and updating the appointment book. Once an appointment is made, use a template email that includes instructions on how patients connect to the video appointment.

* Personal Skype does not provide a secure or private platform for clinical consultations

- Update your after-hours message to tell patients they can book video through the portal.

4. What, how, when to charge

- ProCare strongly encourages you to charge the same amount as you would for a face-to-face consult (based on providing a 15 minute video appointment).
- There are a number of options as to how and when to charge patients when providing video: (1) after the appointment, through the PMS your team could generate and email the invoice through to the patient with your practice bank account number; (2) after the appointment, post the invoice to the patient with your practice bank account number. NB: Pre-pay options as part of the booking process are being investigated.

5. Getting prescriptions, lab tests etc. to patients after the appointment

- As part of the video appointment, if medication is going to be prescribed, ask the patient which pharmacy they would like to collect the prescription from and fax the prescription straight to pharmacy.
- If lab test/ X-Ray is ordered, fax to location that patient will be visiting.

6. Integration with PMS/portal

- Currently bookings done through ConnectMed integrate to the PMS appointment calendar. The confirmation of booking email populated from ConnectMed also includes your doxy.me virtual waiting room address.

COMMON QUESTIONS

What do I need to think about to make the video high quality for myself and the patient?

1. Video quality adapts to internet speed, so the faster and more stable your broadband connection (or mobile signal), the better the video quality you will receive.
2. Use a webcam with noise cancelling abilities that helps to eliminate echo and audio feedback.
3. Face a light source, reduce background noise, have a clean and professional background, and sit between 2 and 4 feet from the webcam.
4. Firefox browser gives a good reliable connection. Chrome is also effective.

How do patients link into a video appointment? How do I know they have entered the virtual waiting room?

Once a patient has booked for the first time, ConnectMed emails them the link to your virtual waiting room (doxy.me URL). If they do not book online, email them the URL link.

If patient opens the link on their iphone or ipad, the link directs them to the doxy.me app to download – If they open the link on their non-apple device, laptop or desktop computer, it sends them to a URL. They can then check-in to the virtual waiting room. In your virtual waiting room, the patient shows up on the left hand side of the screen under 'Patient Queue' when they enter waiting room. You then double click on the patient to video call them. *If you do not recognise the patient or if it has been a long while since you have seen them, it is advisable that you get the patient to tell you their date of birth at the start of the video appointment to confirm their identity.* ConnectMed have also developed a 'getting started for patients' resource which they can access on ConnectMed once video option is turned on.

How secure is Doxy.me?

Secure data transmission and patient privacy is a top priority for doxy.me. They utilize state-of-the-art security and encryption protocols, making doxy.me compliant with HIPAA and HITECH requirements.

How do I sign up for a doxy.me waiting room?
Go to the doxy.me website at https://doxy.me/

> ### HOW DO WE GO ABOUT STARTING VIDEO APPOINTMENTS IN OUR PRACTICE?
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> Contact our Health Care Home Programme Manager Lindsay Havens for further information and assistance.