1. Schedule the VTC per the standard outpatient village VTC process and discuss any labs/orders that need to be completed prior, with both the patient and the local clinic that will be presenting patient.
2. Use the correct appointment type < XXX VTC Provider>

3. Enter orders as future orders per your standard clinical outpatient process
4. Send coordination information per standard outpatient scheduling process
1. Provider staff calls clinic to check in remote patient for appointment, confirm connection plan.
2. Check in the appointment
3. Join room
   A. Scroll to Virtual Patient Room tab within patient’s chart, click to open
   B. Click “Where are you meeting the patient?”
   C. Click “Telehealth to the Clinic (Vidyo)”
   D. Click “Start Virtual Visit”

If connecting to a clinic, use the “Call a room system and/or user into the virtual patient room” option to call in existing Vidyo equipment/users in the directory, if needed.

*Note: if the “call a room system or user” option is used, someone will need to answer it.*

4. Conduct intake and alert provider
5. If provider is joining from their own device – follow step 3

Cerner Support: Provider Hotline
Audiovisual Support: Call Local AV or IT