



DIRECT TO PATIENT VTC: SCHEDULING WITH ZOOM

1. Discuss Direct to Home VTC option with patient. Use patient instruction handout to confirm their capability.

2. Get a valid e-mail address from patient.

3. Schedule the visit and discuss any labs/orders that need to be completed prior to the visit.

4. Use the <XXX VTC Provider Direct to Patient> appointment type for your facility. Choose the location and complete the scheduling process.

5. From within the patient's chart, scroll to Virtual Patient Room tab, click to open.

6. Select "Telehealth to the Home (Zoom)" from the drop down menu.

7. Select "Get Link to Virtual Patient Room", then select "Copy link to paste into appointment letter".

8. Paste link into patient appointment letter template and email to patient.

9. Confirm patient received email.

*Note: Direct text and email link feature has been added. Please only use for last minute assistance, or when sending a link to a provider not on Cerner.

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



DIRECT TO PATIENT VTC: CONNECTING WITH ZOOM

1. Call patient by phone to initiate check-in process
2. Patient joins virtual patient room via hyperlink
3. Join room
 - A. Scroll to Virtual Patient Room tab within patient's chart, click to open
 - B. Click **"Start Virtual Visit"**. Zoom will open in new window.
 - C. Click **"Telehealth to the Home (Zoom)"**.
 - D. Click **"Start Virtual Visit"** - this will launch Zoom from the web. You will automatically be made a host.

The screenshot displays the Cerner EHR interface for a patient's chart. The top navigation bar shows patient information: LEG, TEST; Allergies: Allergies Not Recorded; DOB: 12/25/1987; Age: 32 years; Sex: Female; Location: Alerts: Security Alert Yes, Wellness Plan, Wt: 50kg, Private Home. The left sidebar menu is visible, with 'Virtual Patient Room' highlighted in red and labeled 'A'. The main content area shows the 'VIRTUAL PATIENT ROOM' interface. A dropdown menu is open, showing options: 'Where are you meeting the patient?' (labeled 'B'), 'Telehealth to Clinic (Vidyo)', and 'Telehealth to Home (Zoom)' (labeled 'C'). Below this, there are two buttons: 'Get Link to Virtual Patient Room' and 'Start Virtual Visit' (labeled 'D'). A 'Room status' panel on the right indicates 'The room is currently open.' with a 'Lock' button. A note at the bottom states: '**NOTE: The link to the video appointment room is unique to the patient. Please DO NOT USE OR SHARE the link for anything other than the patient appointments and provider-to-provider consultations. Doing so could compromise the patient's personal health information. Thank you.' The version number 'v2.0-0.0.21' is visible in the bottom right corner.

4. Conduct intake and alert provider
 5. If provider is joining from their own device – follow step 3
- *Note: If provider joins the call from a guest link, staff initiating the call from within Cerner are advised to make the provider the call host before exiting.

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