



OUTPATIENT ANMC TO VILLAGE VTC PROCESS: DAY OF CONNECTION

1. ANMC: Call remote clinic to confirm patient has arrived (refer to VTC Coordination Message for clinic details). Confirm connection plan, check in patient appointment.

2. ANMC Staff: From patient's chart, open Virtual Patient Room:

- A. Click "Where are you meeting the patient?"
- B. Click "Telehealth to Clinic"
- C. Search for the clinic name and/or user you would like to meet with virtually (Zoom and/or Vidyo) click on green "Meet" button.

Note: Vidyo Clinics/Users will need to answer the call once you click on "Meet" button.

Zoom Clinics/Users selected through the "Meet" button, a **popup** will appear with other ways the zoom user/clinics can get virtually connected.—Ensure this is communicated to regional clinic, if needed. Click continue on popup screen.

3. Click "Join Virtual Visit" and admit other participants to virtual visit as needed.

4. Screen patient in per normal process

5. ANMC Staff: Alert provider that patient is ready, instruct them to join the visit by clicking "Join Virtual Visit", if needed.

**Cerner Support:
Call Provider Hotline**

**Audiovisual Support:
Call Local AV or IT**

*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.

Questions or Support:
For Cerner assistance, please contact your Cerner Provider Hotline
For assistance during video calls, please contact your AV/IT support team