



Scheduling:

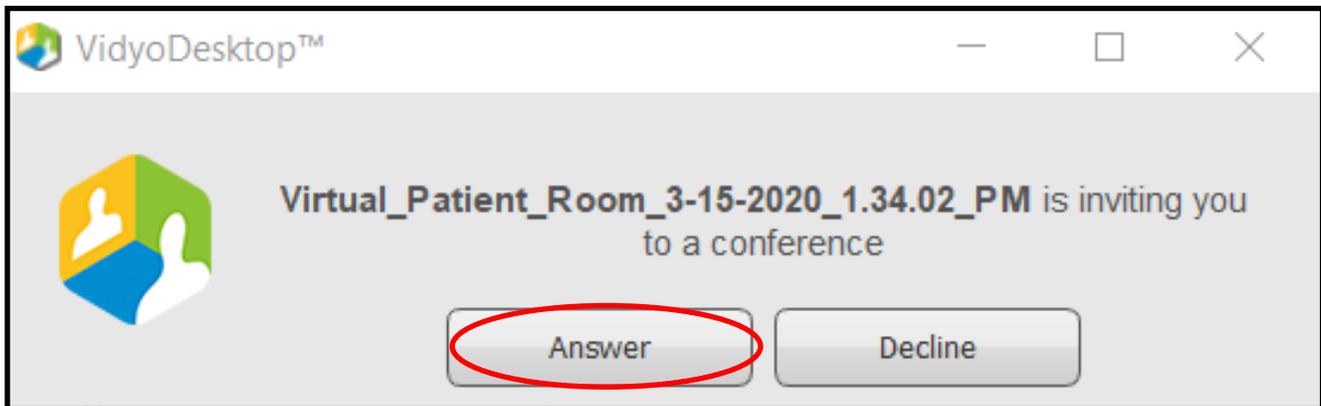
1. Discuss connection plan for the visit (see connection pathway options below).
2. Discuss any labs/orders that need to be completed prior to visit, and schedule.
3. Schedule the visit using the correct VTC appointment type for your organization.

Connecting on Day of Visit:

1. Call Provider clinic by phone (if they have not already called you) when patient arrives and has been checked in.
2. Confirm connection pathway.

Connection Pathway for Vidyo (Option 1)

1. Turn on/Log in to the Vidyo system or account.
2. If you are using **Vidyo and need the Provider clinic to call you in** tell Provider clinic what device or user in the directory they need to “Meet”
***If you have Shared Cerner access you can do this yourself through the Virtual Patient Room (see below).*
3. When the Vidyo call comes through click “Answer”





Connection Pathway for Sites on Shared Cerner using Zoom (Option 2)

1. Call Provider clinic staff (if they have not already called you) 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"
 - D. If the other participant is already in the call click "Join Virtual Visit". If they **are not**, search for your clinic/logged in user and click "Meet".
 - E. A pop up will appear with ways the other endpoint can join the call. Relay that information as needed and then click "Continue".
 - F. Click "Join Virtual Visit" to launch the session and admit other participants to the call as needed.

The screenshot shows the Cerner Virtual Patient Room interface. A red vertical line on the left side of the menu indicates the scroll path to the 'Virtual Patient Room' tab, which is highlighted with a red box and labeled 'A'. The main content area shows the 'VIRTUAL PATIENT ROOM' header and a dropdown menu for 'Where are you meeting the patient?' with 'Telehealth to Clinic' selected, labeled 'B' and 'C'. Below this, there are buttons for 'Get Link to Virtual Patient Room' and 'Join Virtual Visit', with 'Join Virtual Visit' labeled 'F'. A search bar contains 'clinic' and a list of meeting options is shown, with 'Snowville Clinic - iPad (Zoom)' selected and labeled 'D'. A pop-up window titled 'Snowville Clinic - iPad to join VPR session' is displayed, containing instructions for joining and a 'Continue' button labeled 'E'. A note at the bottom states: '**NOTE: The link to the video appointment room is unique to the patient and is only valid for one-to-one provider consultations. Doing so could compromise the patient's privacy.' Below this, there is a 'Questions or Support:' section with contact information for Cerner assistance.

Connection Pathway for Sites NOT on Shared Cerner using Zoom (Option 3)

1. Call Provider clinic staff (if they have not already called you) to check in remote patient for appointment, confirm connection plan.
2. Join the call using one of the following methods:
 - A. VPR 6 digit code
 - B. Request Provider clinic send you the guest link
 - C. Join using the Zoom meeting ID