

Telemedicine: Conducting an Audio-Video Patient Visit

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Alabama Department of Public Health

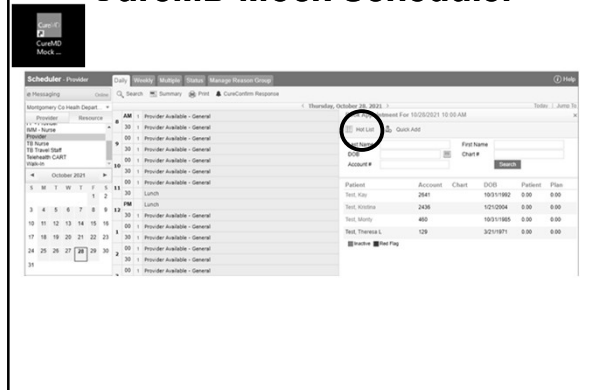
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Objectives

-  Introduction of CureMD Telemedicine Scheduling
-  Utilization of novelHealth platform for video visit
-  Demonstration of screen-in-screen telemedicine visit

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CureMD Mock Scheduler



3

Telemedicine Appointment Booking

Book Appointment For 10/28/2021 10:00 AM

Kay Test 

Female, 28 Y, Account 2641

	Insurance	Balance	Unapplied
Patient	\$0.00	\$0.00	\$0.00

Status: **Scheduled** (dropdown)

Reason*: **Select** (dropdown) Duration: **(none)** (dropdown)

Linked Provider: **-- Select --** (dropdown)

Note Template: **(none)** (dropdown)

Transport: **None** (dropdown) Transport Status: **--Select--** (dropdown)

Telemedicine

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Reason Group

Status: **Scheduled** (dropdown)

Reason*: **Select** (dropdown) Duration: **(none)** (dropdown)

Linked Provider: **Select** (dropdown)

Note Template: **Health Coaching by phone SW** (dropdown)

Transport: Telemedicine

Insurance: **Health Coaching face-to-face SW** (dropdown)

Primary: **Risk Assessment by phone** (dropdown)

Secondary: **Risk assessment face-to-face** (dropdown)

Tertiary: **Well Woman Follow Up** (dropdown)

Comments: **Well Woman Follow Up** (text area)

Referrals: **0** (button)


Characters left: 500

- EHR Reports by *Reason* Group
- Telemedicine
- FP Initial
- CD Annual
- FP Revisit
- FP Implant

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Telemedicine Reason Defaults

Book Appointment For 10/28/2021 10:00 AM

Kay Test 

Female, 28 Y, Account 2641

	Insurance	Balance	Unapplied
Patient	\$0.00	\$0.00	\$0.00

Status: **Scheduled** (dropdown)


Reason*: **TM FP Revisit** (dropdown)

Linked Provider: **[Hood, Krysta]** (dropdown)

Note Template: **FP Revisit** (dropdown)

Transport: **None** (dropdown)

Transport Status: **--Select--** (dropdown)

Telemedicine 

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Customized Telemedicine

Book Appointment For 10/28/2021 10:00 AM

Key Test
Female, 28 Y, Account 2641

	Insurance	Balance	Unapplied
Patient	\$0.00	\$0.00	\$0.00

Status: Scheduled
Reason: TM FP Revisit
Linked Provider: Hood, Krysta
Note Template: FP Revisit
Transport: None
Duration: 15 Mins.
Transport Status: --Select--

Telemedicine

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Female, 28 Y, Account 2641
a.hood@adph.slate.al.us

	Insurance	Balance	Un.
Patient	\$0.00	\$0.00	\$0.00

Status: Scheduled
Reason: TM FP Revisit
Duration: 30 Mins.
Linked Provider: Hood, Krysta
Note Template: FP Revisit
Transport: None
Transport Status: --Select--

Telemedicine

Insurance: Primary, Secondary, Tertiary (all set to Select)
Referrals: (empty)
Comments: (empty)
Characters left: 500

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Add Participants

Telemecine

Add Participants

Save

Participant Name: --Select User--
Invite a guest?

9

Add Participants

Save

Participant Name: --Select User--
Invite a guest?

Guest Participant

Name: (input field)

Email Invite
Participant E-Mail Address: (input field)

Text Message Invite
Participant Mobile Number: (input field)

Add

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CureMD

Appointment: 10/28/2021 11:00:00 AM cannot be scheduled
TeleHealth appointment, date should be greater than current date.
Appointment: 10/28/2021 11:00:00 AM cannot be scheduled

OK

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Scheduler - Provider

Montgomery Co Health Dept.

Thursday, October 28, 2021

Appointment list showing provider availability and status.

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Daily Scheduler

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Edit Appointment

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Patient Contact

- Mobile
- Email Address

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Text Message Confirmation to Mobile Number

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Email Confirmation

Online Consultation Confirmed
Monday, November 01 2021 03:30 PM CST

Dear Kay,

Your video visit on Monday, November 01 2021 03:30 PM CST with Dr. Krysta Hood at STAGING-State of Alabama Department of Public Health - Video Visit is confirmed. Please join the video visit 10 minutes before your scheduled time.

[Join Video Visit](#)

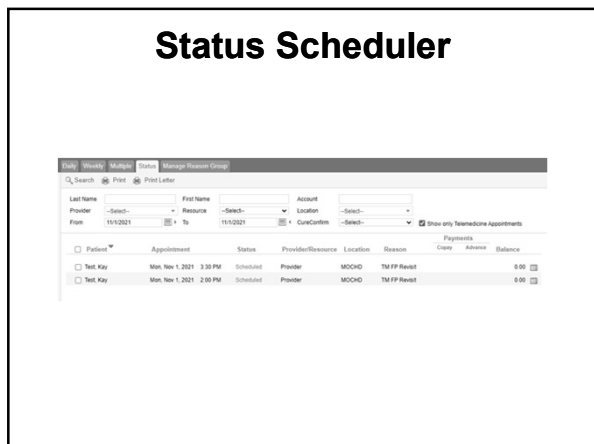
How to Prepare for Your Video Visit
A step-by-step guide to having a successful visit with your provider

[Read Article](#)

Appointment Details:
Dr. Krysta Hood Monday, November 01 2021 03:30 PM CST

Your details:
Kay Test TM FP Revisit
29F, F

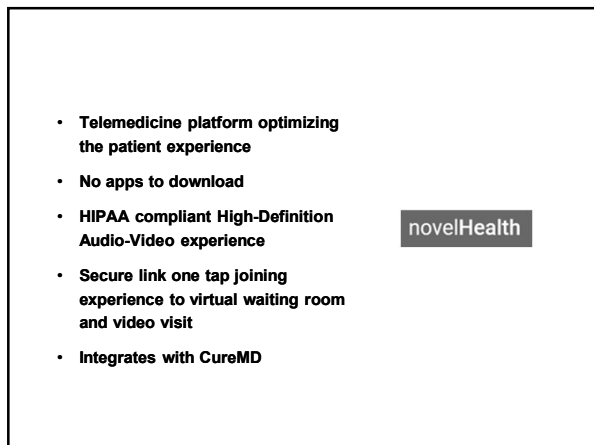
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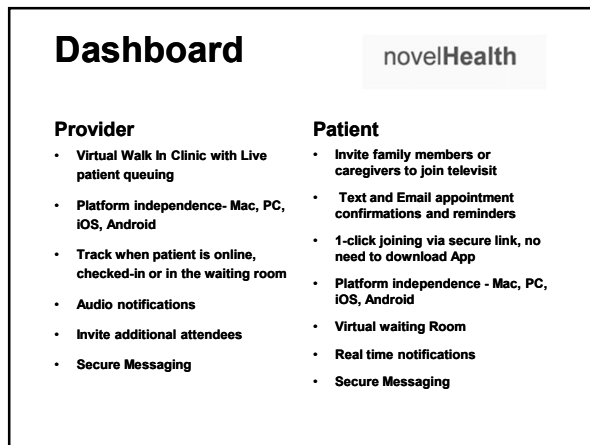
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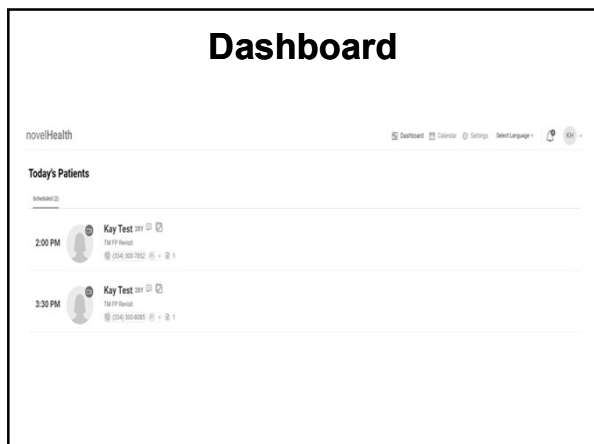
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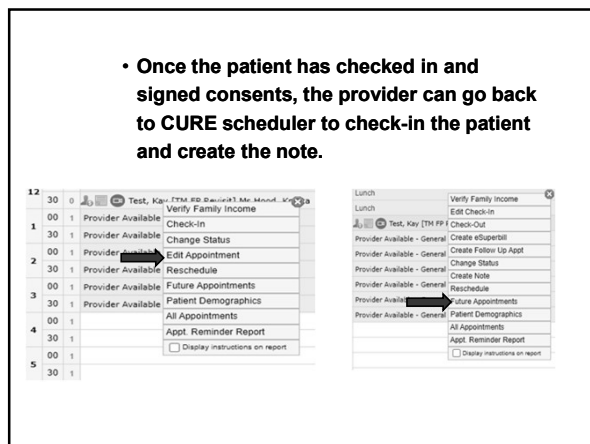
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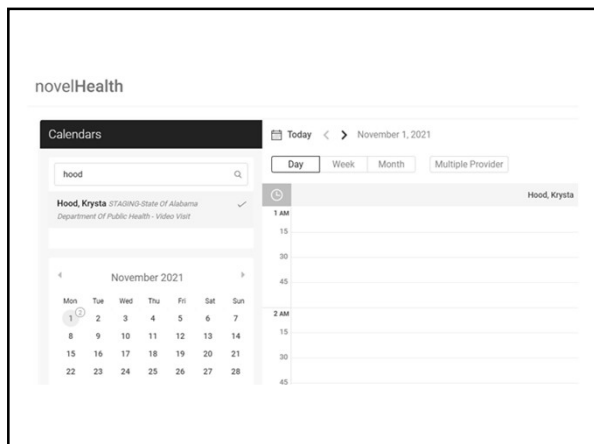
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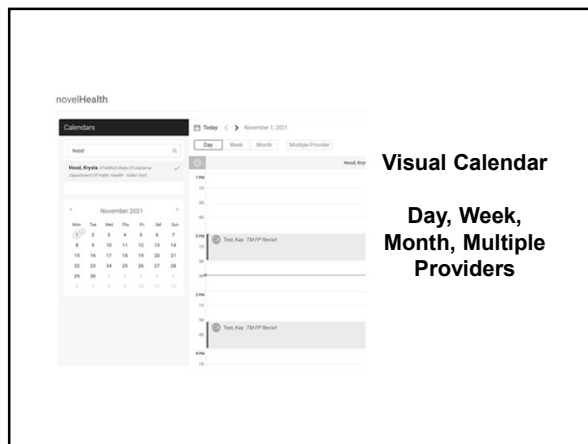
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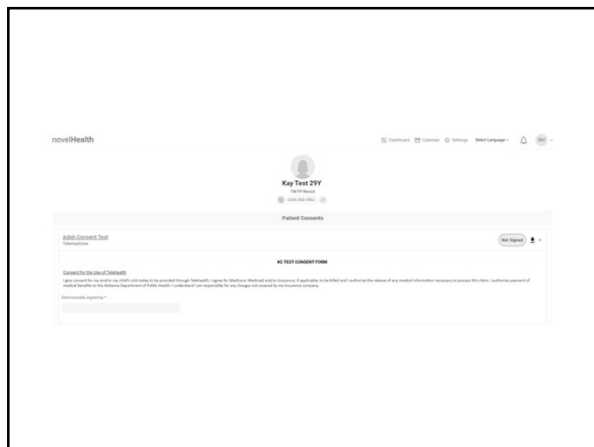
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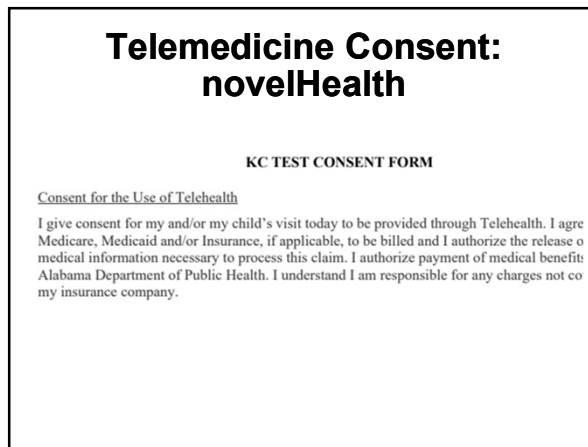
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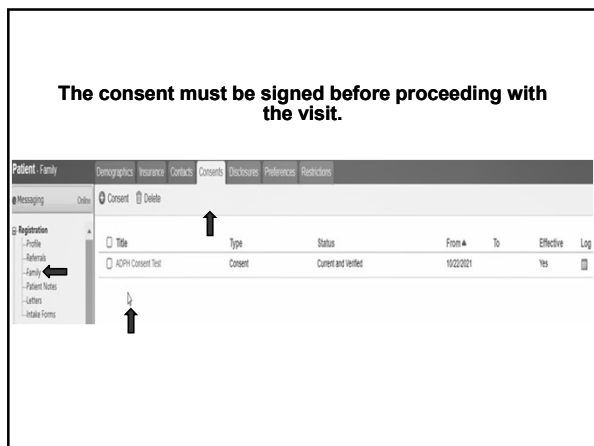
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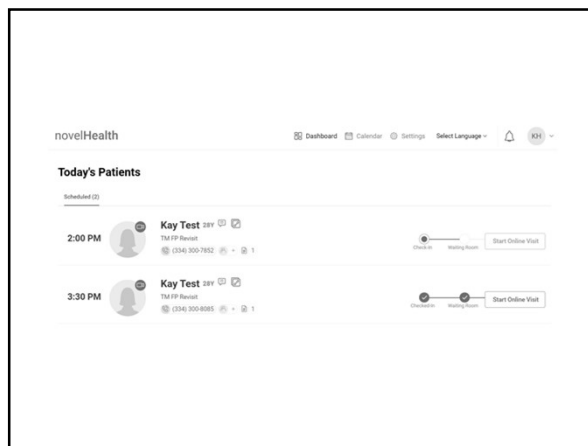
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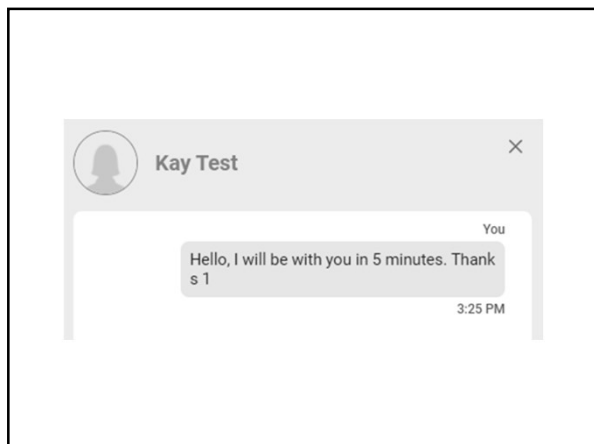
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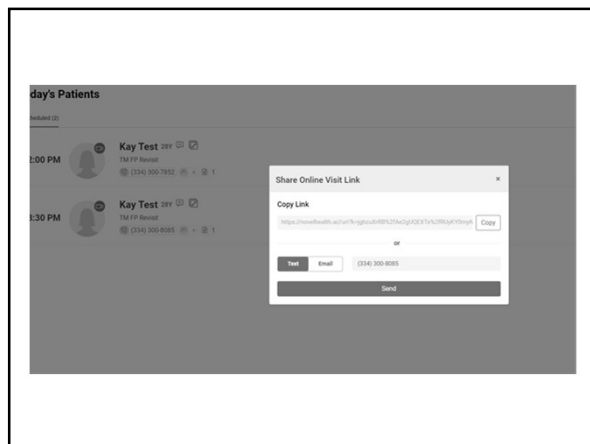
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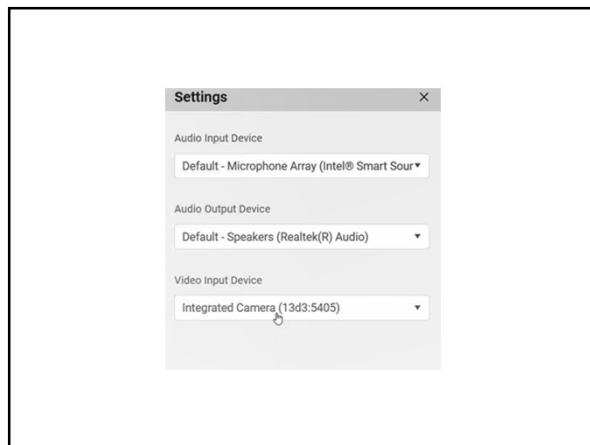


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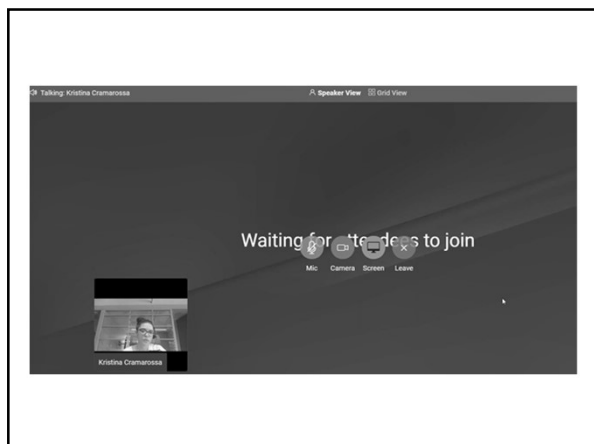
In NovelHealth, once you are ready, you will start the visit. Verify your camera and speaker are ready in settings, then click "Ok. I'm Ready"

- To get the picture in picture, hover over the picture, right click and choose picture in picture so that you can move the image on your screen to your preference.
- Authorized participants to attend
- Set up as a provider versus an attendee
- Live consultation
- Required to sign the consent before you have the option to Start Online Visit

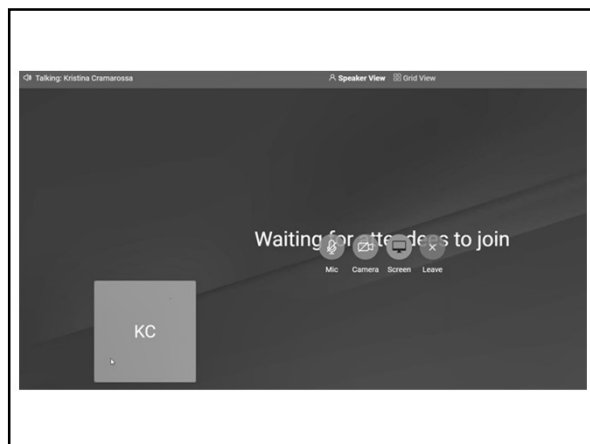
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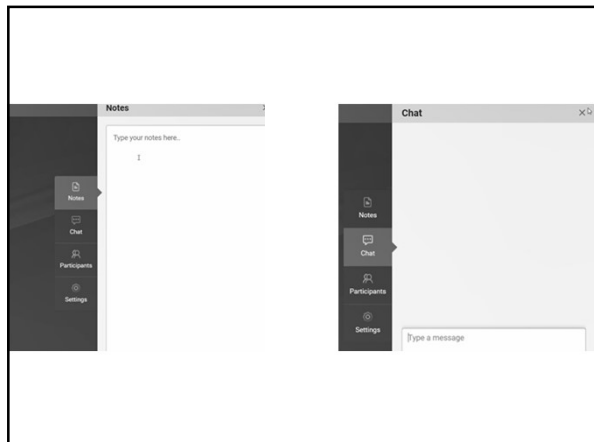
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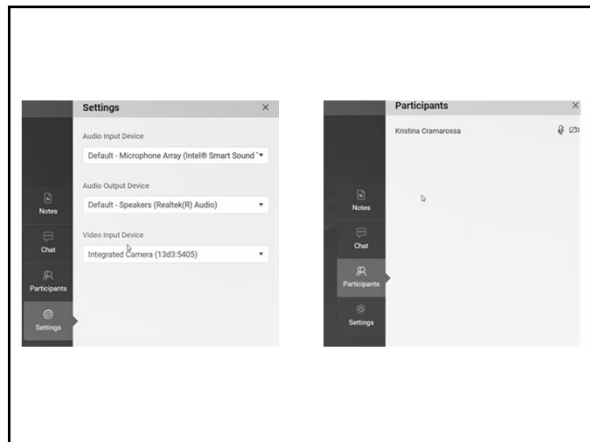
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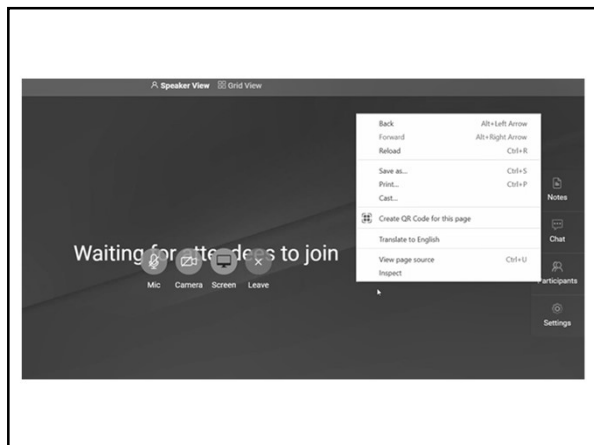
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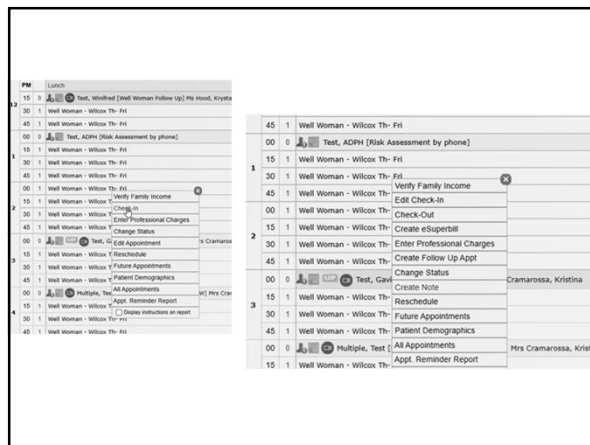
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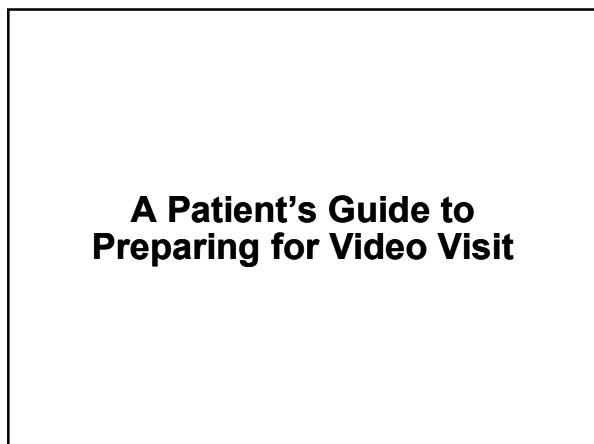
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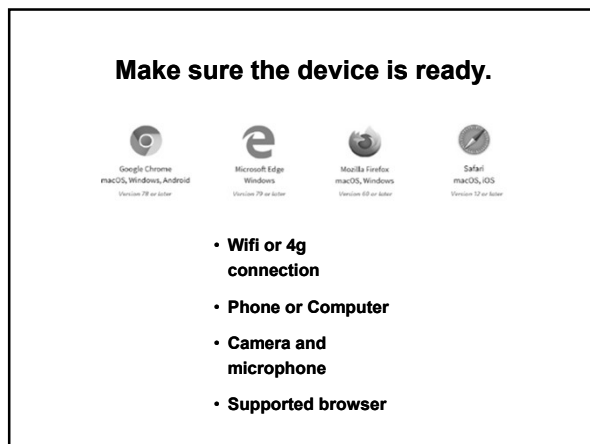
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What to expect:
10 minutes before the visit, a link will be sent to the patient.

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- While in the waiting room, the patient will sign their consents for telemedicine and birth control.
- After consents are signed, the patient will click on the “Start Visit” button.
- The patient will remain in the waiting room until the provider is ready.

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- The patient will receive confirmation that they are checked in.
- Once checked in, and prior to your visit, the patient will have a chat option available.

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The Provider Has Joined!

- Live stream video and audio.
- Able to see the patient and provider for interaction.
- Patient has the ability for “selfie” mode or can flip the camera forward facing if needed.
- Audio/video can be disabled at any time if needed.
- “Chat” option is also available during the visit, if needed.

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Once the visit has ended, the patient or provider may click the red “leave” button.

- At this time, the provider can do documentation and prepare for the next visit.
- Following the visit, the patient will be asked for feedback regarding visit quality.

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