Encounter Instructions

General Phone Script:

"Hello I am _____ from VUMC and am calling to help you get set up for your upcoming telehealth visit. If you are interested in continuing, we will run through what device you will use and make sure you have everything set up correctly for the visit."

"First, your provider will see you as this is a video and audio visit. Please make sure you are at home and in a quiet room with all noises off (such as TV/games/computer). If you have someone in the room with you, that is great, just let the provider know who is there. Have your medications or even better, a list of your medications with you so your provider can go through these with you."

Walk patient through what they need to do to prepare for the visit:

If pt plans to use a smartphone or tablet:

"Download MHAV App."
(Make sure they can log on and get into app). Let them know that when it is time for their visit, click "Appointments"and then click on either "Camera" or "Start the visit".

"Download Zoom App. Make sure to give Zoom access to your camera and microphone."

Iterate that they MUST start the visit from the MHAV app (NOT Zoom).

If pt plans to use a computer:

Have patient download Zoom at https://zoom.us/download (Zoom Client for Meetings).

Make patient aware that pop-up blockers might interfere and to temporarily turn them off if they are having difficulties. Let them know to start the appointment from MHAV on their browser!

If unable to reach a patient (e.g., they don't pick up phone):

Leave a voicemail with a brief summary of instructions (download MHAV and Zoom app, go through MHAV app or website for visit) -> do not write anything in Epic. Just move on to the next patient! Feel free to try calling again after you finish all your ones for the day.

If you are able to reach the patient, document the call in Epic.

Click "Create Encounter" and choose "Communication" for Encounter Type and paste the "Department" from the Excel doc, then click Accept. Find the box "Reason for communication" and Type "Administrative" in for the Reason and "Pre-Telehealth Call" as the Comment.

For the note, write something along the lines of "Telehealth patient reached and educated. Patient is ready for appointment via their iphone."

If the pt wants to be rescheduled, does not want the telehealth visit, has an unstable internet connection, or has some other issue that you think the provider should know about, then:

Find the box "Routing" and type the physician's name as the recipient. In the note, describe the issue, such as: "Patient wants to re-schedule".

ONLY route the provider if there is an issue you think they should be aware of. Otherwise just sign the encounter without using the route function.

Sign the encounter when done.

Important Reminders:

Please tell the patient to wait for the provider (who might be a few minutes late to the appointment) and NOT to exit the zoom meeting while waiting, as it may prematurely end the Telehealth Appointment.

If there are any IT issues, contact the HELP Desk on the Patient's behalf. Use a 3-way call to engage the Help Desk:

615-343-4357, Option 4

Alternatively, direct them to IT help website:

https://vanderbilthealth.com/myhealth_help/54692