

PRIOR TO THE VIRTUAL CARE VISIT

- Please use secure NYGH email or call the staff assigned to your clinic, and provide them with the following information for each patient you would like booked for a virtual care visit:
 - Patient full name, date of birth and MRN (if available)
 - They type of visit you are requesting (telephone, videoconference, or in person)

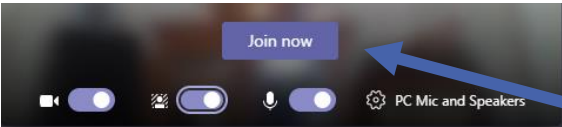
- Clinic Staff will then complete the following steps prior to a virtual care visit:
 - Schedule the visit based on your request
 - Obtain consent from the patient/caregiver to conduct a virtual visit
 - Schedule the visit and create/modify patient registration to indicate this will be a virtual visit.
 - The visit will be “opened” in Cerner by clinic staff, ready for you to document your notes when the visit takes place. If using videoconference with Microsoft Teams, you will receive an Outlook email invitation to attend the visit.

DURING THE VIRTUAL CARE VISIT

If using Microsoft Teams for Virtual Visit Videoconference:

NOTE: you can use your own mobile device, or an NYGH computer that is equipped with camera/microphone.

Join Microsoft Teams Meeting



From your Microsoft Outlook meeting invite, select ‘Join Microsoft Teams Meeting.’ Once selected, the Microsoft Teams app will automatically open into the meeting.

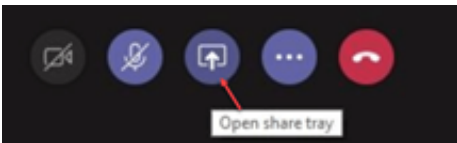
Turn camera on Turn microphone on

Ensure that your camera and microphone are turned on and then select “Join now.”

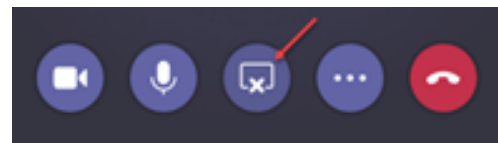
NEED TECHNICAL HELP, or NEED A COMPUTER OUTFITTED WITH WEBCAM/MICROPHONE?
Please call Help Desk at 416-756-6074

Sharing your screen in Microsoft Teams

Select the Share icon from your screen (upper right corner)



You can stop sharing by selecting the Stop Sharing icon



Privacy Statements During a Microsoft Teams Visit

- Advise the patient that the visit is in a privacy-protective setting. If applicable, identify anyone else who is present on your side of the call, and explain why they are there.
- Ask the patient if they consent to having the virtual visit, and that no one else is with them whom they don’t wish to be present during the visit.

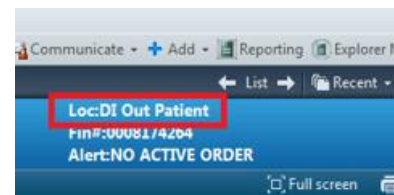
Documentation Requirements (for telephone or videoconference virtual visits):

In addition to standard documentation about the care provided, please also document **informed consent discussion(s)** regarding the virtual visit in your note. Below is some standard text, approved by the Ontario Medical Association, that can be added to clinical notes documenting a virtual visit (telephone or videoconference):

Informed verbal consent was obtained from this patient to communicate and provide care using virtual and other telecommunications tools. This patient has been explained the risks related to unauthorized disclosure or interception of personal health information and steps they can take to help protect their information. We have discussed that care provided through video or audio communication cannot replace the need for physical examination or an in-person visit for some disorders or urgent problems, and the patient understands the need to seek urgent care in an Emergency Department as necessary.

Virtual visits can be documented in the following ways:

- Telephone dictation (be sure to dictate the patient name, MRN, and date of visit)
- Dynamic Documentation in Cerner (if you have been trained on this technology, and an outpatient clinic note is available in your “Admit/Consult” workflow). Please note:
 - Be sure to select the **correct visit** in Cerner when documenting your note (the outpatient clinic location name should appear in the top right of the “banner bar” of the chart. If the wrong location is displayed, click on the location name, and a window will open, where you can select the correct patient visit).
 - The following autotext “dot phrase” can be used to insert the standard virtual visit consent text that is outlined above: **“.vv_consent”**



AFTER THE VIRTUAL CARE VISIT

Virtual visits are scheduled, registered and “opened” in Cerner on the assumption that the visit will take place. If you are unable to reach the patient, or the visit does not take place for any other reason (e.g. patient decides to withdraw consent), please do the following:

- Document a note on the visit, indicating that the visit did not take place / was cancelled, and provide the reason
- Contact staff in the clinic by NYGH secure email or telephone, to inform them that the visit did not take place. If needed, provide information for rescheduling, including desired time, and type of visit (telephone, videoconference, or in person).

Virtual care billing resources – please visit these links:

- Virtual services - temporary codes - bit.ly/MOH4745
- Virtual services - billing & technical manual - bit.ly/VirtualServ
- New Virtual Care Program codes (must be VCP member and using OTN solution) - bit.ly/MOH4750
- Uninsured patients - bit.ly/MOH4749