

SNF/LTFC/Home Health Care Virtual Visit Workflow

Patients who have been discharged to an advanced care facility or with home health services should be considered for a virtual visit follow-up with their primary care or specialty care providers. Clinics should continue to scrub their schedules and determine which patients are good candidates for a virtual visit to avoid unnecessary transport to the clinic as well as possible exposure for the patient.

Information was sent to many Long Term Care, Skilled Nursing, and Home Health Organizations encouraging them to notify the clinic and ask if a virtual visit is appropriate. We are also working on a discharge pathway to encourage scheduling of virtual appointments before patients leave the hospital.

Suggested MA or Clinic Staff Workflow:

- When scheduling a follow-up appointment for a patient that currently resides or has been discharged to a skilled nursing facility, long term care facility, or other continuing care organizations, please work with your provider and the facility to consider a virtual visit vs an in-person clinic visit.
- For patients scheduled for a virtual visit residing in one of these facilities or utilizing home health care services, the MA should work with the facility and/or patient at least 24 hours before the scheduled appointment to help with the MHC virtual echeck-in and rooming process as you would for any other virtual visit.
- If the patient is unable to use the MHC access path, office staff should work with the facility through the following steps **at least 24 hours** before the visit:
 - Establish who at the organization will be assisting the patient **during the visit and document contact information to include name of staff member who will be assisting, best phone number to call for questions or issues, and email that will be accessible during the rooming and setup process.**
 - Send the <http://vidyo.uhealth.org/> link as well as the Telehealth visit link from the patients Home Telehealth appointment to the facility provided email. If sending patient information, please remember to send the email **SECURE**.
 - Instruct the staff member to paste the Vidyo link into a Chrome or Firefox browser on the device they intend to use for the virtual visit. They will ignore the “portal log in” and just keep the application up in the background.
 - Instruct staff to now enter the visit link into the Chrome or Firefox browser on the same device where Vidyo is running. Remember they will not be able to be on a phone call with the UHealth clinic staff and connect to the visit using the same phone. They must hang up before entering the visit.

- Have staff member enter the visit to make sure everything is set up correctly.
- Scan appropriate consents to the facility for signature by patient or POA. Verbal consent may also be obtained. The provider will still need to document this consent was obtained and by which means. If signed, facility should scan consents back to clinic.
- Ask the facility staff member to obtain vital signs and any other pertinent information 15 minutes prior to the scheduled appointment.
- Prior to the appointment connect with facility to begin the rooming and connection process. Document any physiological data as being facility reported. Remind facility staff that they should not be on a phone call (even with the MA) prior to connecting to the visit if they are using the same phone for the virtual visit. The rooming process should be completed with the facility through the virtual visit.
- Notify provider through normal process.