
Telehealth (Video) Appointment Scheduling

Script for offering Home Telehealth visits:

“In efforts to better address your medical needs, Stride is now offering Telehealth (Video) visits. Video visits are a face-to-face visit with your provider, completed via mobile device, tablet, or computer without the need to have you come in person. We would like to offer you the opportunity to switch your current Telephone OR in clinic visit to a video visit if you meet the criteria.

In order to be eligible to schedule a HOME Telehealth visit:

1. Must be an established patient with STRIDE. ****No new patients****
2. Translation services are **not available**, visit must be conducted in English.
3. Must have a smartphone, tablet, or computer with a camera that can connect to the internet.
4. Must have a UHealth My Health Connection Account.
 - a. If the patient does not have MHC set up. Send an **email or text** from Epic to sign up.
 - b. Must be able to download apps on a mobile device if they choose to use a smartphone.
5. Must have a fast internet connection.
6. Must be in the state of Colorado at the time of the visit.
7. Must be booked at least 24 hours in advance.

In the Appointment Desk:

1. Click the camera icon on the top left corner; to complete the ‘Virtual Visit (Video) Assessment’
2. Click “Yes”
3. Verify each question with the patient
4. Click “Accept”

The screenshot displays the Epic Appt Desk interface for a patient named Herman, Dexter Brian. The 'Virtual Visit Candidacy Assessment' form is open, with the 'Yes' button selected for the question 'Is patient interested in telehealth visits?'. A red box highlights the following checklist items, all of which are marked as complete with checkmarks:

- ✓ Active My Health Connection Account?
- ✓ Patient has internet access?
- ✓ Patient has appropriate hardware?
- ✓ Patient has access to a secure location for visit?
- ✓ Candidate for video visits?

Below the checklist is an 'Additional comments' section with a text area and a toolbar. At the bottom right of the form, the 'Accept' button is highlighted with a red box. The left sidebar shows patient information, including 'Gadberry, Jessica, PA' and 'PCP - General'.

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To schedule the appointment:

1. Visit Type select “HOME TELEHEALTH”
2. Click on Subgroup
3. Select “STRIDE - Video Visit Providers”
4. Click “Accept”
5. Click “Auto Search”, to find the next available appointment.
6. Click “Search”
7. Schedule the appointment
8. Add appointment notes

Department: CC SC WARVDA PRIM CARE [45203045] Appt notes: Expand notes

Visit type: HOME TELEHEALTH [415000]

Subgroup:

Record Select

Name	ID	Type
STRIDE- BH West Side	2209	Multiple department
STRIDE- East Newborn	2179	Multiple department
STRIDE- East Side - ADULTS	2176	Multiple department
STRIDE- East Side - PEDS	2175	Multiple department
STRIDE- East Side OBGYN	2177	Multiple department
STRIDE- MAT	2178	Multiple department
STRIDE- O&E	2353	Multiple department
STRIDE- Refugee	2180	Multiple department
STRIDE- Ryan White	2181	Multiple department
STRIDE- Video Visit Providers	2211	Multiple department
STRIDE- West Newborn	2186	Multiple department
STRIDE- West Side - ADULTS	2171	Multiple department
STRIDE- West Side Geniatrics	2174	Multiple department
STRIDE- West Side OBGYN	2173	Multiple department
STRIDE- West Side -PEDS	2172	Multiple department

15 records total, all records loaded.

Accept Cancel

Advanced Options

View: All Times, Single Pr

☐ Recur

☒ Auto search

☐ Visits in any order

☒ Schedule at: (Any center)

☐ Use patient prefs

☐ Joint times

Search

Closing Script:

“This is a video appointment with your Provider. You will be contacted via phone prior to this appointment to complete your registration. Within 3 days of your appointment, please log into your UHealth My Health Connection account and complete the pre-registration process. On the day of your appointment, please log in to your UHealth My Health Connection 15 minutes prior to your scheduled appointment time. Make sure your volume is up, your video is on, and your mute button is off. Click on Begin Visit, next click Join Video Visit green button and the MA and Provider will join the room soon after.”