Telehealth (Video) Appointment Scheduling

Script for offering Home Telehealth visits:

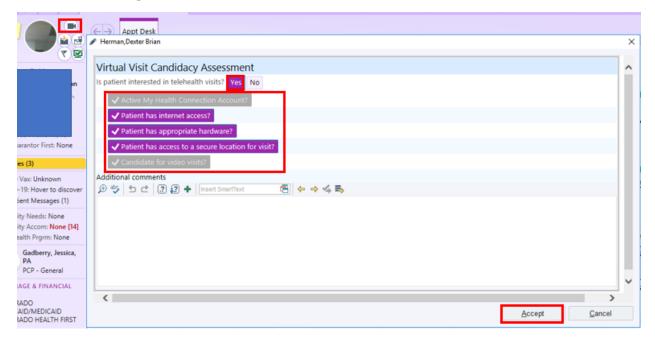
"In efforts to better address your medical needs, Stride is now offering Telehealth (Video) visits. Video visits are a face-to-face visit with your provider, completed via mobile device, tablet, or computer without the need to have you come in person. We would like to offer you the opportunity to switch 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 UCHealth 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:

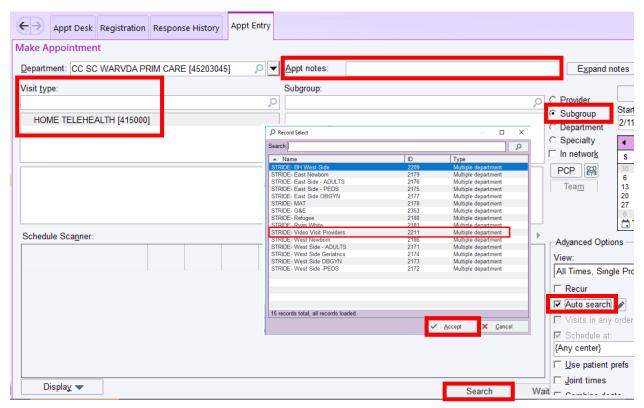
- 1. Click the camera icon on the top left corner; to complete the 'Virtual Visit (Video) Assessment'
- 2. Click "Yes"
- 3. Verify each question with the patient
- 4. Click "Accept"



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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



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 UCHealth My Health Connection account and complete the pre-registration process. On the day of your appointment, please log in to your UCHealth 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."