

Medical Assistant

1. Review the following week schedule for in-clinic visits.
2. Print out the schedule.
3. Give schedule to providers to identify which patients can be converted to video visits.

Provider

1. Review the following week schedule. You can either do this yourself or your MA will give it to you.
2. Identify patients that are scheduled for in-clinic appointments, that can be converted to video visits.
3. Give the schedule to Front Desk to reach out to patients.

Front Desk

1. Call patients identified by provider to ensure you verify with the patient they can complete a video visit.
2. Use the script and patient resources to walk them through the process on how the video visit will go.
3. Complete registration, collect payment, and arrive in the morning of visit.