Workflow for a clinic to schedule and complete a stand-alone (non-integrated) Zoom telemedicine visit with a patient, who is not in the clinic.

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Patient Scheduling:
Once the provider has determined a Telehealth visit is appropriate for the patient, we can contact the patient, parent, or guardian and confirm if they would be interested in scheduling a Telehealth visit with their provider. If so, we must determine if the patient meets the Telehealth visit criteria before scheduling.

1. Contact the patient using the below script:
   “Your provider would like to schedule you for an online or virtual appointment. If you would like to do this, I have a few questions for you to determine if you can join this type of visit.”
2. If the patient would like to schedule a Telehealth visit, the patient must answer “Yes” to the following key questions determining the patient meets the Telehealth criteria before scheduling using a Telehealth Visit type.
   a. Do you have an email address?
   b. Do you have an iPhone, Android phone, iPad, tablet, laptop or computer with a camera?
   c. Do you have internet in your home?
   d. When you are using the internet in your home, does it work well or does not?
3. Schedule a new Telehealth visit or change existing visit in EHR
   Let the patient know they will be receiving an email with instructions for how to join the visit. They can test their video set up before the appointment by going to zoom.us/test.

Notify the Patient:
1. Send the patient the appointment information from the confirmed email address provided by the patient, including:
   a. Provider’s Name:
   b. Date @ Time:
   c. Patient-specific Zoom Meeting ID:
   d. Patient-specific Zoom Meeting Password:
   e. Clinic Name:
   f. Clinic Phone Number:
2. Add to the email the following information:
   What equipment do I need?
   - Internet access
   - Mobile device (iPhone, Android phone, iPad, tablet, laptop) or a computer that has a microphone, speaker, and video camera.
   How do I login?
   - Copy and past this link: www.zoom.us/join to your internet browser
     a. Use Google Chrome, if possible
     b. If you are using a mobile device, you may be prompted to download the Zoom app. Follow the instructions on your screen to download the app.
     c. To test your video capabilities, please visit https://zoom.us/test
   - Type this meeting ID:<Patient specific Zoom meeting ID>.
   - Type this meeting password:<Patient specific Zoom meeting password>.
   - Click Join