

# Patient Telemedicine Instructions

## Secure Email Communications

1. You may receive a SECURE encrypted email from CCC, it may be your Calendar invite to ZOOM visit.
  - a. It will be a SECURE email from [noreply@barracuda.com](mailto:noreply@barracuda.com), “you have a new encrypted message,”
    - Click on: [click here](#); and
    - Then create a new password, enter it twice (8 characters and 1 special character); and
    - Click on message to view it, click reply, print, or delete as appropriate.
  - b. CCC will provide you a printed copy in the office or email ZOOM instructions to you.

## Scheduling an Appointment

1. You will also get an email to sign up for *Medfusion Patient Portal* where you can:
  - a. Complete online forms (like the patient packet you complete when you arrive for your office visit); and
  - b. Make Payments; and
  - c. Review your patient chart and diagnostic results.
2. You will be asked to Sign the Email and Telehealth Consents on the Patient Portal or in the CCC Office.
3. CCC Staff will ask you if you have Wi-Fi and/or Computer/tablet/smartphone for a telehealth visit.
4. You will be provided Telehealth Flyer and ZOOM Instructions or CCC will email them to you.
5. You will receive a SECURE calendar appointment with ZOOM instructions on how to connect to your meeting:
  - a. You can share this with family members that would normally come to your appointment with you; or
  - b. You can ask the CCC front office staff to send the invite to your family members that you want included. Just provide them the email addresses of your close family members.

## 2 Days Prior To Telehealth Appointment

1. If this is your “*first telehealth visit*,” you are required to **test ZOOM 2 days prior to appointment** by connecting to <https://zoom.us/test>
2. Forms – Patient Packets
  - a. You will be asked to go to your Patient Portal, the link is on [www.CCCroseburg.org](http://www.CCCroseburg.org) home page.
  - b. Complete specific patient forms 2 days before your visit.
  - c. It is recommended you write down any questions you may have prior to the visit.

### **Patient Portal Forms – Some of the forms are listed below:**

1. [Telehealth and Email Consent](#)
2. [New Patient Forms Packet \(Mar 2020\)](#)
3. [Established Patient Forms Packet \(Mar 2020\)](#)
4. [Patient Acknowledgement and Consent for Health Information Disclosure, Evaluation, Treatment, and Billing](#)
5. [Patient Approved List of Contacts](#)
6. [Application for Financial Assistance](#)

## 1 Day Before Telehealth Visit:

- a. Front office staff will call you to do “Patient Check-In”
  - i. They may ask for insurance card numbers.
- b. They will remind you to weigh, take your blood pressure, temp, and pulse on the morning of visit.
- c. They may request your co-pay or direct you to the patient portal to make a payment.
- d. They will confirm you have completed the necessary forms in the Patient Portal.
- e. If your first Telehealth appointment, they will confirm you have tested ZOOM at <https://zoom.us/test>.

# Patient Telemedicine Instructions

## ZOOM Visit

1. **Morning of visit**, Doctor has asked that you:
  - a. Weigh yourself on your bathroom scales with no shoes on;
  - b. Take your Blood Pressure using home cuff;
  - c. Take your Temperature;
  - d. Take your Pulse using Apple watch, Fitbit, or Smartphone App like Instant Heart Rate: HR Monitor; and
    - i. Requires you to place your finger on your iPhone camera to read your pulse
  - e. Have your questions written down and close by.
2. **Video Session Preparation** Instructions
  - a. Position laptop camera, phone or tablet at eye level.
  - b. Recommendation that you restart your computer before the call.
  - c. Make sure there is good Lighting on your face.
  - d. Don't sit with bright windows directly behind you (your face will be a shadow/silhouette).
  - e. Turn off all background noise like TV, radio, and loud fans.
  - f. Recording the telehealth visit is not allowed.
  - g. **Once you start the ZOOM meeting, do not change windows or open other apps.**

## 15 Minutes Prior to Appointment Time:

**Join ZOOM Meeting.** You will be in the "Waiting room" until nursing admits you.

(If you are not connected to ZOOM by your appointed time, CCC Staff will call you.)

1. **Nursing Staff will join your meeting first** and others will join the ZOOM meeting at different times.
2. **YOU ARE TO REMAIN IN THE ZOOM MEETING UNTIL THE VISIT IS COMPLETED.**
3. You may be asked to confirm you have consented for a Telemedicine Visit.
4. **Communication Plan**
  - a. You will be asked for your best call back phone number, just in case the call is interrupted.
  - b. If video session is dropped/interrupted, please try to reconnect.
  - c. If you can't reconnect, stay there, don't try to call CCC, **CCC will call you back on the number you provided.**
5. **Safety Plan** You will be asked to confirm your physical address in case of emergency.

## Nursing/Dietitian [Nursing]

1. Will join ZOOM Meeting and ask routine questions for updating your medical record chart.
2. They will leave your meeting but you are to remain in the ZOOM meeting until your provider joins.

## Provider Visit

1. Provider join the meeting and will ask you to introduce anyone else in the room with you.
2. After discussion with provider, you need to bring up your questions.
3. The provider will leave the meeting but you are to remain in the ZOOM meeting until Nursing comes back on to coordinate prescriptions and other orders.

## Nursing/Dietitian will come back into the meeting for:

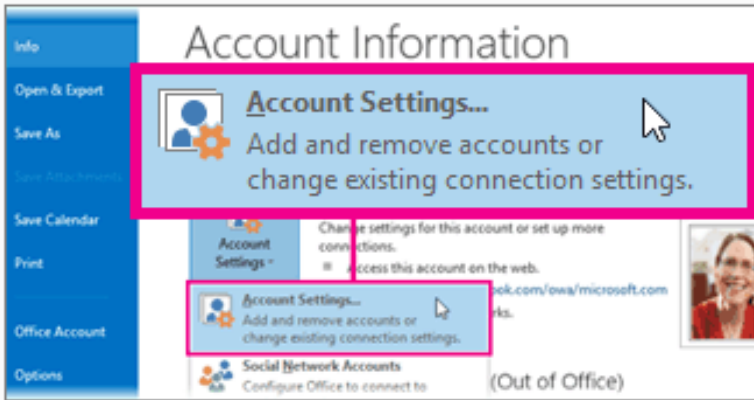
1. Coordinate Pharmacy for Prescriptions.
2. Diagnostic orders instructions.
3. Schedule next appointment in near future.
4. "End Meeting" – **Thank you and we hope this was a positive experience for you.**

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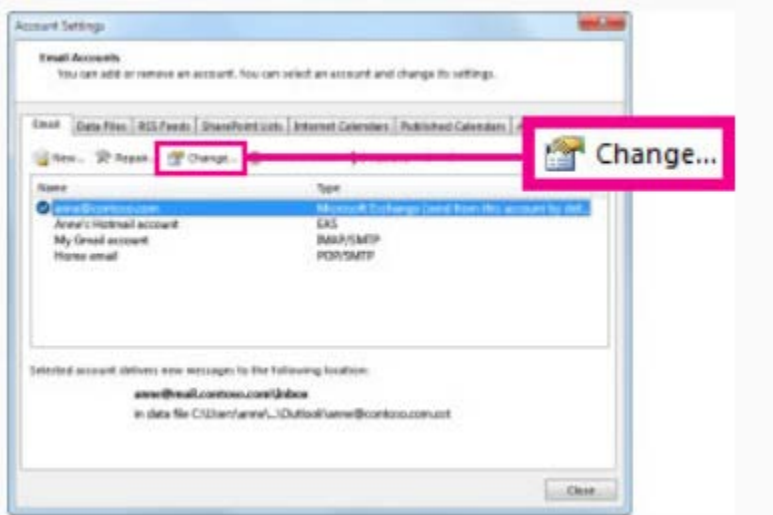
If your meeting details do not show up when using Outlook, we recommend trying to use **Cached Exchange Mode**.

## Instructions

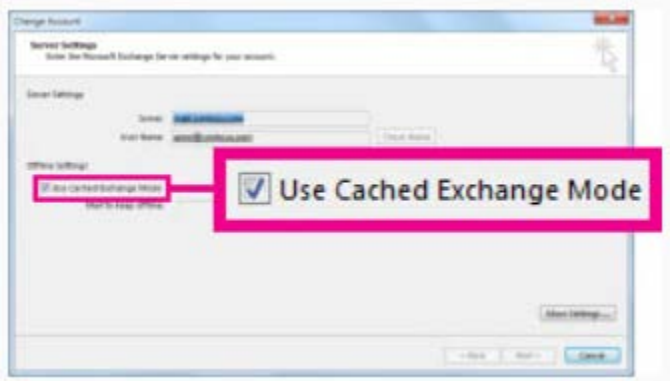
1. Open Microsoft Outlook.
2. Click **File > Account Settings > Account Settings**.



3. Click the Exchange account, and then click **Change**.



4. Under **Offline Settings**, enable **Use Cached Exchange Mode**.



5. Exit, and then restart Outlook.