

## Conducting Zoom Video Visits (*not* MyChart)



### Nurse Triage and Scheduling

1. If nursing staff and/or provider determines a patient needs to be seen for a telemedicine visit for flu like symptoms, patients will be scheduled with the following visit types:

NEW COVID TELEMED NON MYCHART [1401013] (COVID)  
 RET COVID TELEMED NON MYCHART [1401014] (COVID)

2. **Telemedicine Visits should only be scheduled for patients who meet criteria based on current COVID protocols.**
3. Nursing staff should alert clerical staff of new telemedicine appointment so they can send patient Zoom instructions.
4. Appointments will appear on the schedule as Ret (or New) Covid Telemed Non MyChart.

Test, Carrots  
 48 y.o. / M

UF Health Provider

Ret Covid Telemed Non Mychart



### Clerical Staff – Sending Zoom Instructions

1. Clerical Staff will send an email to patient with instructions on how to install Zoom and access the link for providers. Clinic Managers will have a copy of email template.
2. Each link is individual to individual provider. Clinic managers and providers have access to the list of provider links. Updated links can be found by clinic on the Telemedicine Share drive under the documents section. Clinic spreadsheets are on the second page of the <https://sharepoint.ahc.ufl.edu/care/telemedicine> website.
3. In the email, the Zoom link will need to be updated in the email per scheduled provider zoom room numbers.

To connect with your doctor for the visit  
 [Insert Physician Zoom Link Here]

To connect with your doctor for the visit,  
<https://uflphi.zoom.us/j/7211884892>

4. If time permits, clerical staff can contact patient to verify they received the email and installed Zoom.



### Clerical Staff – Arriving Visit

1. Clerical staff will need to arrive and checkout the patient on the same day of the appointment. This can be done after the provider has completed the visit.



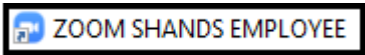
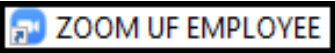
### Providers – Conducting Visit from UF or Shands Computer

1. Computer used to conduct the visit will need a video camera and a microphone or headphones.
2. For Shands or UF computers, locate and open the Zoom icon found on the desktop.



3. Please double-click the appropriate Zoom Shortcut to get started:

- UF employees double-click the shortcut called ZOOM UF EMPLOYEE:
- SHANDS employees double-click ZOOM SHANDS EMPLOYEE:



4. If the Zoom Telemedicine folder is not present on the desktop, go to step 3 of the next section.
5. A browser window will open and take you to the UF or Shands SSO sign in page. Please sign in with your UF Gatolink or SHANDS credentials as appropriate.

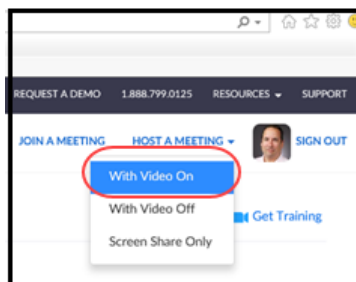
**SHANDS:**



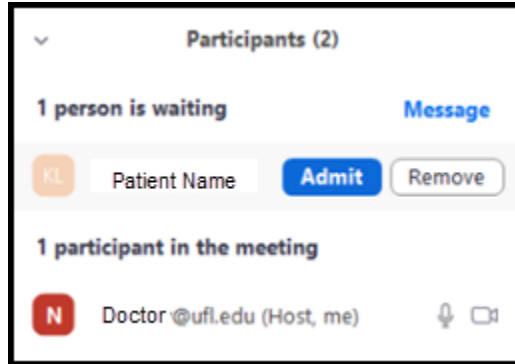
**UF Gatorlink:**



6. If you are a UF Employee, you will be required to sign in using DUO.
7. Your Zoom Account profile will open in the browser window.
8. In the top right corner of the window, next to your profile initials or photo, locate the “Host a Meeting” link. Mouse roll over the link and a menu pops up. Click on “With Video On”:



9. Zoom will open directly to your Zoom telemedicine exam room.
10. Your patient will join you here and be placed in your waiting room.
11. **If you do not see your patient in the waiting room, prompt them to see if they have an Allow Video or Allow Audio message on their device. This is an important step for smartphones.**
12. You will be prompted to admit the patient into the meeting. Hover your mouse over patient name to admit the person.

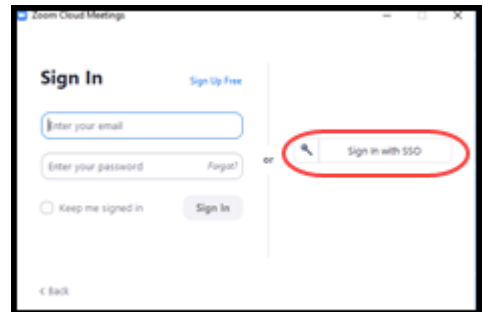


13. Encounter begins.
14. Use the .COVID Smartphrase for UFP approved documentation.
15. Use .COVID19HOMCARECONFIRMED and .COVID19HOMECARESUMPOMATICINVESTIGATION for instructions for Patient Education section.

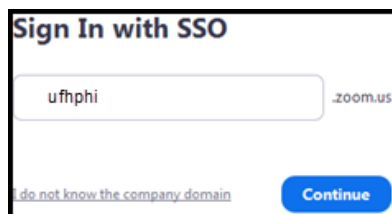


**Providers – Conducting Visit from Home Computer or Laptop or if Zoom Folder is not on Desktop of Shands or UF Computer**

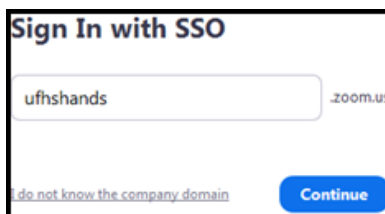
1. Download Zoom to home computer. [https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)
2. Or from the App Store or the Play Store for use with a smartphone.
3. Start Zoom on your PC or the Zoom mobile app.
4. When prompted to login, select “Sign In with SSO”
5. **UF users:** Type ‘**UFLPHI**’ into the server field:
6. **Shands users:** Type ‘**UFHSHANDS**’ into the server field and click Continue.



UF User

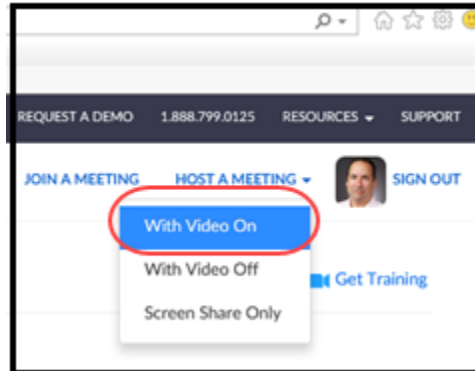


Shands user

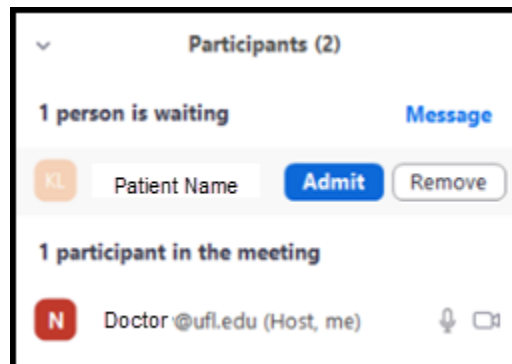


7. If you are a UF Employee, you will be required to sign in using DUO.

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14. Encounter begins.
15. Use the .COVID Smartphrase for UFP approved documentation.
16. Use .COVID19HOMCARECONFIRMED and .COVID19HOMECARESYPMTOMATICINVESTIGATION for instructions for Patient Education section.



## Providers – Completing Visit

1. When visit is complete, for clinics live on electronic billing enter the Level of Service for the encounter.
2. For clinics still using Encounter Forms, an encounter form will need to be printed and filled out by the provider.

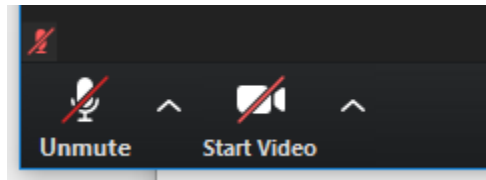
New 1	New 2	New 3	New 4	New 5
Est 1	Est 2	Est 3	Est 4	Est 5
PE N 12-17	PE N 18-39	PE N 40-64	PE N 65+	TCM 14
PE 12-17	PE 18-39	PE 40-64	PE 65+	TCM 7
FluLike N2	<b>FluLike N3</b>	FluLike E2	FluLike E3	NoBill LOS

- When the visit is complete, click “Leave Meeting”. If you have no additional patients to see, click “End Meeting for All” in bottom right.
- When you are done seeing patients, alert your support staff to arrive/check-in patients in EPIC.



### Tips for Technical Issues

- If audio or video is not working, make sure both the provider and the patient are unmuted and the video has been started.



- If patient is using smartphone, permissions for audio and video must be set to allow access. Links to troubleshooting for phone types:
  - <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>
  - <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>
- If patient is using a PC
  - <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>
- For emergent issues, 24/7 tech support is available at (352) 265-8006. Number can be shared with patients.**