



Standard Work Instructions Rev: 3.27.20

Process: Scheduling a Video Visit @ DUC Holly Springs				
Step	Operator	Important Steps	Reasons	Tools/ Materials Needed
1	Engagement Center Nurse OR Centralized Triage	After determining that patient is appropriate for a video visit, follow the standard scheduling process.		The criteria is: has to be a current Duke Health patient, with an active MyChart account, that is > 10 years old and no moderate to severe shortness of breath
2	Engagement Center Nurse	Click on Appointment desk, enter the patient's name and DOB, verify information is correct, click make appointment		
3	Engagement Center Nurse	Enter appointment type of Video Visit , enter department UC Holly Springs , and schedule to provider template (<i>reference UC Virtual Visits Schedule to determine which provider to schedule the video visit with</i>), just as if you were scheduling an office visit.		 UC Virtual Visits March Schedule.docx

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		<p>1. Enter video visit for visit type</p> <p>2. Enter Duke Urgent Care Holly Springs for Department</p> <p>3. Select the UC Holly Springs Provider on schedule for video visits</p> <table border="1"> <thead> <tr> <th>Provider/Resource</th> <th>Wed 3/25</th> <th>Thu 3/26</th> <th>Fri 3/27</th> <th>Sat 3/28</th> <th>Sun 3/29</th> <th>Mon 3/30</th> </tr> </thead> <tbody> <tr> <td>DUKE URGENT CARE HOLLY SPRINGS [393910]</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>SOLOSKO, STEPHANIE [356995]</td> <td>78%</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> </tr> <tr> <td>SANDER, MARGIE C [86470]</td> <td>100%</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> </tr> <tr> <td>LEHMANN, AUSTIN BENEDICT JR [352952]</td> <td>100%</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>0%</td> <td>No Sch</td> </tr> <tr> <td>SWANSON, JENNIFER</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> </tr> </tbody> </table>	Provider/Resource	Wed 3/25	Thu 3/26	Fri 3/27	Sat 3/28	Sun 3/29	Mon 3/30	DUKE URGENT CARE HOLLY SPRINGS [393910]	1%	0%	0%	0%	0%	0%	SOLOSKO, STEPHANIE [356995]	78%	No Sch	No Sch	No Sch	No Sch	No Sch	SANDER, MARGIE C [86470]	100%	No Sch	No Sch	No Sch	No Sch	No Sch	LEHMANN, AUSTIN BENEDICT JR [352952]	100%	No Sch	No Sch	No Sch	0%	No Sch	SWANSON, JENNIFER	No Sch	No Sch	No Sch	No Sch	No Sch	No Sch		
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4	Engagement Center Nurse	Enter COVID-19 Concerns in appointment notes																																												

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		<p>make Appointment</p> <p>Department: DUKE URGENT CARE 1 Appt notes: COVID Concerns</p> <p>Visit type: PxDx Department: [Search]</p> <p>VIDEO VISIT [21004] Department: DUKE URGENT CARE HOLLY SP [432]</p> <p>Expand Instructions</p> <p>VIDEO VISIT [21004]</p> <p>Does the patient have a webcam and microphone?</p> <p>Schedule Scanner:</p> <table border="1"> <thead> <tr> <th>Provider/Resource</th> <th>Wed 3/25</th> <th>Thu 3/26</th> <th>Fri 3/27</th> <th>Sat 3/28</th> <th>Sun 3/29</th> <th>Mon 3/30</th> </tr> </thead> <tbody> <tr> <td>DUKE URGENT CARE HOLLY SPRINGS [393910]</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>SOLOSKO, STEPHANIE [356995]</td> <td>78%</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> </tr> <tr> <td>SANDER, MARGIE C [86470]</td> <td>100%</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> </tr> <tr> <td>LEHMANN, AUSTIN BENEDICT JR [352952]</td> <td>100%</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>0%</td> <td>No Sch</td> </tr> <tr> <td>SWANSON, JENNIFER</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> <td>No Sch</td> </tr> </tbody> </table> <p>Advanced Options</p> <p>View: All Times, Single Provider</p> <p><input type="checkbox"/> Recur</p> <p><input type="checkbox"/> Auto search</p> <p><input type="checkbox"/> Visits in any order</p> <p><input type="checkbox"/> Schedule at: DPC HOLLY SP [432]</p> <p><input type="checkbox"/> Use patient pref</p>	Provider/Resource	Wed 3/25	Thu 3/26	Fri 3/27	Sat 3/28	Sun 3/29	Mon 3/30	DUKE URGENT CARE HOLLY SPRINGS [393910]	1%	0%	0%	0%	0%	0%	SOLOSKO, STEPHANIE [356995]	78%	No Sch	No Sch	No Sch	No Sch	No Sch	SANDER, MARGIE C [86470]	100%	No Sch	No Sch	No Sch	No Sch	No Sch	LEHMANN, AUSTIN BENEDICT JR [352952]	100%	No Sch	No Sch	No Sch	0%	No Sch	SWANSON, JENNIFER	No Sch	No Sch	No Sch	No Sch	No Sch	No Sch		
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5	Engagement Center Nurse	<p>Inform the patient that instructions pertaining to how to access their video visit appointment via MyChart and what to expect during their video visit appointment, will be sent to them via MyChart. Review the instructions, download the 2 applications if using mobile and do the device self-test. You will then be ready when it is time for your visit. Contact the telehealth office after reviewing the instructions, downloading apps, doing self-test if you still have questions or issues 919-684-1598</p>																																												
6	Telehealth Office	<p>The instructions are sent to the patient as soon as the video visit is scheduled. This is an automated process. An alert is sent by email from MyChart to the patient with a link to the instructions. There is also a short video. You can find additional information on the video visits on the MyChart website.</p>		 <p>Telehealth Video Visit Patient Instructions fir</p>																																										