Inpatient Telehealth – Use Webex to Schedule, Send an Invite & Conduct a Patient Visit

Provider Workflow

THE UNIVERSITY OF TOLEDO

CONFIDENT, COMMUNITY, CARE,



- 1. Admitting/Primary Physician (Provider) places consult order as usual
 - a. Provider submits an HEO order to request a Consult
 - b. Provider contacts the Consult Service (Consultant) to discuss the consult request
 - c. Provider updates PHT (if they use it)
- 2. Consultant reviews "Consult Orders List" in Portal
- 3. Consultant decides a telehealth visit is appropriate
- 4. Consultant looks up Nurse's phone number on Clinical Portal ("Orders" \rightarrow "RN/MD Ascom

Phones". Click a unit to display Nurse's phone # or Charge Nurses' #)

PROVIDER PAGER & NURSE ASCOM PHONE NI

	3AB	3CD	4/	٩B	4CD
MIC			CI CI	harge Nur linical Car	rse Phone: 1650 re Coordinator P
ROOM	STAFF NAME		NUR SE PHONE	ROOI	M PHONE
3213-01	MCGIRT, BET	ΉМ	1304	383-	4801

- 5. Consultant calls the Nurse to coordinate the telehealth visit time at **ED**, **MICU**, **3CD** & **4CD**.
- The Nurse gives the Consultant the Telehealth
 iPad's Email address (list of Emails across →)
- The Consultant creates a Webex appointment and sends the invite to the iPad's Email
 Note: This workflow is not limited to Consultants.
 Any UT provider can use the Inpatient Telehealth
 workflow to check on their patient at UTMC.

TeleHealthIPad01@utoledo.edu	ED
TeleHealthIPad02@utoledo.edu	ED
TeleHealthIPad03@utoledo.edu	ED
TeleHealthIPad04@utoledo.edu	ED
TeleHealthIPad05@utoledo.edu	MICU
TeleHealthIPad06@utoledo.edu	MICU
TeleHealthIPad07@utoledo.edu	MICU
TeleHealthIPad08@utoledo.edu	MICU
TeleHealthIPad09@utoledo.edu	3CD
TeleHealthIPad10@utoledo.edu	3CD
TeleHealthIPad11@utoledo.edu	3CD
TeleHealthIPad12@utoledo.edu	3CD
TeleHealthIPad13@utoledo.edu	4CD
TeleHealthIPad14@utoledo.edu	4CD

iPad Email Addresses

Clin Svcs (* C scription Writer	orders	esults	Nurs/Anc D	Docs N	1edications	Facesheet	Admin	Res
NG 🗸 < >	Encou	nter:	07/03/19	(a)	~			
Launch A	iena					Consult Or	ders List	
RN/MD Ascor	n Phones				R	esident ASCO	OM Pho	nes
		- · · ·						

Unit

CONFIDENT, COMMUNITY, CARE,

THE UNIVERSITY OF

At the time of the Telehealth visit

- 1. The Consultant starts the Webex meeting. The Nurse joins on the Telehealth iPad
- 2. The Nurse takes the iPad to the Patient's room so Consultant & Patient can meet
- 3. After the session, the Consultant ends the Webex session
- 4. Consultant documents visit in Clinical Notes & adds "TLH" modifier in PatientKeeper

How to Schedule Webex Meeting using a PC/Mac/Phone/Tablet

- 1. Visit <u>utoledo.webex.com</u>. Log in using Utad credentials (button on upper right corner)
- 2. Click "Webex Meetings", "Host a Meeting" and then "Schedule a Meeting"

	of O							
Home Webex Meetings	Webex Events V	/ebex Support	Webex Training	My Webex				
New User Reference	Cabad		ating	Set onti	ions using temp	-	iPad Email Addresses	Unit
Attend a Meeting	ule a ivie	e a Meeting set options using temp				TeleHealthIPad01@utoledo.edu	ED	
V Host a Meeting							TeleHealthIPad02@utoledo.edu	ED
My Personal Room	Scheduler						TeleHealthIPad03@utoledo.edu	ED
Schedule a Meeting	<u> </u>						TeleHealthIPad04@utoledo.edu	ED
Meet Now		Meeting top	oic: Service - P	t Initials, Roo	m		TeleHealthIPad05@utoledo.edu	MICU
My Meetings		(TeleHealthIPad06@utoledo.edu	MICU
My Recorded Meetings		* Passwo	rd: sfGbKvBQ33	32	۲		TeleHealthIPad07@utoledo.edu	MICU
Set Up		Da	ite: 04/13/2020)			TeleHealthIPad08@utoledo.edu	MICU
- Support		54					TeleHealthIPad09@utoledo.edu	3CD
Help		Tin	ne: 5 💌	15 💌	💽 am 🔘 pm		TeleHealthIPad10@utoledo.edu	3CD
MyResources			New York Tir	ne			TeleHealthIPad11@utoledo.edu	3CD
Downloads		Duratio	00: <u>4 ha</u> —	0 min			TeleHealthIPad12@utoledo.edu	3CD
		Durau		Unin	•		TeleHealthIPad13@utoledo.edu	4CD
		Attendee	es: Ad	d iPad's E	Email	┛║	TeleHealthIPad14@utoledo.edu	4CD

- 3. Type your Telehealth invite information
 - a. Meeting Topic: [Service]-Patient initials and Room # e.g. Cardiology-J.M.3233-1
 - b. Select the Date, Time (am or pm) and duration
 - c. Attendees: type the Telehealth iPad's Email address provided by the Nurse
 - d. Click "Save". (Close the popup window, if your meeting starts later)

Conduct the Meeting

- 1. Visit <u>utoledo.webex.com</u>. Log in using Utad credentials (button on upper right corner)
- 2. Click "Webex Meetings", "Host a Meeting" and then "My Meetings"
- 3. All your scheduled Webex meetings will display

- 4. Locate the session you would like to start and click "Start". Follow the prompts
- 5. Your camera is off by default. Click the icon to turn on/off e.g. mic is mute if red



How to Schedule Webex Meeting using free app on iPhone/iPad/Android Device

- 1. Install "Cisco Webex Meetings" app from AppStore or GooglePlay
- 2. Tap "Sign in", type your UT Email, and tap "utoledo.webex.com"

Email	alan.lasu@utoledo.edu
SELECT THE SITE	
utoledo.webex.com 4	

THE UNIVERSITY OF TOLEDO MEDICAL CENTER

CONFIDENT, COMMUNITY, CARE,

- 3. Log in with your UTAD username and password when prompted
- 4. Tap "OK" to access your calendar and "Yes" to turn on Touch/Face ID
- 5. Your full Outlook calendar displays (assuming you've previously setup UT Email)
- 6. Click the "+" on the upper right to schedule a meeting ŝ
 - a. Appointment name: [Service]-Patient initials and Room # e.g. Cardiology-J.M.3233-1
 - b. Select date, time and duration
 - c. Type the email address of the iPad provided by the nurse

To start a scheduled Webex meeting

1. Tap "Start" on the calendar and select "Use Internet for audio"



Revised Date: 04/21/20



My Meetings

(+)