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

Provider Workflow

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”→ “RN/MD Ascom Phones”. Click a unit to display Nurse’s phone # or Charge Nurses’ #)
5. Consultant calls the Nurse to coordinate the telehealth visit time at ED, MICU, 3CD & 4CD.
6. The Nurse gives the Consultant the Telehealth iPad’s Email address (list of Emails across)
7. 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.
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 utoledo.webex.com. Log in using Utad credentials (button on upper right corner)
2. Click “Webex Meetings”, “Host a Meeting” and then “Schedule a Meeting”
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 utoledo.webex.com. 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”.

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.
   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”.

2. Your mic is on by default.

7. Tap the red camera icon to turn it on.

8. Once done, tap the red “X” to hang up.