

TELEHEALTH USER GUIDE

Direct Booking Home Based Appointments

This Telehealth feature allows for direct booking of home based Telehealth appointments in iScheduler. These steps are intended **solely for the purposes of home based Telehealth**.

SEARCH FOR THE PATIENT

1. Click **appointments** from the left side iScheduler menu.
2. Click the **DIRECT BOOKING** subheading.
3. Click the **SELECT PATIENT** button to search for the applicable patient.
4. In the 'MCP#/PHIN#' field, type in the health care number for the patient and click **SEARCH**. Please note: if the MCP# is not available, type in the patient's first name, last name and date of birth.
 - If the patient does not have a profile in iScheduler, you will see "there is no patient matching your query", proceed to step 5 below.
 - If the patient does have a profile in iScheduler, proceed to step 6 below.

PATIENT	Other#	MCP#
Mata, Wendi_tpch (F) 12/2/1954 (65 yrs) Northern Bay,NL		519543377781 enable homecare

CREATE THE PATIENT

5. If the patient does not have a profile in iScheduler, create the patient profile as follows:

- a) Click the **NEW PATIENT** button at the bottom of the 'SELECT PATIENT' window.

- b) Fill in the required fields (**bold and red**) in the 'Create New Patient' window.

- c) For 'Primary Site', select the home based option for the region in which the patient resides (e.g., 'Home Visit/Appointment-Western Health').

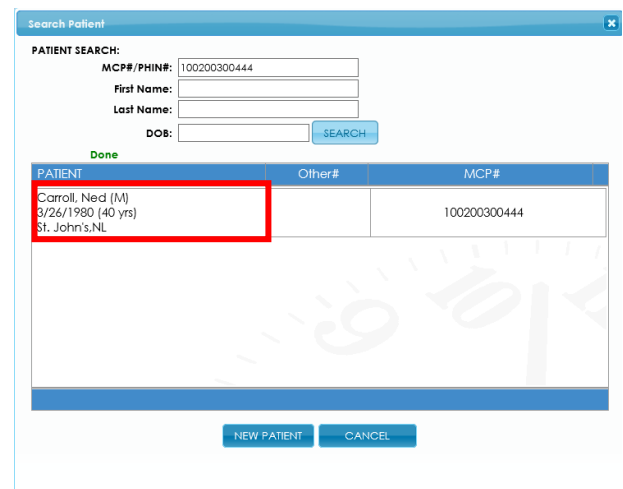
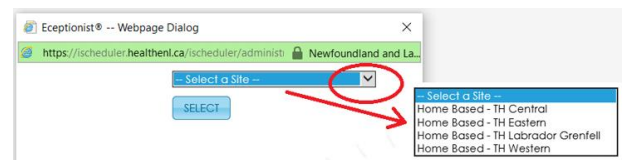
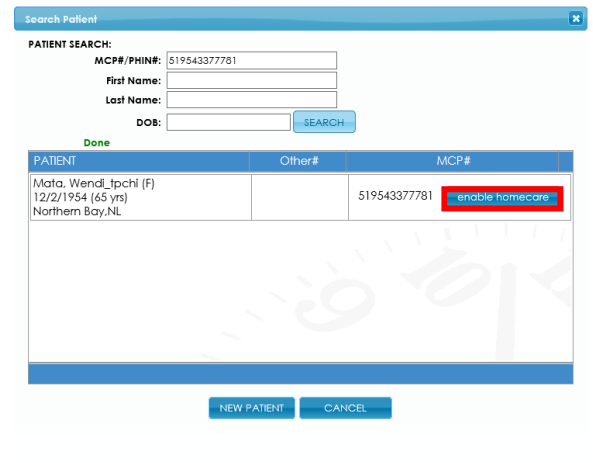
- d) Enter the patient's email address in the 'Email Address' field (this ensures the patient receives the email with appointment details and 'Join In' link).

- e) Click the **Save** button at the bottom of the 'Patient Info' window.

- f) A pop-up will appear. Click the dropdown arrow and then select the Home Based option for the health authority in which the patient resides. Click the **SELECT** button.

SELECT THE PATIENT

6. If the patient does have a profile in iScheduler, please ensure that home based Telehealth is enabled for the patient as follows:
 - a) If home based Telehealth has not been enabled for the patient:
 - Click the **enable homecare** button.
 - A pop-up will appear. Click the dropdown arrow and then select the Home Based option for the health authority in which the patient resides.
 - Click the **SELECT** button.
 - b) If home based Telehealth has already been enabled for the patient:
 - There will not be an 'enable homecare' button.
 - Click on the name of the patient to proceed with the booking process.



Please Note: In order for a patient to receive the appointment notification details via email, ensure the patient profile has an accurate email address. From the left side menu on the home screen, click **information** and then click **PATIENTS** to enter the patient's profile and add/update the email address.



COMPLETE DIRECT BOOKING

7. Verify that the patient name has been auto filled under the 'SELECT PATIENT' section.
 - a) Tick the box titled **Schedule for Home Based - TH**.
 - b) Fill out the following highlighted fields:
 - DATE
 - START TIME
 - END TIME
 - DURATION
 - HOST SITE – Select the site commonly used by the provider to provide health care services
 - HOST ROOM – Select the applicable conference room or doctor's office typically used by the provider to provide health care services
 - HOST ROOM CODEC – Select the unit or Jabber account that the provider will connect from (e.g., "Jabber.Doe")
 - PROCEDURE
 - CONSULTANT
 - APPOINTMENT TYPE
 - c) Click the **GET SCHEDULE** button.
 - d) Select the appointment time that you would like to book by clicking on the available time slot. You may use the filters above to specify certain search requirements for the appointment.
 - e) The 'Appointment Detail' window will appear. If the survey is required for your booking, complete the required fields and click the **BOOK APPOINTMENT** button.

SELECT PATIENT
 Schedule for Home Based - TH
 SELECT PATIENT

SPECIFY APPOINTMENT INFO

DATE	04/08/2020
START TIME	08:00
END TIME	08:30
DURATION	30 Min(s)
HOST SITE	Community Health Building, Ropewalk
HOST ROOM	- Select a Codec -
HOST ROOM CODEC	Jabber.Doe
PROCEDURE	- Select a Service -
CONSULTANT	- Select a Consultant -
APPOINTMENT TYPE	Any Type

GET SCHEDULE

Schedule Overview for Wednesday, April 8, 2020

DATE 4/8/2020 START HOUR 08:00 END HOUR 08:30 DURATION 30 Min(s) GET SCHEDULE

Available Rooms Booked Appointments

SITES/ROOMS	ALL ROOMS SCHEDULE - VIEW BY DAY
Community Health Building, Ropewalk Lane, St. John's (Newfoundland Standard Time)	
Multipurpose Room	8:00

Not Available Available Partially Available Highlight Scheduled Scheduled in Exchange

Appointment Detail
 Book Training Followup Telemedicine Appointment
 Duck, Daffy
 Born 10/19/1990 (27 yrs) Gender F NHS No.

APPOINTMENT INFO SURVEY ATTACHMENTS

Other Relevant Information (A)

1. Health Care Provider(s) to be present:

(select one or more)

Nurse
 Physiotherapist
 Occupational Therapist
 Social Worker
 Other
 None Required

Comments:

2. Procedures Requested Prior to Session Start:

(select one or more)

None Required
 Weight (kg)
 Weight (cm)
 Vitals
 Blood Pressure
 Heart Rate
 ECG/EKG
 Waist Circumference
 Patient to bring list of all medications
 Handheld Camera
 Other (specify)

Comments:

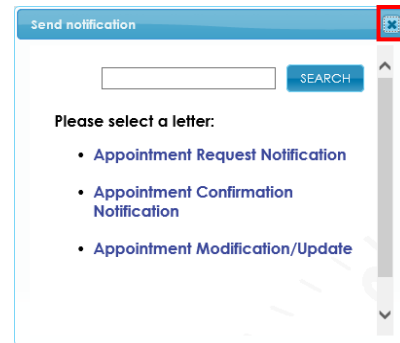
3. Is there a consent or other form required by host site?

Yes, please go to ATTACHMENTS
 No

4. Has the patient's site been contacted by phone?

BOOK APPOINTMENT CANCEL

- f) A 'Send Notification' pop up will appear. Click the x in the top right corner. Note the prompt "Appointment has been successfully booked!" and click **OK**.



CONFIRM DIRECT BOOKING

8. Verify that the patient and provider have received the appointment notification email. This email provides the appointment details, dialing information and 'Join In' link required for the Telehealth call.

- The **patient** clicks the **Join In** link to join the Telehealth call from home, using a mobile phone, tablet, or laptop.
- The **provider** will find the dialing information below the 'For Healthcare Provider Only' section. This dialing information (e.g. 1901419@meet.healthnl.ca) is used to dial into the Telehealth call.

Please note: Some providers prefer their appointment and dialing information to be sent in an 'Appointment Whiteboard Report', as opposed to receiving email notifications for home based appointments. Please see the 'Telehealth iScheduler Appointment Management' training video and User Guide for more information.

Good day Alice Doe,

Doctor Doe has invited you to attend a telehealth appointment that will be held using virtual care (video) on **2020-04-22 4:00:00 PM Newfoundland Standard Time**.

To attend this appointment, you will require access to the Internet through a computer or mobile device (tablet or smartphone) that has a camera and supported browser. **Home Internet connection (Wired or Wi-Fi) is recommended. If using cellular data, charges may apply.**

When it is time for your appointment:

- 10 minutes prior to your appointment select a private location with a secure internet connection.
- Start your telehealth session by clicking this link: **Join In**

Or copy and paste the following link into Google Chrome, Firefox, Safari or Microsoft Edge:
<https://meet.healthnl.ca/invited.t?id=1901419&secret=dc8ba375-02bf41e3-90b5-0449c6834ced>

NOTE that Internet Explorer is not supported.

- If prompted for a PIN Enter **9446918**
- Your provider will join shortly.

After your appointment:
 Click [here](#) to complete a short survey about your experience
All information will remain confidential.

For Technical Support please contact:
 Phone: 1-866-459-8177
 Email: virtualcaresupport@nlchi.nl.ca

For Healthcare Provider Only

Dear Doctor Doe:

You have a telehealth appointment that will be held via virtual care (video) on **2020-04-22 4:00:00 PM Newfoundland Standard Time**.

When it is time for the appointment, join by one of the following methods:

- Video Application (Telehealth unit or Jabber) - enter this # in the search bar: **1901419@meet.healthnl.ca** if prompted for a PIN enter **9446918** and then the # key
- Telephone: Call **833.608.6173** and enter the meeting number **1901419** and then **9446918** followed by the # key.
- Computer or mobile device: copy and paste the following link into a Google Chrome, Microsoft Edge, Firefox, or Safari browser: <https://meet.healthnl.ca/invited.t?id=1901419&secret=dc8ba375-02bf41e3-90b5-0449c6834ced>

After your appointment:
 Click [here](#) to complete a short survey about your experience
All information will remain confidential.

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 Phone: 1-866-459-8177
 Email: virtualcaresupport@nlchi.nl.ca

This email address is not monitored. Please do not reply to this email.

TMS ID <4024>
 APPOINTMENT ID <130907>

For Additional Scheduling Support:

telehealth.scheduling@nlchi.nl.ca