



Telehealth Visit Frequently Asked Questions (FAQ)

UPDATED September 8, 2020

~ September 8, 2020 ~

The following is a compilation of questions relating to Telehealth Visits at Northern Light Health. Please take a moment to review the answers. This is a working document, so check in frequently for the most up-to-date information.

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Telehealth Process

New: How do we send the unique provider Zoom link to the Patient?

- The patient emailer has been updated to include a patient texting option. Patients will have an option of receiving a text message with the zoom link for their visit along with an email that includes all the provider visit information.

IN PROGRESS: What if the patient needs an interpreter during the telehealth visit?

- We are working on a better solution and streamlining this workflow. Please see below for suggestions for the interim:
 - The best solution is to have the interpreter call into Zoom using the “meeting detail regular phone number” on the emailer. Please note that because 3 people are in the meeting, this will be limited to 40 minutes.
 - Currently, the solution is to still use the iPad and hold it near the microphone or camera for ASL services. If you have many patients that need interpreter services, typically you can work this out in advance.
 - If you have a pro license for Zoom, you can also link them in.

IMPORTANT: Can we use other video conferencing tools beside Zoom to conduct telehealth appointments?

- During the COVID-19 pandemic, FaceTime and Google Duo have been authorized for patient/family communications only. All provider and patient interactions must continue to use the organization approved, HIPAA compliant Zoom platform. While the Office of Civil Rights (OCR) has temporarily suspended enforcement for noncompliance with the regulatory requirements under the HIPAA rules for the use of telehealth solutions, Northern Light Health has entered into a business associate agreement (BAA) with Zoom to provide better privacy protections for our patients than is offered by these other video communications platforms.

IMPORTANT: What is the process when I have more than one person in my waiting room? Should I be verifying identity before starting the visit?

- It is mandatory to verify the patient while in the waiting room to ensure that the right person is in the visit. Please check the Ambulatory Organizer as the source of truth to know “when” the patient is scheduled for that day.
 - Suggestion by Acadia on how to verify identity:
 - Recommendation is to only enter one patient at time verify who they are and if not your patient recommend they call back their providers office for assistance. The provider can either remove the attendee from the session or place them back in the waiting room to allow them to leave the session on their own and then admit the next attendee in the waiting room for verification process.

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- At this time, we are looking to see if we can enable chat/message with individuals instead of the group in the waiting room.

IMPORTANT: What is the Informed Consent process for telehealth visits?

- According to Legal, the Telehealth Informed Consent is an informed consent like any other – the policy 21-000 requires the provider to do it:
 - **Informed Consent:** requires a **Qualified Provider** to provide a patient, or the patient’s legal representative if the patient lacks Capacity, with sufficient information necessary to allow them to make a knowledgeable decision about whether to proceed with or forego a proposed treatment, and to document the process. Informed Consent is not only a legal requirement; it is a standard of ethical medical practice. Informed Consent is fundamental to maintaining an individual’s well-being and right to self-determination.
 - **Qualified Provider:** means a physician, psychiatrist, neuropsychiatrist, clinical psychologist, psychiatric nurse practitioner, nurse practitioner, or physician assistant.
- **Schedulers:** The email template was updated to include an easy to read version of the verbal consent. The full consent [link](#) for the patient has been included in the email.
- **For the clinical staff:** Please see updated flyer. It goes over the informed consent in 5 questions that is easy to understand for the patient. Please check the updated Clinical Health TeleHealth Visit flyer. **NOTE:** This will need to be documented in the HPI section of the intake form.
- **For the provider:** Even though the Informed Consent is being addressed by front office and your clinical staff, the ultimate responsibility to ensure that the patient understands the consent is yours. This will be documented using **/telehealth*** autotext.

IMPORTANT: I keep getting the height/weight alert when I try to send a prescription. How do we fix that?

- This has been updated in the Clinical Staff TeleHealth Visit flyer. When performing the intake, the MA/RN/LPN should ask for a **stated weight in the Summary section** if using the Ambulatory Quick or Comprehensive Intake form. They should also document in the vital signs comment field “Vital signs stated/obtained by patient due to Telehealth visit.”
- Blood pressure readings given by the patient must be recorded in the Home Readings section.
 - *Per CMS, blood pressure readings reported by or taken by the patient are not to be included in quality performance measurement. Documenting blood pressures in the Home Readings section will allow for the reading to be reviewed without falsely impacting quality performance.*
- **Providers:** Any data entered in Home Readings will not be automatically pulled into your notes. This will need to be “tagged”.

IMPORTANT: Patients are refusing to do telehealth visits. Will there be scripting to help our schedulers “sell” telehealth visits to the patients?

- The Office of Revenue Cycle Informatics sent out a document: [Scripting for Scheduling Telehealth Visits](#). This document covers the frequently asked questions by patients when offered a telehealth visit.

IMPORTANT: Can we use the Skype feature to connect to the patient's cell phone to examine them more closely?

- In the Provider TeleHealth Visit flyer, it was clearly stated that the use of other electronic video methods is **prohibited**. Zoom is HIPAA compliant. If the patient is using their smartphone for their telehealth visit, this will also allow you the ability to examine them more closely.

IMPORTANT: Do I have to close out my meeting after every patient?

- Unfortunately, you do. This is due to the update. If you don't, the meeting will cut off after 40 minutes. Zoom thinks that you have more than 2 people in the meeting.
- For example, you started a telehealth visit with your first patient. You remove that patient but don't end the meeting. When you start your second visit, the meeting will end 40 minutes from the start of the first patient.

IMPORTANT: Do we use the same link for all the scheduled telehealth visits for the entire day?

- Yes, this link is provider specific.

IMPORTANT: I heard that another department is setting up meetings in Zoom. There is some confusion amongst our providers. Should we be doing that?

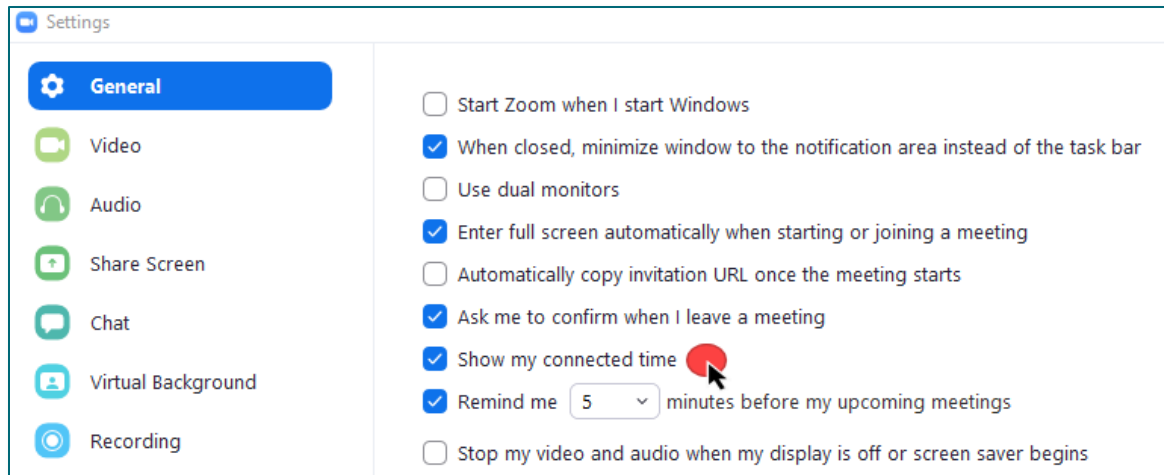
- The recommended process is to use your ambulatory organizer in conjunction with Zoom when using the basic account provided by NL. The ambulatory organizer is your "source of truth" for your scheduled patients.

IMPORTANT: How do I turn off notification that another patient is in the "waiting room"? This is allowing the patient that I was conducting the "visit" to see the second patient's name.

- It is recommended to keep the Managed Participants/Waiting Room open to mitigate the risk.
- When a patient enters the waiting room during an existing active patient telehealth visit, **the notification is only viewable by the provider. However, it is still recommended to keep the Managed Participants/Waiting Room to mitigate the risk.** This includes if the provider is sharing their screen or if an existing patient joins the waiting room with another patient. Furthermore, patients cannot see other patients in the waiting room. Recommend validating the proper account is being used to minimize the risk of patient privacy exposure.

I heard that there is a setting in Zoom that will show my session time. How do I turn this on?

- This is located within Settings → General.



Are there any autotext created specifically for telehealth visits to help with documentation?

- There is one new autotext for a neurology physical exam that will go live on April 27th. Dr. Zelnick has provided a document called “Detailed Neurologic Exam by Video Televisit”. This is posted on our support page. Inside this document, there are hyperlinks from the American Academy of Neurology with some great tips on how to do the neurological exam on camera.
- For those that uses Cerner, this autotext is:
 - **/pe_neuro_televisit***
- For other sites who cannot access this system autotext, please refer to “Detailed Neurologic Exam by Video Televisit” document posted on the support page. This document will also provide the MModal and autotext templates.

I read through the NLH Telehealth policy and didn't see anything about what the emergency plan if a patient were to have an emergency during a call/visit. Do we have a system in place for this?

- This will need to go through the normal policy review process but at this time, this change is considered not urgent. This was sent to compliance and legal to address the policy changes if they see fit. At this time, the changes and the clinical review were not escalated unless there is a need surrounding COVID to do that, otherwise, it will go through the normal review and approval process as it is an established policy.

Does the notification of appointment specifically indicate anything that would direct the patient to wait for someone in the office to reach out to them at the appointment time?

- This has been included in the email template.
- The Clinical Staff TeleHealth Visit has also been updated to send a Skype message to notify the provider once the patient is ready to be “seen”.

Does the patient realize that telehealth visits are billable? Can something be put in the email they receive regarding the telehealth visit? Can it state that this is a billable encounter?

- This is currently in the email template.

Does each meeting with a patient have a unique meeting ID?

- The meeting ID is provider specific. This will not change. The provider should copy the link and the ID to provide to the scheduler via email.

There is a bunch of information coming out about using phones through ZOOM, having patients call a 1-677 number then entering a provider ID number. Is it not possible to just call the patient directly on their preferred number and the MA transfers to provider?

- Short answer is yes. That is certainly a great option.

If my patient is a minor, can I conduct the telehealth visit without the presence of a parent?

- Legal has responded with the following:
 - As long as the consent pertains only to those types of healthcare services that a minor can consent to without a parent/guardian (and it's the healthcare provider's judgment that he/she can treat a minor through telehealth mechanisms), then we're not aware of any reason why a minor couldn't consent to telehealth. If the consent is verbal, the provider should be sure to note the minor's capacity to consent to the telehealth service in the record.
- Please check the policy [Consent to Care – Minors](#) if you need more information.

Is there an ability to take screenshots/ pictures in zoom to import to Cerner?

- Currently, there is no ability to do so.
- No. Zoom does not allow for screen print or recording of sessions. Screen print or capture is **prohibited** during telehealth sessions.

What if the patient wants a paper copy of a letter to be mailed to them? Is there an email letter template built in Cerner so that the scheduler can mail out these letters?

- RCI has created a flyer to address this: <http://intranet.emhs.org/getattachment/EMHS/Portals/Revenue-Cycle/Sub-Menu/Revenue-Cycle-Informatics/Announcements/COVID-19/COVID-19-Mailing-Zoom-Notification-to-Patient.pdf.aspx;ica>. It's an interim solution but looking at a long-term one.

How do I exam a patient through a telehealth visit?

- The following has been copied from Dr. Zelnick's [15 Physician Tips for a Better Telemedicine Visit](#):
 - Tip#13 – Follow the same clinical guidelines you would with an in-person visit. You know the drill. Even if you can't do a physical exam, you can ask good questions and take a thorough history of present illness. While the technology and interaction are different, the key clinical guidelines apply to a virtual visit the same way as a physical appointment. Be creative with camera- you can direct the patient to stand up and walk, to move their knee, to hold their rash or gouty toe up in front of the camera. Having the patient perform forced expiration and cough in front of the camera may also help. *You can observe a lot by watching. – Yogi Berry*
 - Other suggestion is to encourage the patient to use their smart phone for their Telehealth visit. For example, you can do a throat exam by asking your patient to turn on their light and point their camera toward his/her throat.
 - Dr. Zelnick also has an excellent video that demo conducting a telehealth visit on the CI Support page: <http://ci.emhs.org/Infection-Control/Telehealth-Visits.aspx>

Are there any special Registration Requirements that must be done before scheduling these telehealth visits?

- Scheduling staff must verify patient has been fully registered prior to the begin of the telehealth visit. This step is imperative as pre-registration staff must document within the patient registration verbal consent was obtained. Ideally, staff should review schedules a day ahead to ensure registrations are complete.
- If scheduling staff find patients who have not been fully registered, they must contact the patient ahead of the scheduled visit to complete the registration themselves if full registration tasks are within current practice workflow, otherwise they will transfer the patient to the pre-registration department.

Do we still to check in and check out these patients?

- Scheduling staff must obtain information from provider or clinical staff to determine which patients were seen for telehealth visits to complete check in/out tasks. Once this is verified, scheduling staff will perform check in/out tasks in usual manner for identified telehealth visits. This may be done after the appointment, it does not impact provider or clinical staff ability to document within the patient medical record.

Who is responsible to send the link to the patient?

- The scheduling staff will email the patient the Zoom link for the specific provider. However, it is the provider's responsibility to provide the link to the schedulers.

Because the meeting ID is the same, what if the patient clicks on the link during an unscheduled time?

- The provider should always check his/her ambulatory organizer to see if the patient is on their schedule. If the patient is not scheduled for that day, the provider will have the option to remove the patient from the meeting.

Does the telehealth email have to be sent through the NL Portal or can patients use their own email address?

- The email can be sent through the NL portal or to a personal email address using the secure emailer.

What about exposing our work emails to the public?

- **Updated 8/25/2020 Patient emailer now includes texting option.** Please save the link to the secure emailer: <http://intranet2.emhs.org/m/p/Zoom-Meeting-Emailer?viewmode=0>.

How do providers prevent more than one patient to log into the same session?

- When the patient logs in to the session, he/she will automatically be placed in the virtual waiting room. The provider will have the option to chat, put back in the waiting room, and even remove.

If we put the patient back in the waiting room, can our nursing staff get them from the virtual waiting room?

- The MA/Nurse will call the patient on the phone before the visit. The "Consent to Treat" and the intake form will be conducted **through the phone** and not through the provider's Zoom account.

What resources are available to help make the decision on what patients to select for this technology?

- For psychiatry, everyone if there is no technological barrier. When there is a barrier, they come to Acadia and we have a zoom platform set up where they are seen by their clinician, who is working remotely.

- With the Governor’s mandate to confine one’s self to home, Telehealth is a great way to access healthcare for our patients. This is especially true for patients with no transportation, working patients who cannot take time off from work, patients with child or elder care issues, access issues with primary care and specialists and causes no “waiting room” time.
- On our website, check out Dr. Zelnick’s two documents: **Suggestion for Telemedicine Opportunities** and **15 Physician Tips for a Better Telemedicine Visit**.

How should I document objective assessment?

- Dr. Zelnick has shared his MModal template as an example:
Examination limited to inspection and observation over video camera.

General: [Alert, well developed, well-nourished] [in no acute distress. Appears stated age.]

Lungs: [Normal respiratory rate.] [No conversational dyspnea.] [No observed cough]

Psych:

Patient joined visit: [on time]

Eye contact: [good]

Dress: [appropriate casual dress, good hygiene]

Speech: [normal rate, rhythm, volume, relevance, no perseveration]

Thought processes: [clear, sequential, goal directed.]

Associations: [no loose/tangential associations]

Thoughts: [no hallucinations, delusions, obsessions, homicidal/suicidal preoccupations]

Memory: [recent & remote memory intact (interview)]

Judgment, insight: [intact, competent]

Mood: [stable, euthymic]

Affect: [full, congruent, smiles appropriately]

Is there any blanket statement about limited liability based decision making on telehealth that can be amended on the documentation?

- There is updated autotext for verbal consent that must be verbally completed at the start of each exam. The autotext **/telehealth*** must be added to the end of every patient encounter. Please look at the flyers on the Clinical Informatic Support page: <http://ci.emhs.org/Infection-Control/Telehealth-Visits.aspx>.
- For those sites that cannot access the autotext due to being on a different EMR, the Provider TeleHealth Visit flyer has been updated to include the exact phrase of the verbal consent.

Is it possible to send out a document that summarizes the steps for providers, schedulers, and MAs in order to get a patient into a virtual visit?

- All this information is located on the Clinical Informatic Support page: <http://ci.emhs.org/Infection-Control/Telehealth-Visits.aspx>. Please check daily because these flyers will be updated as soon as new information is distributed. Besides flyers, the site will provide recorded sessions, templates, and other documents pertaining to Telehealth. We tried to compile all useful information to be in one spot for your convenience.

Billing/Revenue Cycle

IN PROGRESS: If I use telehealth visits for my patients in the ED/outpatient/inpatient setting, will that be covered?

- Specialists (MD, DO, NP, PA) performing telehealth (video) visits with patient who is located in the ED, outpatient, inpatient setting in the hospital can bill your traditional consult, office, inpatient service codes. CMS confirmed a Telehealth Open Forum that there is no need to modify the service in anyway, it should look just like you were face to face with the patient when billing. From a documentation standpoint continue to utilize the **/telehealth** autotext to ensure the informed consent is captured.
- Consults are never covered by CMS, so a traditional consult performed with the patient who is located at home would be billed as a Home Telehealth service using new/est patient office visit levels that were recently set-up for you in the Home Telemedicine folder. The consult range of codes is not on the list of covered telehealth services by CMS, and most payers are following CMS guidance.
- **IN PROGRESS:** The Telehealth team is looking to build out processes and procedures to support the inpatient telehealth visit consult format. Currently this process is live at EMMC pediatric unit. Stay tune for more areas.

IN PROGRESS: Is anyone collecting co-payments for Telehealth Visits?

- This has been confirmed that we are not taking any in-person co-pays at this time (all MOs were notified), however we are taking over the phone payments, for co-payment/patient portion using those individuals that are currently on site and are able to use the PCI compliant devices. Please stay tune.

IMPORTANT: How about the need to document the required vital signs for Medicare Wellness Visit for home telehealth visits? Can nurses do these through telehealth or telephone?

- AWV is on the list of covered telehealth services. CMS has relaxed their guidelines on the vital sign components.
 - For Providers performing this service: There are no changes to the recommended Zoom workflow.
 - CMS has relaxed their guidelines. RNs can offer these services via telephone or telehealth visits. **The documentation is the same.**
 - For Registered Nurses performing this service through telehealth or telephone: Refer to the flyer "Nursing Medicare Wellness Telehealth Visit". The flyer will cover the following:
 - Sign up for an account through Northern Light Health.
 - Required ways to document vital signs.
 - Required autotexts by the registered nurse and the supervising provider.
 - The documentation requirements that will allow for the visit to be billable.
 - New E&M Charges added to the Quick Order MPage:
 - Home telehealth Annual Wellness Visit – Initial G0438
 - Home telehealth Annual Wellness Visit – Subsequent G0439

IMPORTANT: If video connection is not made can I still bill for a telehealth visit? For example, I can see the patient, but they can't see me.

- Most payers including Mainecare and Commercial will reimburse for intended telehealth services when limitations or a failed connection occurred and only a telephone call resulted. CMS has not yet issued that guidance. The “Modality of the Service Performed” should describe whether a successful telehealth service was performed. Barriers to accomplishing a telehealth (video component) service with the patient can be further specified in the HPI section of your note. Coding teams will continue to audit documentation and make any necessary corrections to the charges prior to billing.

IMPORTANT: Other than using /telehealth* autotext, are we required to do ROS/med rec/ discharge summary to satisfy level of billing?

- Your documentation should be the same as if the patient is at the office. Documentation should include the usual APSO/SOAP format note to the extent when it is appropriate and able to be captured via telehealth. Total time and medical decision making will now drive the overall level of telehealth based on guidance issued late last week. So, ROS is included in every level. Wherever a discharge summary was required previously (i.e. inpatient, surgery) it is still required.
- Prior to this telephone was driven by time, and telehealth was driven by complexity. This has relaxed in that we can consistently use time.

○ New Pts

- 99201 - 10 min
- 99202 - 20 min
- 99203 - 30 min
- 99204 - 45 min
- 99205- 60 min

○ Established Pts

- 99211 - 5 min
- 99212 - 10 min
- 99213 - 15 min
- 99214 - 25 min
- 99215 - 40 min

IMPORTANT: Are there any requirements for the submission of charges for inpatient/observation encounters that will be needed for inpatient providers?

- This would require the same documentation requirements as a Telehealth visit. We learned that simply time and the medical decision making elements are enough to bill for the service as opposed to your traditional History, Exam, and MDM.

- 99217 Observation care discharge_* Not Time based
- 99218 Initial observation care – 30 min
- 99219 Initial observation care – 50 min
- 99220 Initial observation care – 70 min
- 99221 Initial hospital care – 30 min
- 99222 Initial hospital care- 50 min
- 99223 Initial hospital care – 70 min
- 99224 Subsequent observation care – 15 min
- 99225 Subsequent observation care – 25 min
- 99226 Subsequent observation care – 35 min
- 99231 Subsequent hospital care - 15 min
- 99232 Subsequent hospital care – 25 min

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- 99233 Subsequent hospital care – 35 min
- 99234 Obser/hosp same date – 40 min
- 99235 Obser/hosp same date – 50 min
- 99236 Obser/hosp same date – 55 min
- 99238 Hospital discharge day <30 min
- 99239 Hospital discharge day - >30 min

IMPORTANT: Is the billing codes 99441-3 for phone visits only and the telemedicine codes for Zoom visits?

- To streamline the process to pick the correct E&M codes for Telehealth or Telephone Visits, we have **removed the Telephone Visits codes**. The coding teams will continue to audit the documentation 100% of the time for these services and will modify charges for accuracy in reporting to the payers. Clinical Informatic Support page: <http://ci.emhs.org/Infection-Control/Telehealth-Visits.aspx>.

Are there any integrated behavior health or psychology codes that I should be using? I don't see these codes in my quick order page.

- The following codes should be used:

7574592	Home telehealth psych diagnostic evaluation	90791
7540193	Home telehealth psych diag eval w/med srvc	90792
7573320	Home telehealth psytx pt&/family 30 minutes	90832
7540199	Home telehealth psytx pt&/fam w/e&m 30 min	90833
7540200	Home telehealth psytx pt&/family 45 minutes	90834
7540201	Home telehealth psytx pt&/fam w/e&m 45 min	90836
7540202	Home telehealth psytx pt&/family 60 minutes	90837

- These codes should have been added to the quick order page.

What is the threshold for setting up a telehealth visit for children is when we seem to provide so much counseling outside of office hours that is provided free of charge on nights and weekends?

- An Office Visit (New or Established) can be based on time when the visit is dominated by counseling and more than 50% of the time is spent counseling. There is no threshold that billing, or revenue cycle can establish. The medical necessity for the visit is determined by the provider.

How can we expect parents to now be amenable for receiving a charge for this when we are not listening to heart/lungs/looking at throats and ears?

- E/M visits are based on 3 Key components: History, Exam, Medical Decision Making. For established patients you only need 2 of those 3 components to establish the overall level. Nothing has changed here. With Telehealth the exam will likely be the portion we throw out. For a new patient, the exam does factor in. Would recommend capturing what is possible for physical exam and indicate that remaining systems/body areas (that you would normally conduct visually/audibly) are unable to be assessed via telehealth.

Is this billed time based or complexity based?

- Telehealth is billed on complexity as we bill your traditional E/M codes with a modifier designating telehealth. Telephone visits are based on time.

Is there any information we can give to patients regarding billing for these visits to help set expectations?

- The patient should know that the visit will be billed as normal but with a designator indicating telehealth.

Will these visits be for follow up visits only or new consults as well?

- Telehealth can be performed for new or established visits, annual wellness visits, medical nutrition, psych assessments, etc. We are working on adding charge codes for all applicable telehealth services. Consults are not on the list.

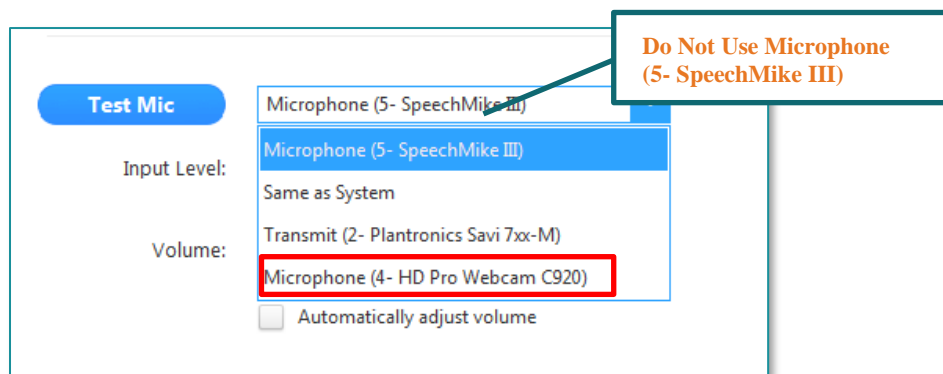
If my site is using another EMR such as Meditech, how can I find the exact phrase of the autotext?

- For those sites not using PowerChart, please refer to the Provider Telehealth Visit flyer. This has been updated to include the exact phrase for the verbal consent (approved by legal).

Using Zoom

How do I test and change my Microphone settings?

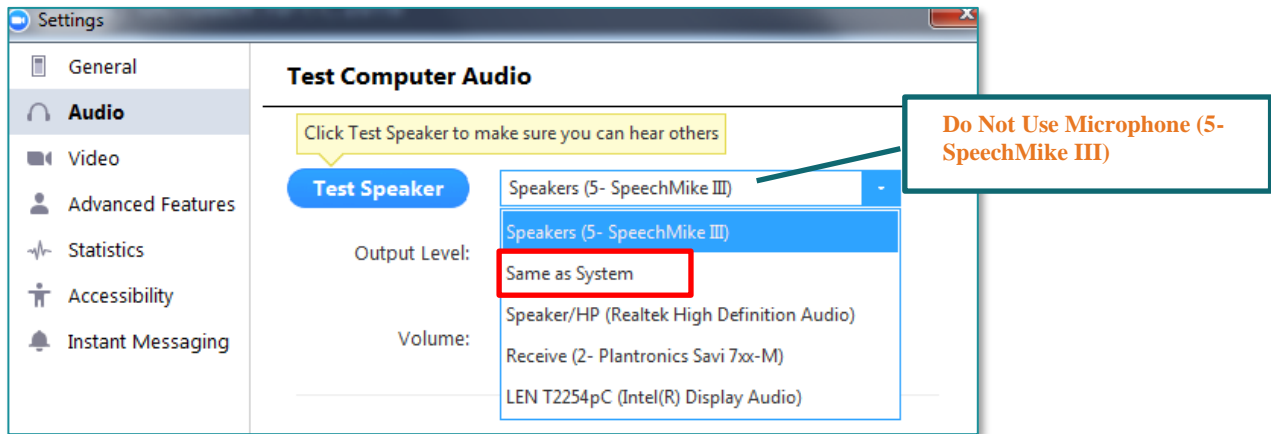
- **Testing your Microphone:**
 - In the microphone section, you will see the green **Input Level** bar move when Zoom is picking up audio.
 - Click **Test Mic** to test your microphone.
 - Your audio will start recording. Click **Recording** when you are done and it will play back. You can select another microphone from the menu or adjust the input level.
 - Check **Automatically adjust microphone settings** if you want Zoom to adjust the input volume automatically.



How do I test and change my Speaker settings?

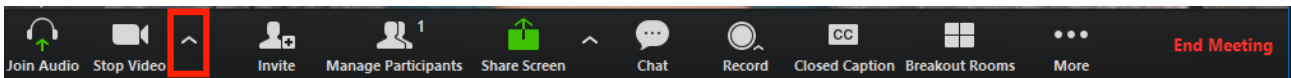
- **Testing your Speaker:**

- Click **Test Speaker** to play a sound.
- If you cannot hear it, select a different speaker from the menu or adjust the **Output Volume**.

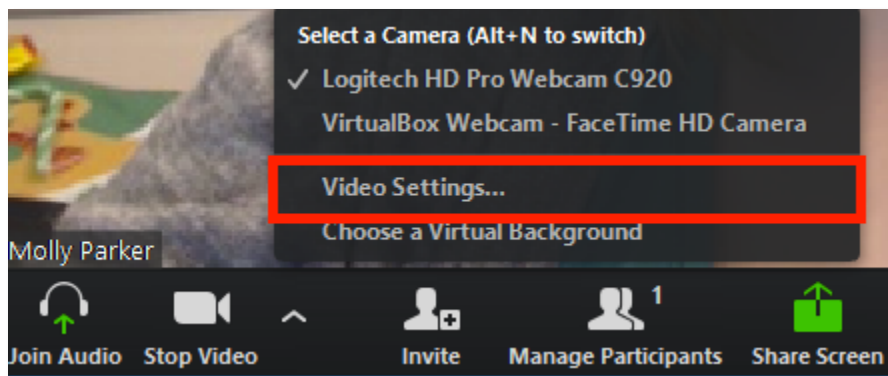


How do I Test and change my Camera?

- **To test your video in meeting:**
 - Click the arrow next to Start/Stop Video.



- Select **Video Settings**.

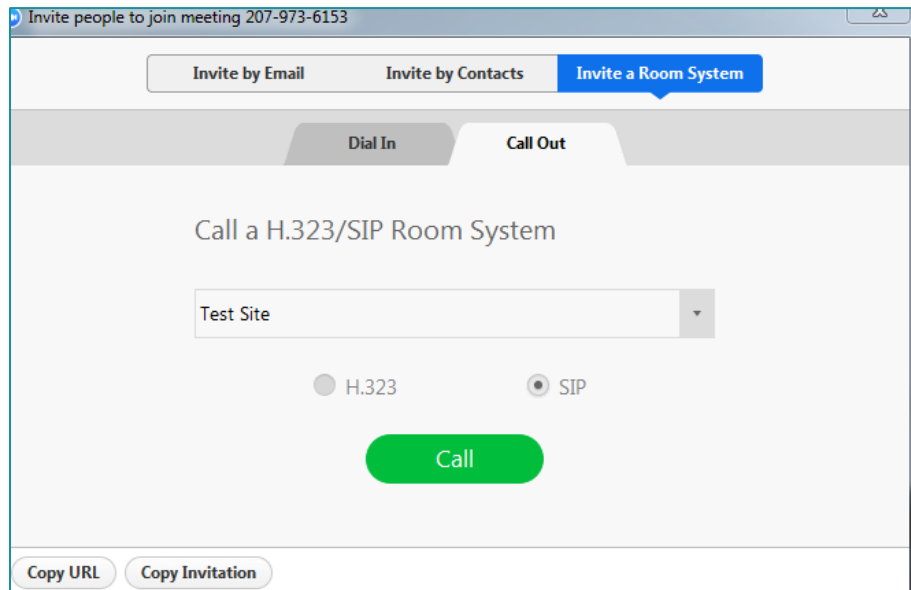


- This will open the video settings and you can change your camera or your settings.

Do I have the ability to do a test call? *Note: This test call will only work with Pro Zoom Accounts and connects to Northern Light hosted Tandberg Unit.*

- Yes, you can call the Test Site by going to **Invite a Room System** and entering **Test Site** into the Call Out screen. (Please note you should test your audio settings before calling this site as it does not have audio settings enabled. It is merely setup to test connectivity.)

How do I join a meeting with a meeting ID?

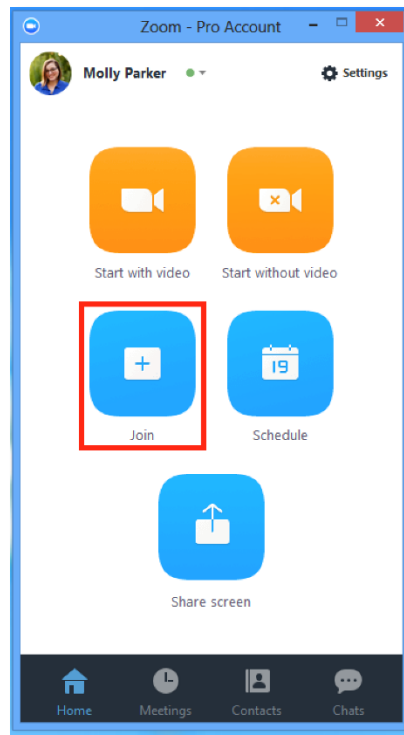


- Select **Join A Meeting**.

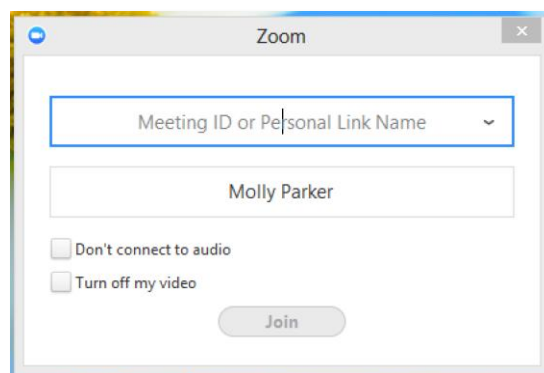


Note: You can join a meeting with or without signing in.

- Or if signed in click on the **Join** button on the **Home** screen.

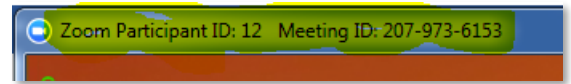


- Enter the Meeting ID number from host and input your name. Also select if you would like to connect audio and/or video and select **Join**.



Where can I find the meeting ID #?

- The meeting ID # can be located at the top Left hand of the Zoom screen.

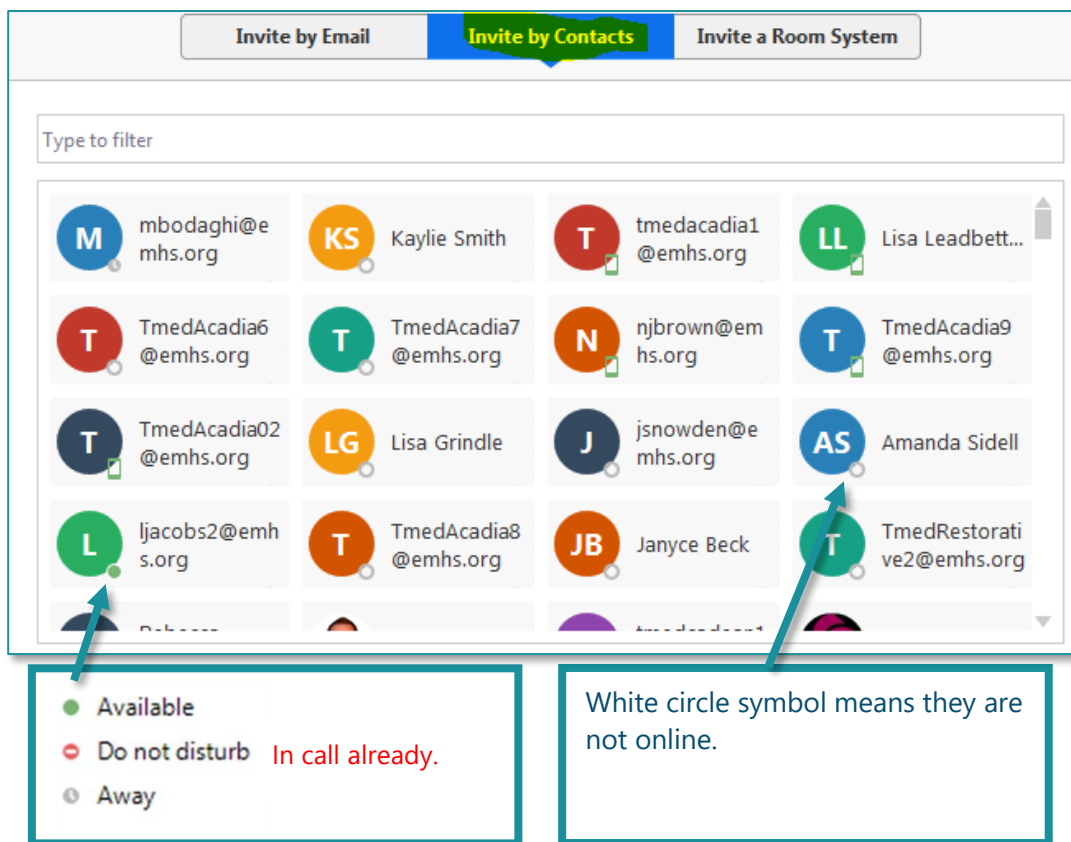


How do I join a remote provider to my meeting session by Contacts?

- Host should check to see if remote provider is listed in the contacts and is logged into Zoom app. By clicking on the **Invite** option located on the Zoom toolbar.




- Once the Invite people to join meeting window appears click on **Invite by Contacts**.



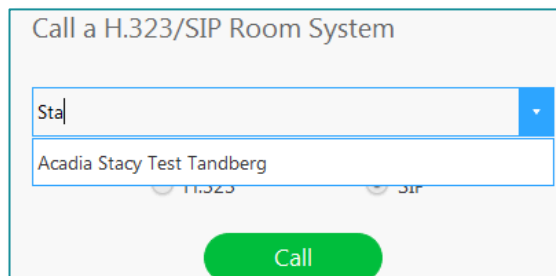
- Next you can scroll to see if user exist by either name or E-mail address. Or type name or e-mail address in the **Type to filter** window. Note: *Some registered users may not have completed the user information they will only appear by e-mail.*
- To determine if contact is logged into Zoom and available you will see one of the following symbols by their name or E-mail:

How do I join a Tandberg unit to a meeting? *Note: You must have a pro account to access the “Invite a Room System” feature on the Invite People Screen.*

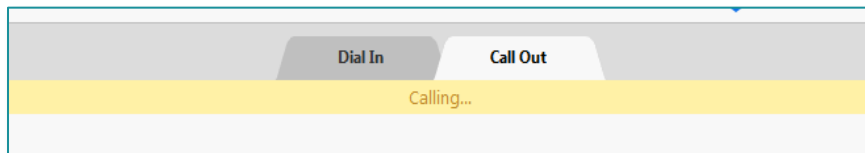
- Log into Zoom and Start a video meeting.
- Once the Zoom Meeting Screen loads click on **Invite**  option at bottom of screen.
- From the **Invite people screen** to call most referring facilities **Tandberg** units select **Invite a Room System**.

IMPORTANT: Some referring locations might be utilizing a different piece of equipment to connect. If the referring location is using an iPad or other mobile device other than a Tandberg connection process, please see [iPad](#) or other mobile connection documentation.

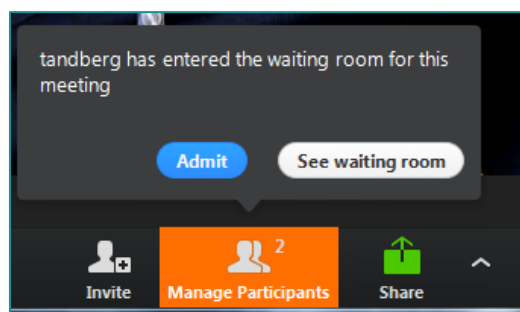
- Next click **Call Out** tab.
- Click the **IP address or URL** field and begin to type the site you are looking to call.
- For example, Type **Stacy** and select entry from list.



- Once you have selected the site you want to call click the green **Call** button
- You should see a yellow message stating **Calling...**



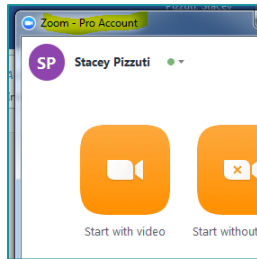
- Location should answer the call, or it will go to failed call.
- Once call is successfully connected the host will see the following popup message:



- Host will click **Admit** button when ready to speak with location.

How do I tell if I have a Pro Zoom Account?

- You can tell if you have a pro zoom account by logging into the Zoom client and looking at the top left-hand corner of the client.

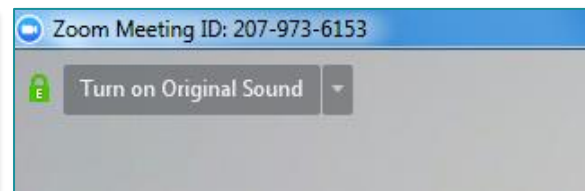
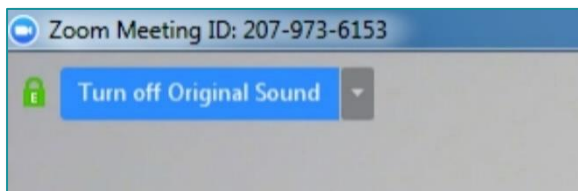


What is the difference between a Pro and Basic Zoom Account?

- You don't always need a Zoom Pro license for seeing the patient. Both accounts will have the "Virtual Waiting Room".
- You should always see patients with a "Pro Zoom" account.
 - Pro allows unlimited host time for meetings.
 - Pro is the only way you can access the "Invite a Room System" tab to call any of the SIP or H323 devices (Examples: Tandberg or York Avizia carts).
- Basic Zoom Accounts.
 - A Basic Zoom account can only host a meeting for 40 minutes. It is always recommended to use a Pro Zoom account when seeing patients.
 - You cannot access the "Invite a Room System" tab with a basic zoom account.

What is "Turn On Original Sound" or "Turn off Original Sound" for?

- If you are getting bad audio look on the main screen for an option called "**Turn on Original Sound**" or "**Turn off Original Sound**". If you click on the text of this feature it will turn it **on** or **off** depending on what it is set at once you start your session. We tried this with 2 calls today it seemed to fix the issue.



Other Technical Zoom Questions

Important: Can I use my personal cell phone to call the patient? Can I hide my mobile number when calling a patient from my mobile device?

- To preserve privacy of mobile numbers, providers may wish to install the Avaya IX Workplace App on their personal devices.
- Outgoing calls placed from within the app are “masked” from the patient view.
- When the app is open, the provider also has the option to receive calls made to their work extension.
- The link below will supply you with a flyer for step by step instructions on completing this process.
 - <http://ci.emhs.org/telehealth/avayaIX.aspx>
- This app is only available at these locations: **Acadia, AR Gould, Blue Hill, CA Dean, EMMC, Home Health and Hospice.**
 - If you are not at one of these locations, and you still want to use your cell phone, please hide your phone number by dialing *67 and then the patient’s number. Note: There is a risk that patients will not answer an incoming call when caller info is blocked.
- Another suggestion would be to call your operator and request an outside line or have the operator call it for you. We recognize that this is an extra step but looking into a long-term solution.

IMPORTANT: Does Zoom have an annotation/whiteboard option? It was there but now missing since the update.

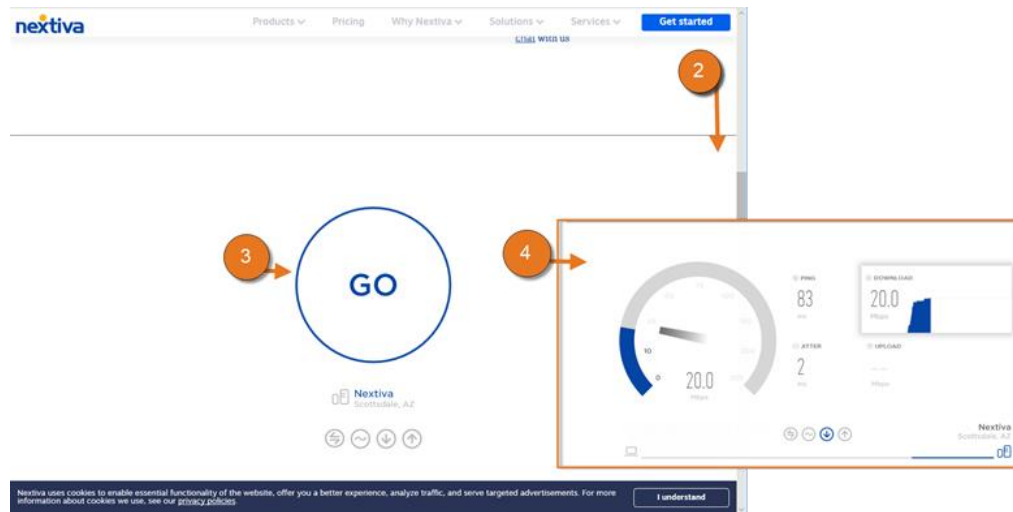
- The whiteboard has been added back in as of 4/10/2020. Please sign out and sign back in to get this to work.
- To access the whiteboard, click on Share Screen. In the Whiteboard, you can draw, add text, highlight, etc.
- To turn on annotation, this needs to be done through the advanced settings through the website.
 - Sign in through <https://emhs.zoom.us/>
 - Click on Settings on the left.
 - Click on “In Meeting (Basic) in the middle.
 - Turn on Annotation.

IMPORTANT: How do I know if my home internet is strong enough to conduct telehealth visits?

- If you are experiencing weak reception or interruptions while using Zoom or documenting within PowerChart. This includes, but not limited to: video pauses, buffers, goes in or out or sound goes in and out. This can be an internet connectivity issue.

To test if this is could be a contributing factor:

- 1) Go to <https://www.nextiva.com/resources/voip-speed-test.html>
- 2) Scroll about ½ way down the page
- 3) Click on “GO” – this will test the responsiveness of your internet connection.



- 4) Test will begin
- 5) Any of the 4 specifications outside of the minimum will cause issues during a Zoom video call:
 - a. **Ping – Should be less than 150 ms** – Lower rates will impact overall quality of video and audio for the provider.
 - b. **Jitter- Should be less than 30 ms** – Lower rates will impact overall quality of audio of both patient and provider.
 - c. **Download Speed – Recommend this be greater than 25.0 Mbps** How fast data is pulled from the server to you. A slower download rate will impact the patients incoming voice and video quality on the provider or host side of the telehealth visit.
 - d. **Upload Speed – Recommend this be greater than 3.0 Mbps.** This is how fast you send data to others. Slower upload speeds will impact how clear your voice appears to the patient.
 - i. Note that both upload and download speed matter for overall quality and patient positive experience. If internet is shared in your household, please consider the other users and devices in the house may consume bandwidth which may impact these speed metrics. Also, quality may go down during peak usage in your local area
 - e. **Lastly** – While these are the minimum connectivity requirements for a quality telehealth experience, keep in mind the patient must also have similar connectivity bandwidth metrics.

IMPORTANT: I accidentally made two accounts. How do I delete one?

- Please submit a help desk ticket. This will be routed to the EIS Group in ServiceNow.
- **Please verify which account to delete.** If we delete the wrong account, it may impact future scheduled meetings since the user ID is associated with the provider's unique meeting ID.

IMPORTANT: Zoom is requiring a password for my patients. Why is that happening?

- Zoom has required an update. Currently, this is not affecting all accounts. This is not something that Northern Light cannot control. Currently, we are looking into possible solutions. To find your password:

Telehealth Visit FAQ

September 8, 2020 - UPDATED

- Click on **Meeting** (located on the top of the screen).
- Click on **Show Meeting Invitation** blue link.
- Password will be in the Meeting Invitation.
- **With every upgrade, it's a good idea to check to see if a password has been added to your account.**
- For more information, Zoom has created a page regarding this update: <https://support.zoom.us/hc/en-us/articles/360041408732-April-2020-Setting-updates-for-free-accounts-and-single-Pro-users>.
- The secure emailer will be updated to ask for the link/password instead of the ID to combat this issue.

IMPORTANT: If I want to use the app Doximity to mask my personal cell phone number, is that allowable?

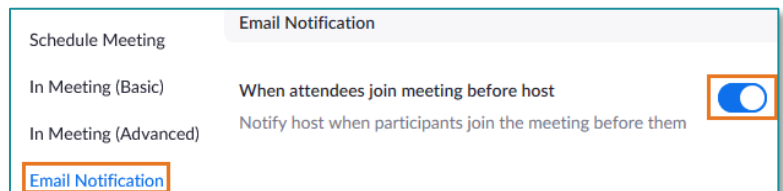
- Legal has reviewed the app and **did not** approve of its use.

IMPORTANT: Can the patient or the provider utilize their own personal Zoom account for Telehealth visits?

- A personal Zoom account should not be used for the Telehealth visit by either party. To ensure that the telehealth visit is secure, use the Zoom account created through the website <https://emhs.zoom.us/>.

How do I turn on the email reminders in Zoom when attendees join before the host?

- Email notifications have been disabled but can be turned on by the provider.
 - Within your Zoom account Click **Settings**.
 - Click **Email Notifications**
 - Click **Button** to turn on



Can we use virtual backgrounds for our Zoom sessions?

- Northern Light has created approved “virtual background” for Zoom Meeting calls.
- To download the files, you must be on the intranet to access them: <http://intranet.emhs.org/EMHS/Portals/ClinicalInformatics/ClinicalInformatics/Zoom-Backgrounds/Telehealth-Virtual-Backgrounds.aspx>
 - Once downloaded, open the Zoom app on your laptop.
 - Click on settings icon. This icon looks like a gear in the top right corner of the zoom app window.
 - Click on Virtual Background on the left.
 - Click on the “+” located above the small preview boxes of images.
 - Click on the image. Click “Open”.
 - The image should be in the preview boxes.
- To use a virtual background, you will need to have a “green screen” backdrop. The “green screen” can be as simple as a roll of green paper overlapped in the background.
- Please note, the quality of your telehealth session could be affected.

How do I adjust my HP Laptop Microphone Pickup Settings?

- Here is a great article that provides this information: https://emh.servicenow.com/esp?id=kb_article&sys_id=4dcad4fbdb374810ec79ff00ba961927&table=kb_knowledge

What equipment do I need to get started with Zoom?

- Work Laptop
 - With laptop open, use the built in webcam, speakers and microphone.
 - You should speak towards the webcam for optimal pickup of your voice. If you turn your head to the side, the microphone will not pick up your voice.
 - If you are experiencing issues with microphone audio pick up, please review this (KB article is being created now – link coming shortly) article for adjustment to microphone settings. If the issue remains a USB headset would fully resolve this issue. A USB headset can be procured via the [Self-Service Portal](#). Please be aware, hardware is in short supply and on backorder with many vendors.
- Work Desktop
 - You will need an external webcam and a USB headset. These can be procured via the [Self-Service Portal](#). Please be aware, hardware is in short supply and on backorder with many vendors.

How do we change our user ID to put Dr in there?

- In the Zoom website: To the left of Profile, click on the blue link "Edit". This should give you the option to change your name. Please don't forget to "Save Changes" when complete.

Can I use Zoom with cellular data?

- Yes. However, it is recommended to patients and providers to be connected to their home WIFI or NLH's network to complete Zoom sessions.

If I decide to download the Zoom app on my personal device, are there any special requirements?

- Zoom apps are available for iOS, android and windows. A good camera and audio source are recommended.
- If your account was created under the EMHS.ZOOM.US domain (or said otherwise, you see your EMHS email in your zoom account), you should be fine to use your iPad or mobile device to host sessions from home. The HIPPA compliant component is ensuring your account is an EMHS account and is under the Zoom EMHS domain which is visible in the web address.

If we have only one screen will the session stay on top if I reduce its size and actively operate within Cerner Power Chart?

- The "Snap to Function" in Windows is recommended. This website, <https://support.microsoft.com/en-us/help/4027324/windows-10-snap-your-windows>, does a great job demonstrating this feature.

Can the link be sent as a text message?

- Yes, it can. Please note that whoever you send the link to will have your personal phone number.

For physicians who did not receive the email, I was advised by Dr. Ross that it is okay to simply create an account with an EMHS email and provide the personal meeting ID to our office staff?

- Yes, that is correct. But before doing so, please check to see if the account was created for you by following these steps:
 - Please go to this website: <https://emhs.zoom.us/>.
 - Choose **Sign In**.
 - Once on that page, choose **Forgot Password**.
 - The next webpage will require the NL email.
 - Once completed, a new email with a link will be sent to Outlook.
 - If that does not occur, then create the new email at <https://emhs.zoom.us/signup>.
- **It is highly recommended** to test this out with one of your staff members or with another provider and ensure that you have access to a “virtual waiting room”. Please reach out to the help desk if there are any issues.

Can we use Zoom for group visits?

- If you have more than 3 people on the line, there is a 40 minute cut off. A Pro Zoom license will be needed. Please submit a ticket to the help desk.

How do I reassure my counseling patients that their privacy will be protected?

- Zoom is HIPPA complaint.

The Patient's Experience

IMPORTANT: Is there a number that the patient can call if there are any issues?

- The Patient Support Desk is now able to access and assist the patient remotely through their computer or handheld device. This will be used for those patients having difficulty connecting to the Zoom application.
- Good news! The Patient Support Desk is up and running. **NOTE:** This help desk is only for the patient. RCI has sent out a flyer on April 9, 2020.
- The email template has been updated.
- Please do not call the Help Desk. The number to the Patient Support Desk is **1-833-217-9640**. Hours of operation are from 8 AM to 4:30 PM Monday through Friday.

IMPORTANT: Is there scripting to address the patient’s concern regarding Zoom and privacy? There has been a lot of media coverage regarding the privacy issues with Zoom.

- The Office of Revenue Cycle Informatics sent out a document: [Scripting for Scheduling Telehealth Visits](#). This document will help reassure the patient with Zoom and privacy.

IMPORTANT: How do I troubleshoot when my patient is having trouble with their audio but has video?

- If the patient is using their smartphone, he/she may have not given the app permission to join audio.

- Suggestions by other providers:
 - Use the message feature to notify the patient to turn on their audio.
 - Another suggestion is to create a sign with a screenshot that shows how the patient can turn on their audio. Dr. Zelnick has provided [signs](#) that help patient turn on their audio for various devices.

What if my patient calls in via the phone and the provider is using the phone and the computer?

- This can be done. Please note that Zoom counts all three as participants and is limited to 40 minutes.

What does the patient need on their end?

- The patient will need access to a computer or a laptop with a camera, a smartphone, or a tablet. We are working on a Patient Support Desk to improve the experience.

Is there a cost to the patient associated with utilizing this technology?

- There will be no cost if the patient uses the link provided in the email.

What will the patient see when he/she clicks on the link provided in the telehealth email?

- We'll cover this topic most likely during the practice manager/clerical staff "Ask and Tell" sessions. We'll need to confirm with the Zoom team if this is possible to show the patient side setup.

What if the patient does not have access to email? Can this still work?

- In this case, the patient may not be a good candidate for a telehealth visit. But if the patient agrees to a telephone visit, still go through the process of scheduling for a telehealth visit. The /telehealth* will capture that. Coding teams will continue to audit the documentation 100% of the time for these services and will modify charges for accuracy in reporting to the payers.

Need Help?

Need Help? Let's get you to the people who can best help you...

Issue/Question	Contact Info
Non-technical, clinical questions	Click here to reach out directly to Clinical Informatics . You can also use the Self-Service Portal (https://emh.service-now.com/esp) and click the link in the lower right corner labeled, "I need personal assistance with Cerner/Meditech."
All other issues	Call the Help Desk at 207-973-7728 or 1-888-827-7728 or use the Self Service Portal .