



Med Access EMR

Virtual visits

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Virtual visits

TELUS EMR Virtual Visits enable you to schedule and conduct a virtual visit and live chat with a patient. You must have registered with TELUS Health to use virtual visits, and configured your EMR. [Sign up here](#) and see "Configuring your EMR for virtual visits" on the next page for more information.

When patients contact you to book an appointment, you schedule a virtual visit by specifying **Virtual visit** (visite virtuelle in French) as the appointment detail. You must also have a current email address for the patient recorded in the patient demographics. See "Booking virtual visit appointments" on page 6 for more information.

A unique link to the virtual visit will be added to the appointment within your schedule and, within 48 hours of the visit, patients will receive an email with a corresponding link to attend the virtual visit.

At the time of the appointment, the provider opens the link in the appointment to start the virtual visit. The patient clicks the link in their email to join the virtual visit. The provider can document the visit in the EMR as they normally do. See "Conducting a virtual visit" on page 9 and Patients: Attending a virtual visit with your provider for more information.

Before using virtual visits, ensure you meet the requirements. See "Requirements for using virtual visits" below for more information.

Requirements for using virtual visits

Before you can use virtual visits, you must meet these requirements:

- You must sign up for TELUS EMR Virtual Visits. [Sign up here](#).
- Virtual visits must be enabled in your EMR (see "Configuring your EMR for virtual visits" on the next page).
- The patient's email address must be entered in their demographics in your EMR.
- You must have a computer with a supported operating system and browser, as well as a camera and a microphone, or TELUS EMR Mobile (v3.38.13) on a supported mobile device.
- Patients must have a supported mobile device, or computer with a supported operating system and web browser, camera, microphone, and connection to the internet.

Supported operating systems and browsers

- Mac OS X 10.12 and later - latest version of Chrome, Firefox, or Safari
- Windows 7 or Windows 10 - latest version of Chrome, Firefox, or the new Edge (released January 2020; you can download Edge [here](#)). Internet Explorer is **not** supported.
- iOS 11 and later - latest version of Safari
- Android 9 and later - latest version of Chrome

Configuring your EMR for virtual visits

Before you can schedule virtual visits, an administrator must enable the feature in your EMR. This needs to be done only once per clinic.

Steps

1. Open the Mobile EMR Administration Console:

- From the Med Access EMR main screen, choose **Profile**  > **Mobile** tab.

The **Device Administration Console** opens.

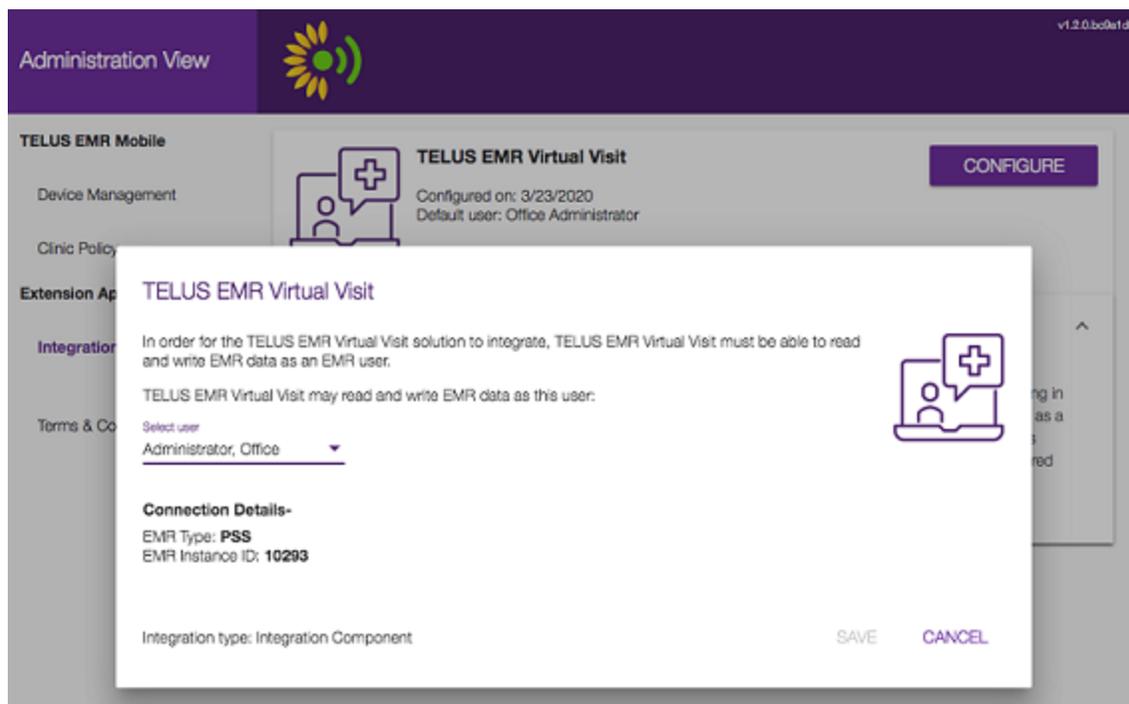


Note: If you have not used TELUS EMR Mobile and do not have integrations with our third party partners, you must first accept the terms and conditions.

2. Under **Extension Applications**, click **Integration Management**.
3. Next to **TELUS EMR Virtual Visit**, click **Configure**.

The screenshot shows the 'Administration View' interface. On the left is a navigation menu with 'Integration Management' selected. The main content area displays 'TELUS EMR Virtual Visit' with a 'CONFIGURE' button. Below this, it shows 'Configured on: 3/23/2020' and 'Default user: Office Administrator'. A 'LEARN MORE' link is also visible.

4. Select an EMR user on whose behalf the virtual visit service makes requests to the EMR (typically an administrator).



5. Click **Save** and close the **Device Administration Console**.

Booking virtual visit appointments

When booking an appointment, you specify that the appointment is a virtual visit - you must enter the key words **virtual visit** (**visite virtuelle** in French) within the appointment, either manually or using an appointment type. And you must ensure that the patient has a valid email address recorded in their demographics. Once a virtual visit appointment is booked, a URL for the visit is automatically added to the appointment, and the patient also receives an email with their link to attend the virtual visit.

Steps

1. Confirm, add, or edit the patient's email address in their demographics.
2. Book the appointment in your EMR, as usual.
3. Enter **virtual visit** in the appointment details, either manually or by selecting a pre-defined appointment type (if your EMR supports appointment types; see "Creating a virtual visit appointment type" on page 8 for more information).



Note: If you are manually typing the words **virtual visit** in the appointment, ensure you haven't made any typos. Otherwise, the appointment will not be recognized as a virtual visit and a URL will not be generated. The text is not case-sensitive.

- In Med Access EMR, in the **Appointment** window, select the **virtual visit** appointment type from the list. If you do not have a virtual visit appointment type set up, type **virtual visit** in the **Concern** field.
4. Save the appointment.
 5. Approximately 2 days before the appointment, a unique virtual visit link will automatically be added to the appointment for you. The virtual visit service also sends an email to the patient (in both English and French) with their unique virtual visit link. If the appointment is booked less than 48 hours in advance, the URL is generated and the email is sent within a few minutes of booking the appointment. Some internet service providers may flag the email as spam, so be sure to remind your patients to check their spam or junk folder.

Your virtual visit appointment

Today at 8:53 AM

Allison Asthma, you have a virtual visit scheduled with your health care provider:

Monday, March 30th at 11:15 AM EDT

A few minutes before your appointment, click the button below. You'll be asked to give access to your camera and microphone, so your healthcare provider can see you and speak with you.

[Attend your virtual visit](#)

We recommend you test your device compatibility with the virtual visit service now by selecting the button below. If you experience problems like not being able to see yourself, or the microphone level indicator not moving while you talk, try changing settings or using another device or browser.

List of the supported browsers (latest version) for each operating system:

- Mac 10.12 and up: Firefox, Chrome, Safari
- Windows (7 and 10): Chrome or Firefox
- iPhone/iPad - iOS (12, and 13): Safari
- Android (9, 10): Chrome

[Test before appointment](#)

If you can't find a device or browser that works, please contact your clinic ASAP to inform them you won't be able to join the virtual visit.

Please do not reply to this email, as your response will not be received. Please call your clinic if you have questions about your appointment, or if you need to cancel or reschedule. If you think you need urgent attention, please call 9-1-1 or go to the nearest emergency department.



Best practice: Every 1-2 days, verify upcoming virtual visit appointments have a link. If there is no link, check that the appointment has the text **virtual visit** in the appropriate field.

Creating a virtual visit appointment type

In order for an appointment to be recognized as a virtual visit and have the URL generated, the words **virtual visit** must appear in the appointment. You can create an appointment type in your EMR to quickly and easily identify an appointment as a virtual visit, instead of manually adding the text to the appointment.

Steps for Med Access users

1. From the main EMR window, on a schedule, click . Hover your cursor over **Appointment Setup** and select **Appointment Types**.
2. In the **Manage Appointment Type** window, click  **New**.
3. Enter a **Name** (e.g. virtual visit) and specify the **Duration**.
4. In the **Concern** field, type **virtual visit**. Ensure you haven't made any typos, otherwise the appointment will not be recognized as a virtual visit and a URL will not be generated.
5. Click **Save** and close the **Appointment Types Management** window.

Create Appointment Type

Name* Virtual visit

Duration* 15 (minutes)

Sort Order 0

Colour [Color Selection Icon]

Can't Overlap

Max Per Day [Input Field]

Multi-Patient Appointment

Active

Self-Bookable

Edit Privilege Public

Use Privilege Public

Resource [Dropdown]

Equipment [Dropdown]

Room [Dropdown]

Facility [Dropdown]

Billing Template [Dropdown]

Task Template [Dropdown]

Visit Template [Dropdown]

Patient Form [Dropdown]

Workflow Step [Dropdown]

Concern Virtual visit

Appointment Notes [Input Field]

Critical

Save

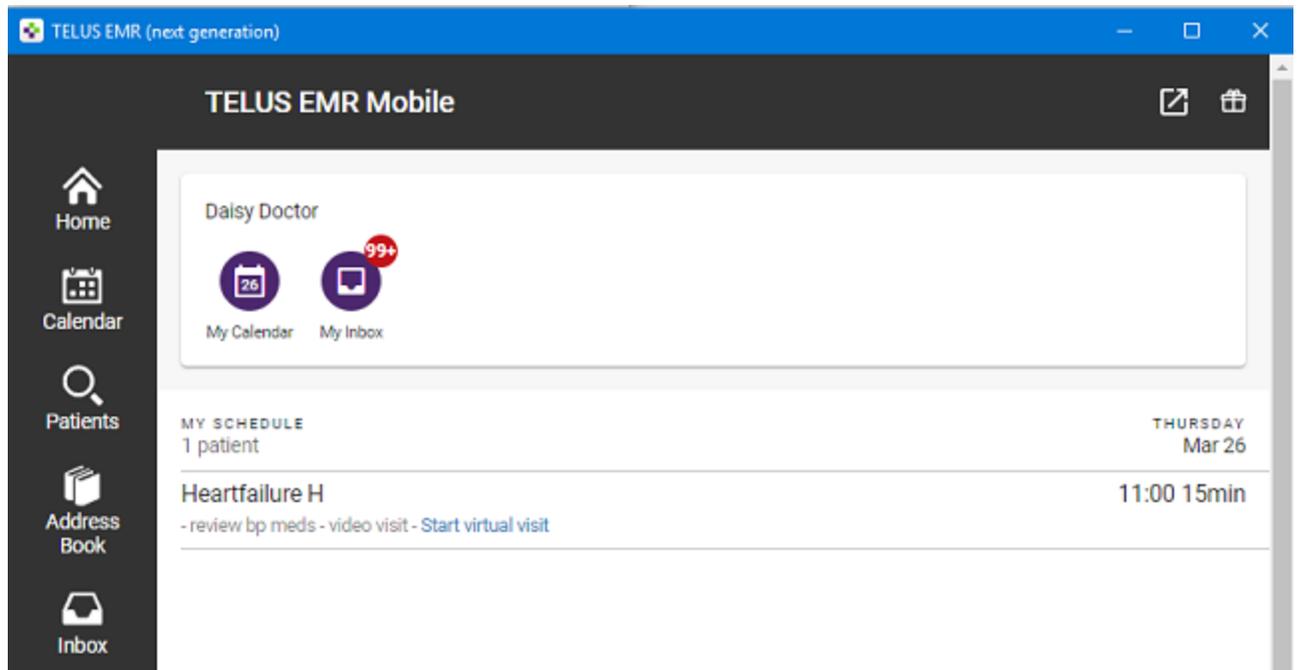
Conducting a virtual visit

When you are ready to start your virtual visit, from the patient's appointment, open the virtual visit link and join the video call.

You can access the virtual visit link from your EMR, TELUS EMR Mobile, or TELUS EMR (next generation). You may want to open and join the virtual visit from your mobile device and use your computer to record the visit notes in your EMR during the encounter. Your device or computer must have camera and microphone access. See "Requirements for using virtual visits" on page 4 for more information.

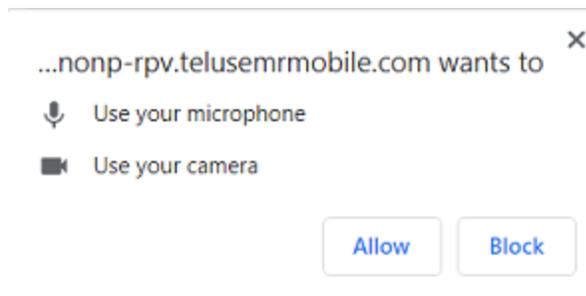
Steps

1. Open the virtual visit link:
 - From TELUS EMR Mobile or TELUS EMR (next generation), click the link to **Start virtual visit**.



The virtual visit opens.

- If this is your first time conducting a virtual visit using this computer or mobile device, you may be prompted to grant access to your camera and microphone. Click **Allow**.



- Ensure your camera and microphone are working - you should see yourself on the screen, and when you speak you should see solid bars appear in the audio panel along the left side. Change the selected camera and microphone, if necessary.



You are about to host a virtual visit.

Please choose your camera and audio, and select 'Join virtual visit', when ready.

Join virtual visit



Camera:

HP HD Camera (05c8:0383) ▼

Microphone:

Default - External Microphone (Cone) ▼

Speakers:

Default - Speakers (Conexant ISSA) ▼

[Terms of Use](#)

4. Click **Join virtual visit** to start the visit.



Note:

The video will not appear if the patient has not yet joined the visit.



Waiting for the patient to join the video visit.

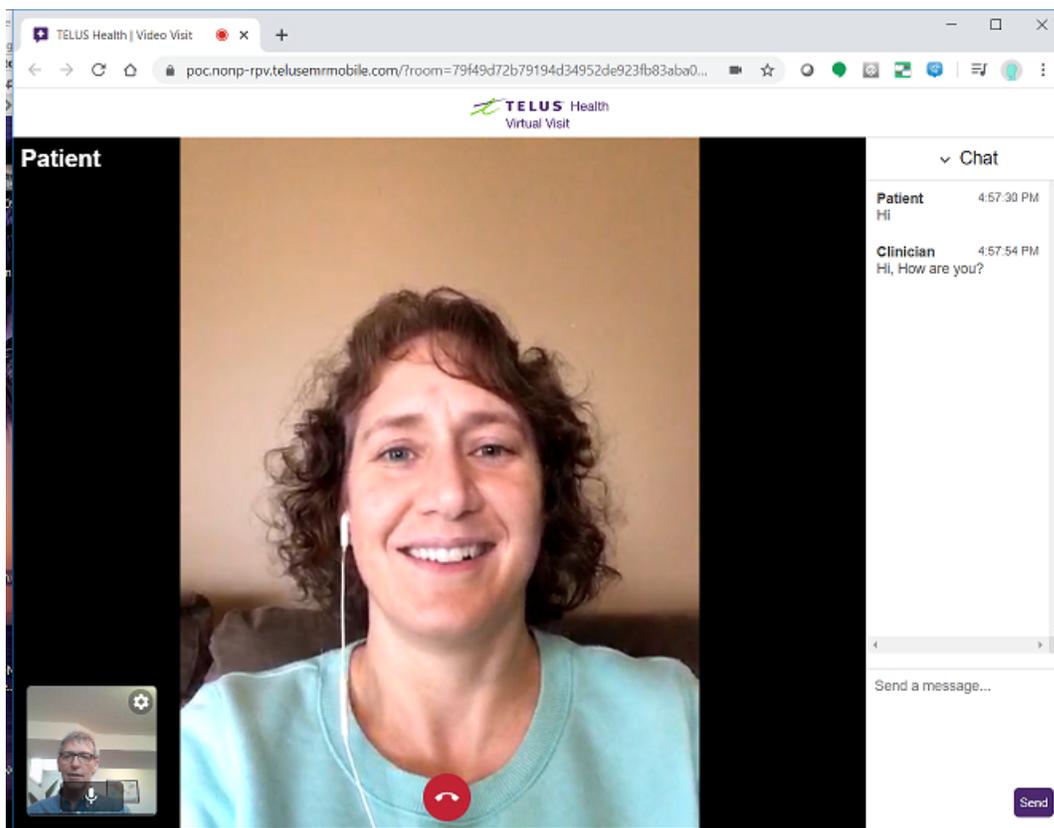
The patient can join the video visit by opening the following link in their browser <https://poc.nonprpv.telusemrmobile.com/?room=970b3740c1b12db3a2a71adf85910e4bd1c9d1aa59cedb97e32bfc82bedea0dd>.

[Copy link](#)



Tip: If the patient contacts the office to indicate they cannot find the link to join the visit, click **Copy link** and email the link to the patient.

- Once the patient joins, they will appear onscreen and you can begin your visit. You can message the patient using the **Chat** option. This is useful if, for example, you can see the patient but cannot hear them. Click **Chat** and type your message.



- Record your visit notes as you normally do in your EMR.
- To end the visit, click the hang up icon at the bottom of the window. If you accidentally clicked the button to hang up, you can **Rejoin** the visit.



You have ended the virtual visit

You may now close this window