

# Virtual Visits - Expanded Roll Out for all Customers

## *Implementation Plan*

### Release(s)

This plan includes all customers that are not currently using MEDITECH's integrated 6.15 or Expanse Ambulatory Virtual Visit solution. This will require a code update to the Patient Portal environment (Global/2.01) only. Customers will either need to take a Global top off or receive a bundle of changes.

### MEDITECH Applications

- MEDITECH Community-Wide Scheduling (SCH/CWS)
- Patient and Consumer Health Portal (PHM)

### Third-Party Vendor Requirements

- Virtual Visits are offered to patients through the use of an interface between MEDITECH and TokBox, a cloud-based virtual conferencing technology vendor.
- Customers do not need to license with TokBox for this functionality, nor will there be a need for any direct communication between MEDITECH customers and TokBox.

### Overview

The [Centers for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\)](#) continue to monitor the outbreak of the 2019 novel coronavirus ([SARS-CoV-2](#)) and the disease it causes (COVID-19). Both agencies continue to update guidelines on containment and treatment.

Healthcare organizations are turning to virtual care — including virtual visits — not only to attend patient appointments but also as one method to reduce the volume of patients arriving unexpectedly in the ED or physicians offices where they risk infecting other patients and staff. Providers are able to safely screen and treat patients remotely, and provide the appropriate follow plan which may include directing them to the safest and most appropriate testing location (which now may include drive-up testing).

To support social distancing, virtual visits can also keep at-risk patients out of crowded waiting rooms. Routine office visits that may not require in-person consultations can now be performed virtually. Both strategies support CDC recommendations for social distancing, and the US government has issued new regulations surrounding [privacy](#) and [reimbursement](#) for telemedicine that will make this technology more widespread and accessible.

MEDITECH's Virtual Visits are a powerful tool which can support your organization in screening, early detection, and management of patients who may or potentially be infected. The solution offers convenient, remote interaction with your patients to help mitigate the risk and spread of COVID-19. Guidance within this document is to help organizations more quickly roll out the use of our virtual services for the following purpose:

- To safely screen and treat patients in efforts to contain the spread of the infection at hospitals, clinics, and medical offices.
- For patients to use their own device to receive virtual guidance on whether they need to be seen or tested instead of showing up unannounced at the emergency room or doctor's office.

- For patients, particularly those who would be at high risk for serious illness if they were infected, to opt to substitute a trip to a doctor's office with a virtual visit when it is a routine check-in with a specialist or a primary care doctor.
- For patients and their family members to avoid crowded waiting rooms and potential infection.
- To mitigate the potential exposure to nurses and other front line staff, by seeing more patients virtually.

MEDITECH is offering a roll out of MEDITECH's Virtual Visit offering for all customers to help to mitigate the exposure and spread of COVID-19. This is a condensed implementation plan that includes the minimum set up to begin a Virtual Visit.

## Implementation Plan

The following outlines the implementation plan for all customers looking to implement MEDITECH's Virtual Visits:

1. Once ready to proceed with Virtual Visits, your PHM Specialist will create as Virtual Visit task that outlines the prerequisites for getting started:
  - a. The PHM Notification task includes a letter with an End User License Agreement (EULA) for Tokbox that will need to be signed and returned to your PHM Specialist before we can do any set up in TEST.
  - b. If you want to enable virtual visits in TEST, the Patient Portal TEST URL will need to be external. Please work with your network team to get this started. Otherwise, we will require a TEST patient in LIVE.
2. Your PHM Specialist will create a Global (2.01) Update or Bundle Task to outline the code changes required before moving forward.
  - a. MEDITECH will provide a validation guide, allowing you to more efficiently test the code changes in TEST.
  - b. Once tested, your PHM Specialist will initiate the Virtual Visit Setup Task.
3. MEDITECH will create a PHM task noting all necessary Dictionary/Parameter set up that the specialist will complete.
  - a. MEDITECH cannot proceed until we have the signed letter (EULA) referenced above.
  - b. Change control must be provided by the customer in this task.
  - c. A Virtual Visit Specialist will be assigned at this time.
4. Daily webinars will be offered to begin the training of Virtual Visits for your team. The webinar is a 1 hour session and will be conducted seminar-style; meaning multiple customers may be in remote attendance.
  - a. These will be held multiple times per week.
  - b. Customers can attend as many times as necessary.
  - c. Recorded webinars are also available if desired.
  - d. These webinars can be found in the Customer Service section [ehr.meditech.com](http://ehr.meditech.com).
5. Once the above steps are completed, MEDITECH will set up a 1 hour Setup/Training webinar to help customize and complete the setup of Virtual Visits.
  - a. For more information on the setup that will be reviewed during this session, please see the Virtual Visit Quick Start Guide in the Supporting Documentation section below.
  - b. The goal of this webinar is to have the Virtual Visit setup complete and operational in TEST.
  - c. Workflows and functionality can then be tested by your team.
6. Dedicated resources will be available, as needed in order to quickly expedite issues.
7. Once ready to go LIVE, change control will be needed for the LIVE set up.
8. MEDITECH will provide continued remote support as needed.

## **Supporting Documentation**

### **Coronavirus Workflow and Setup Guidance**

<https://customer.meditech.com/en/d/prwehrwide/otherfiles/ebasoronavirus.pdf>

### **Virtual Visits Expanded Roll Out Setup Guide**

<https://customer.meditech.com/en/d/prwphm/otherfiles/phmabasexpandedvvsetup.pdf>

## **Questions**

Please contact your MEDITECH Patient Engagement/Portal (PHM) specialist.

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