

Ambulatory Virtual Visits

Rapid Response Implementation Plan

Release(s)

Expanse 2.1.2

6.15 Priority Pack 45

Global Priority Pack 43

MEDITECH Applications

- Ambulatory (AMB)
- Community-Wide Scheduling (CWS)
- Patient and Consumer Health Portal (PHM)
- Patient Accounting (RCG) - *only required if using Online Bill Pay*

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. The interface is completely integrated.
 - 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.
- EVO Payments, or another re-seller of Authorize.net (only needed if using Online Bill Pay to collect payments up front)

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 Ambulatory [Virtual Visits](#) is a powerful tool which supports 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 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 rapid response roll out (1-2 weeks) for all customers that meet the minimum release requirements for Virtual Visits 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. Other factors, such as enabling full pre-registration, bill pay, or questionnaires, may increase the implementation timeframe.

If interested, please reach out to your Patient Engagement/Portal Specialist or your MEDITECH Sales Representative.

Implementation Plan

For the purpose of COVID-19 screening and/or routine visits in efforts to keep the more healthy patients out of the waiting rooms, Virtual Visits can be implemented in 1-2 weeks, depending on the commitment and testing by the organization. The following outlines the implementation plan:

1. Once ready to proceed with Virtual Visits, please reach out to your Patient Engagement/Portal (PHM) Specialist. Your PHM Specialist or Sales Representative will then send an End User License Agreement (EULA) for Tokbox that will need to be signed and returned to your PHM Specialist. At this point a dedicated Virtual Visit Specialist from the Portal team will be assigned.
2. Daily webinars will be offered to begin the training of Virtual Visits for your team. The webinar is a 1.5 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.
 - e. Information on these sessions will also be outlined in the Virtual Visits Rapid Response Roll out task.
3. MEDITECH will create a PHM task noting all necessary Dictionary/Parameter set up that the PHM specialist will complete. Change control must be provided by the customer in this task.
4. Once steps #2 and #3 are completed, MEDITECH will set up a 1 hour Set Up/Training webinar to help customize and complete the setup of Virtual Visits.
 - a. Please see the Virtual Visit Quick Start Guide in the Supporting Documentation section below, for more information on the set up that will be reviewed during this session.
 - b. The goal of this webinar is to have the Virtual Visit set up complete and operational in TEST.
 - c. Workflows and functionality can then be tested by your team.
5. Dedicated resources will be available remotely as needed in order to quickly expedite and resolve any workflow and/or testing issues.

6. Once ready for go LIVE, change control will be needed for the LIVE set up. MEDITECH will complete all of the setup, but customer sign-offs will be required.
7. MEDITECH will provide continued remote support as needed.

Supporting Documentation

Virtual Visit Quick Start Guide

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

Virtual Visit Considerations

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

Coronavirus Workflow and Setup Guidance

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

Questions

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

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