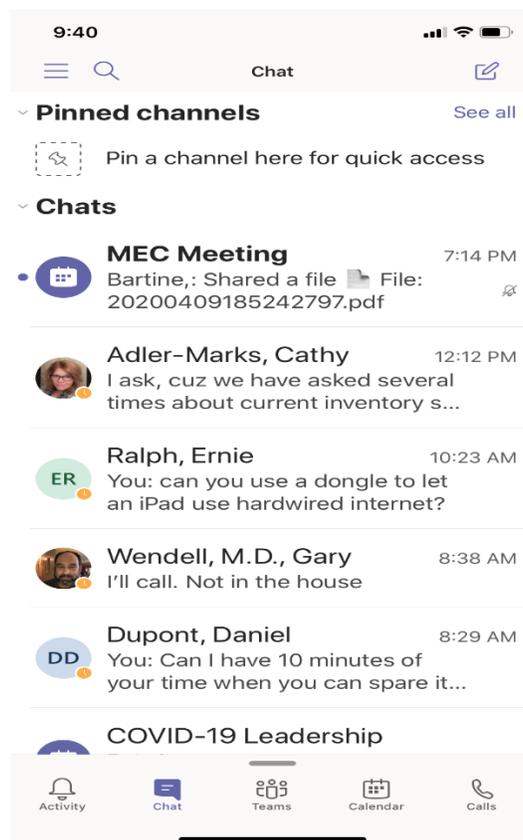


# TELEMEDICINE CONSULT PROCESS: SCHEDULING VISITS

The following steps should be taken if a patient is identified as needing a Telehealth Video Consult.

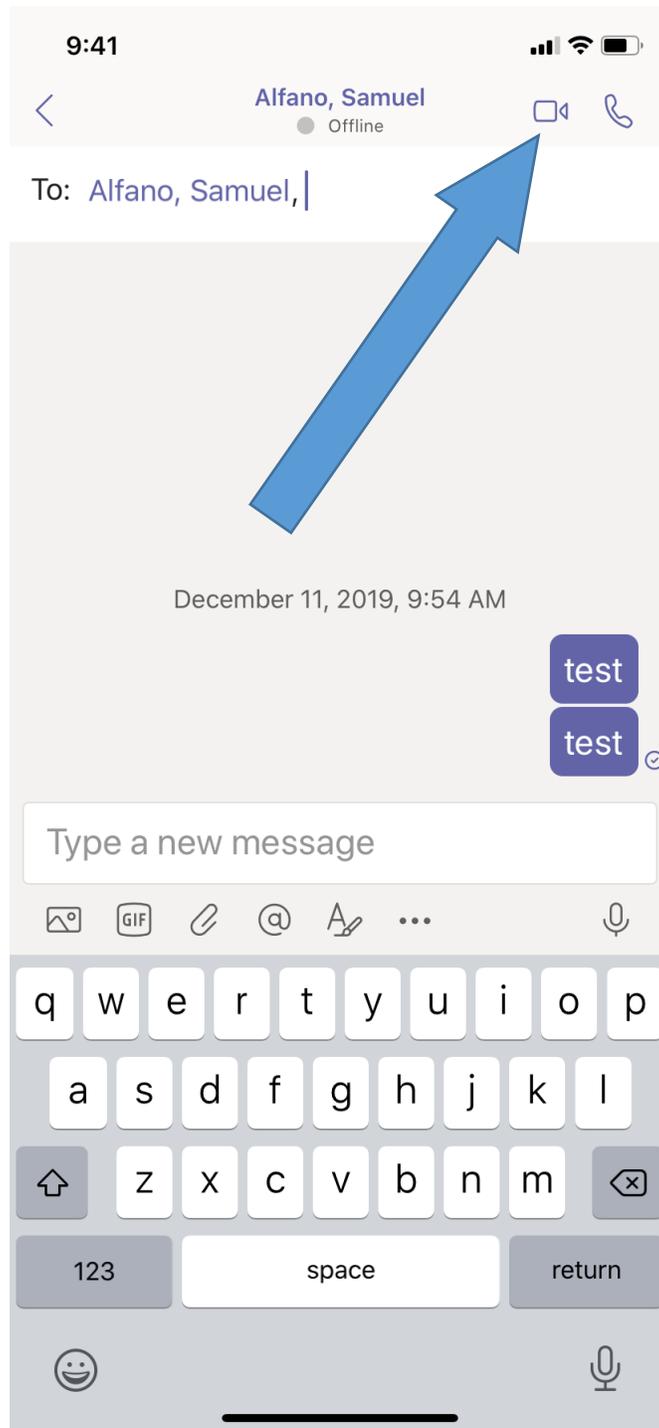
## TEAMS

1. The Physician should call and set up a time for the consult to make sure the patient and equipment is available. The number to coordinate these visits is 401-919-2466 .
2. Nursing will provide the Physician or coordinator the name of the CKHN iPad (e.g. 23456@crozer.org) or other device to use for the visit. NOTE: if patient wishes to use their own device, they must have a Teams/outlook account for this to work.
3. Physicians can use their own device or one of the devices in the Physicians lounges. They should have a Teams account activated (call Dr. Alfano @ 4846501098 if need help with this). Navigate to chat and search for the Teams account assigned to the iPad you are calling (23456@crozer.org)



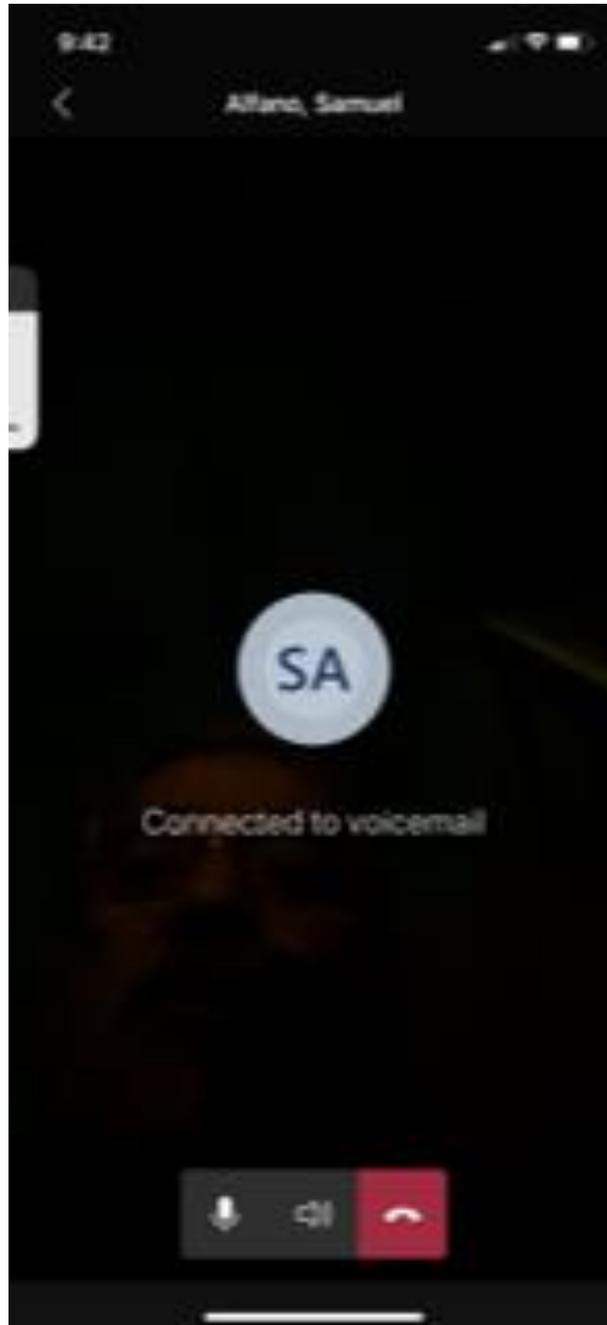
# TELEMEDICINE CONSULT PROCESS: SCHEDULING VISITS

4. Once the iPad is found and the chat selected, clicking on the camera icon starts a video chat.



## TELEMEDICINE CONSULT PROCESS: SCHEDULING VISITS

The Physician may need to allow Teams to access their microphone and camera and will be prompted to do so.



## TELEMEDICINE CONSULT PROCESS: SCHEDULING VISITS

Patients will receive a video chat phone call on the iPad and press the phone icon to answer.

In addition, patients may wish to use their own device. In these cases, patients can share their phone number or e-mail address and the Physician can connect with their device directly. Skype, Facetime, and Google Chat are acceptable means in this situation