



Patient Rounding: Video Visits for Non-AAH facilities

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Follow the below instructions to begin using Video Visits in non-AAH facilities for patient rounding.

Step 1: Clinician to identify someone at the facility who will serve as their “host”. This host will conference with the clinician and take them from patient to patient as needed. The host will be using a *facility-owned device that needs to have audio and visual capabilities*. They need to download Zoom and create an account.

***Refer to these documents to share with the facility:** [Tip Sheet for Coordinating Virtual Rounding at Health Care Facilities](#) and [Long Term Facility Rounding Options](#).

Step 2: Clinician to determine if they will be using a personal device or an AAH-issued laptop.

- If using a personal device, download Zoom from either the web browser or application store on your device.
- If using an AAH-issued laptop, you will need to have Zoom “pushed” to your device by IT. Regardless of what type of device, you will log in using your AAH-issued license (AAH email address). To obtain an AAH-issued license, the following information is required:
 - o Your name and AAH email address (for the Zoom license)
 - o Clarification as to what you are using the video visits for (i.e. nursing home rounds, etc.)
 - o Your network login ID and your device workstation ID (if you are using an AAH-issued device for the video portion). Use this [Tip Sheet - How to Find Workstation ID](#).

Action Item: email the above information to: AAH-zoomintake@aaah.org.

*Remember, if working from home, you need to be able to access Epic from home. However, this workflow does not require that you use Haiku/Canto from your smartphone or tablet. You only need Zoom on those devices.

Step 3: Clinician to coordinate with facility by phone to “schedule” a time for the video visits. During this call, the clinician should collect the following information in preparation for their video visit:

- **For Video Visit Routine Rounding:**
 - o Review patient list, acute issues, VS, test results, etc.
 - o Discuss any acute changes in condition.

Clinician to send an invite to their “host” from their secure AAH-issued Zoom account. Refer to the [Zoom Getting Started Guide](#) for directions on how to schedule and send an invite for a meeting.

At the designated time, the clinician and the facility “host” will join the meeting and see the patients.

****Recommend having one “host” who will see all patients with you.***

Step 4: Create an encounter (from the “encounter” button at the top of your Epic homepage, as opposed to scheduling an encounter) – or whatever other encounter you would have chosen otherwise. (i.e. If you will be doing a nursing home visit, then open a nursing home encounter. If you would normally do some form of an office visit, then open an office visit encounter).

- **For Video Visit Routine Rounding:**
 - Clinician to log any non-urgent orders (to be reviewed with host after visit is completed)
 - Clinician to give verbal orders in real time if an acute change in condition is occurring during the video visit
 - Once video visit is complete, discuss with host any new orders that need to be entered as telephone order
- **For Video Visit Urgent/Acute Rounding:**
 - Host to page clinician to make contact as usual
 - Clinician to call back, if needed, and connect with host via Zoom.
 - Clinician gives verbal orders, if emergent, otherwise, phone call with clinician and host to discuss new orders, entered as telephone order

When documentation is complete, bill as normal, always adding the **GT modifier**.