Inpatient Virtual Health – Epic

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Start Zoom Meeting with Patient

Access Zoom
To access Zoom through your desktop:
1. Click All Programs
2. Click the Zoom folder
3. Open Zoom

Start Your Video Call with the Patient
Once you have launched the Zoom application:
1. From the Zoom main toolbar, click the Contacts option
2. Select Channels
3. Select your Hospital & Unit Location

Notice the listing of Members on the right-hand side of the screen; these are the corresponding rooms/tablets which you will use to video call the patient.
4. Select the room/tablet of the patient you wish to video call, which will then be highlighted in blue, and select Meet with Video
   o Make sure the tablet has their Zoom application logged in under their Zoom account

5. Once the patient has accepted the video call on their tablet, you should see this screen:

You have successfully started your virtual Zoom meeting with the patient!
Zoom – Instructions for Inpatient AAH Clinicians

End Your Video Call with the Patient

Once you have finished your virtual Zoom meeting with the patient, be sure to end the meeting by clicking “End Meeting” & choosing “End Meeting for All”, as shown in the screenshot below.

![End Meeting for All](image)

**IMPORTANT:** DO NOT SELECT Leave Meeting as this still leaves the meeting active and, thus, is a potential HIPAA violation because the patient may still hear side conversations occurring in the nurse’s station!

Meeting Controls

- **Mute:** Mute or test microphone & speaker
- **Stop Video:** Stop video or select webcam or change video settings
- **Invite:** DO NOT USE
- **Manage Participants:** Shows participants in side panel
- **Share Screen:** Displays screen
- **Chat:** Communicate through typing
- **Closed Caption:** Not available
- **Breakout Rooms:** DO NOT USE
- **Reactions:**

![Reactions](image)

**NOTE:** Documentation must still occur within the patient’s chart via the electronic health record (i.e. Cerner, Epic); Zoom is merely a communication platform & does NOT replace the need for patient documentation.
Mobile Tablet Information for Virtual Inpatient Visits

Overview: This tip sheet reviews how to document & locate the patient’s Mobile Tablet Information in Epic for Virtual Inpatient Visits.

End Users Affected: Inpatient Nurse & Nurse Assistants

Document Tablet Number into Epic

Epic now contains an area in which to document Mobile Tablet information used for virtual inpatient visits. This will enable nurses and nursing assistants to more easily track/locate tablet information & ensure the correct tablet number is selected prior to initiating a virtual inpatient visit with the patient.

Document Tablet Number into Epic – RNs

Once a Mobile Tablet has been assigned to the patient’s room, nurses may document this information using the Flowsheets activity within Epic:

1. Navigate to the Patient Care flowsheet template tab via the Flowsheets activity.
2. Click the Devices header in the table of contents or scroll down to the Devices and Equipment flowsheet group.
3. In the cascading row titled Devices and Equipment, select the option of Mobile tablet.
4. Once selected, a Tablet ID free-text row appears. Document the Mobile Tablet number that corresponds to the patient.
Mobile Tablet Information for Virtual Inpatient Visits

Document Tablet Number into Epic – Nurse Assistants

Like the above workflow, nurse assistants may document which Mobile Tablet has been assigned to the patient using the Flowsheets activity within Epic:

1. Navigate to the Patient Care CNA flowsheet template tab via the Flowsheets activity.
2. Click the Devices and Equipment header in the table of contents or scroll down to access.
3. In the cascading row titled Devices and Equipment, select the option of Mobile tablet.
4. Once selected, a Tablet ID free-text row appears. Document the Mobile Tablet number that corresponds to the patient.

![Image of Flowsheets activity]

Patient Story Display

Mobile Tablet ID will display for the nurses and nurse assistants via the Patient Story once documented.

![Image of Patient Story]

Created by: EHR Education & Training Team
Date: April 3rd, 2020
Locate Virtual Visit Tablet Info in Epic

Locate Patient Tablet Information in Epic for Virtual Inpatient Visits
End Users Affected: Providers

Confirm Tablet Number in Epic
Epic now contains an area in which nurses & nurse assistants may document tablet information used for virtual inpatient visits; this will enable providers to more easily track/locate tablet information & ensure the correct tablet number is verified & selected prior to initiating a virtual inpatient visit with the patient.

MR Patient Summary Display
Once a mobile tablet has been assigned to the patient, nurses and/or nurse assistants will document this information accordingly.

Prior to initiating a Zoom virtual inpatient visit, it is critical to ensure that you have verified the right tablet number of the patient with whom you wish to communicate remotely – to do so:

1. Navigate to the Summary activity tab
2. Select the MR Patient Summary report tab
3. Locate the Mobile Tablet ID component to verify the Tablet ID number for that patient

4. Once the tablet ID and patient is verified, refer to the Zoom – Initiate Patient Chat & Virtual Meeting via Mobile Device tip sheet of your toolkit to begin the Zoom communication process
How to clean Zoom tablets and cables on discharge

The tablets will need to be disinfected once the patient is discharged or if the tablet will be used by another user.

Process:
Two Parts:

- The Android tablets can be cleaned using the normal Non-Bleach Cavi wipes with the purple top.

- It is highly recommended that after manual cleaning that the device be placed in the UV cleaner on the unit.
Supported Operating Systems: Mac OS X with MacOS 10.7 or later

Supported Browsers: Mac: Safari 7+, Firefox 27+, Chrome 30+

Bandwidth requirements:

The bandwidth used by Zoom will be optimized for the best experience based on the participants’ network. It will automatically adjust for 3G, WiFi or Wired environments.

Recommended bandwidth for meetings and webinar panelists:

- For 1:1 video calling:
  - 600kbps (up/down) for high quality video
  - 1.2 Mbps (up/down) for 720p HD video
- Receiving 1080p HD video requires 1.8 Mbps (up/down)
- Sending 1080p HD video requires 1.8 Mbps (up/down)

HD camera suggestions:

- Aver CAM340, Aver CAM520
- Logitech C930e, Logitech Brio, Logitech PTZ Pro
- Huddly
- VDO360 PTZ HD Camera
- VTEL HD4000PTZ Camera
- Vaddio Clearview USB
- Microsoft HD Webcams
- Hovercam Solo 5 Document and Webcam

USB speakerphone and microphone:

- Clearone Chat 150
- Jabra Speak 510
- Jabra Speak 710
- Jabra Speak 810
- Jabra USB Speakerphones
- Logitech P710e
- Plantronics Headsets
- Plantronics Calisto 600
- Phoenix Quattro3
- Revolab Fusion Wireless Microphones
- Revolabs UC500
- Shure Wireless Conferencing System
- Voice Tracker Array Microphones
- Yamaha PSP-20UR
- Yamaha YVC-100
- MXL Microphones for Conferencing

Go to https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac

Click on “Zoom Desktop Client (Windows or Mac)
Zoom will begin to download to your device

Click on Zoom.pkg to install

Click on “Continue”
To test Zoom – launch the Zoom application

Click on Join Meeting - **PLEASE NOTE: YOU DO NOT NEED TO SIGN UP FOR A PERSONAL ZOOM ACCOUNT.**

Type in **803 415 5201**

No dashes are needed as it will put them in automatically.

Be sure **Do not connect to audio** and **Turn off my video** are **NOT** checked.

Click on “Join with Video”
Click on Test speaker and Microphone

Choose ONE of the audio conference options

Phone Call  Computer Audio

Join With Computer Audio

To hear others, click the Join Audio button.

Test Speaker and Microphone

Automatically join audio by computer when joining a meeting

If you can hear the ring tone, click on Yes. If you can't click on No. Zoom will try to find another speaker device on your device.

You have 2 speakers, now testing speaker 2...

Do you hear a ringtone?

Yes  No

Speaker 2:  Built-in Output (Internal Speakers)

Output level:

...
Say a few words...If you can hear them replay – click on Yes. If not, Zoom will search for another mic source on your device.

Speak and pause, do you hear a replay?

- Yes
- No

Microphone 2: Built-in Microphone (Internal Microphone)
Input level:

If everything is working, you will see this message. Click on “Join with Computer Audio”

Speaker and microphone looks good

Speaker: Built-in Output (Internal Speakers)
Microphone: Built-in Microphone (Internal Microphone)

Join with Computer audio

You have successfully tested Zoom!
Supported Operating Systems: Windows 10, Windows 8 or 8.1, Windows 7, Windows Vista with SP1 or later, Windows XP with SP3 or later

Supported Browsers: Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+

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Click on “Zoom Desktop Client (Windows or Mac)
Zoom will begin to download to your device

We're now downloading Zoom ...

Your download should automatically start within seconds.
If it doesn't, restart the download

Zoom is available on Mobile and Tablet.

Download in App Store  Download in Google Play

Do you want to run or save ZoomInstaller.exe (10.7 MB) from d11yidzmag5yn.cloudfront.net?
This type of file could harm your computer.

Run  Save  Cancel

Click on Run to install

Installing...

45%
To test Zoom – launch the Zoom application

Click on Join Meeting - PLEASE NOTE: YOU DO NOT NEED TO SIGN UP FOR A PERSONAL ZOOM ACCOUNT.

Type in **803 415 5201**

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Speaker 2: Built-in Output (Internal Speakers)

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Speak and pause, do you hear a replay?

Yes  No

If everything is working, you will see this message. Click on “Join with Computer Audio”

Speaker and microphone looks good

Speaker: Built-in Output (Internal Speakers)
Microphone: Built-in Microphone (Internal Microphone)

Join with Computer audio

You have successfully tested Zoom!
Patient Tablet Logs Out of Zoom

Patient tablets should stay logged in to Zoom. If Zoom is logged out, login using the following steps.

1. Email Address: Zoom.XXXX@aah.org
   - XXXX is the tablet number.
   - The tablet number is located on the bottom right of the tablet.
   - The tablet number is listed on the right side of every Zoom computer
     o Zoom computers are located throughout 6E. They are labeled for identification.

2. Password: ZOOM.XXXXaah!
   - XXXX is the tablet number.
   - The tablet number is located on the bottom right of the tablet.
   - The tablet number is listed on the right side of every Zoom computer.
     o Zoom computers are located throughout 6E. They are labeled for identification.
Zoom – Patient Instructions

Join a Video Visit with the Nurse or Provider

Request Video Visit
To request a video visit with your nurse or physician:
1. Use the nurse call button
2. Pressing the nurse call button will alert your nurse or provider to call you back via Zoom video
   - NOTE: The tablet in your room already has the Zoom application

Prepare for Video Visit
Launch the Zoom application to ensure you will receive all calls from your nurse and physician
1. From your tablet, click on Zoom to launch the Zoom application
2. Click the home button on your tablet to minimize until a call is received

Answer a Video Visit Call
To answer calls from your nurses/physicians:
1. Click the green Accept button on the lower right-hand corner of the screen
Successfully Participate in a Video Visit Call
Once you’ve answered the call, you’ll want to ensure your speakers & microphone are not muted

1. Check the **icon** at the **top left-hand corner** of your screen to verify **tablet speakers** are on

![Icon at top left-hand corner](image)

2. Check the **microphone icon** at the **bottom left-hand corner** of your screen to verify the **microphone** in your device is **not muted**

![Microphone icon at bottom left-hand corner](image)

End the Call
3. When the call is finished, click “**Leave**” at the **upper right-hand corner** of your screen to **end the call**

![Leave button at upper right-hand corner](image)

**Steps 1-3 (full screen)**

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Created by: EHR Education & Training Team
Date: March 27th, 2020
End Users Affected: Physicians and APCs

This tip sheet will review the Epic documentation changes that need to occur for Physicians and APCs when performing Zoom Video Visits in the inpatient setting. To use Zoom for video visits on admitted patients please refer to the Zoom Instructions Tip Sheet.

In order to complete the Zoom video visits you must first locate the tablet ID. You would then complete the video visit as directed in the Zoom Instructions and then document within Epic.

Locating the Tablet Number:
In order to connect with the patient, you will need to know the patient’s tablet number to be used for the Zoom Video Visit. Once the tablet is provided to the patient the tablet number will be entered into Epic by the nursing team members. This information can then be found in the below locations directly in Epic.

- **Patient List Overview Report**: Select the patient from the patient list and view the Overview Report in the bottom pane. A new section labeled Mobile Tablet ID will appear. **Note**: This section will only display when a tablet has been assigned.

- **MR Patient Summary Report**: Select the Summary Activity on the MR Patient Summary Report and scroll to the Mobile Tablet ID section.
**Patient List Column:** The tablet ID can also be added as a patient list column. To add a patient list column, select the properties for your patient list and in the available columns search and select the **Table ID** column. Ensure that the column appears in the bottom Selected Columns then Click Accept.
Epic Documentation Changes:

Epic documentation requirements are still in place. You must document what you normally would when seeing the patient, however there are some changes to that documentation as highlighted below.

- **Epic Note Changes:**
  - Notes must indicate that the encounter was completed via a video visit.
  - When documenting your note please ensure to accurately reflect what was done during the video visit. Physical Exam elements should only include what was performed during the video visit.
  - Note templates may need to be reviewed/updated.

- **GT Charge Modifier:**
  - The GT modifier must be added when entering professional charges for all video visits. This allows for review of the documentation and charges prior to being billed out.
    1. To add the GT Modifier open the charge from the scratch pad, by clicking on it.
    2. Click on Additional Charge Details. In the Modifiers field enter GT. Click Accept.
3. To Add a Modifier Quick Button Click the customization Wrench Icon then select the Add Modifier Button. Search and select the GT modifier. Click Accept.

4. The Scratch Pad now has a GT modifier button that can be used to add the modifier as appropriate.