| Provider          | • Reviews schedule  
|                  | • Choose patients to be converted to Video Visits |
| Scheduler        | • Calls patient to confirm availability of MyChart mobile app on smartphone or computer audio/video requirements and converts visit to Video Visit  
|                  | • Send MyChart activation if not active, confirms able to log in if MyChart active  
|                  | • Reviews MyChart mobile, zoom OR MyChart on computer with audio/video requirements  
|                  | • Reviews need for eCheck in and ability to do this up to 3 days prior to visit |
| Receptionist     | • Calls Patient 1 day prior to visit to assure Patient has loaded apps  
|                  | • Assures Patient has completed eCheck-In, including questionnaires, consent forms, etc. - front desk will NOT check patient in  
|                  | • Reminds Patient to launch video at least 15 minutes prior to visit time for MA to do intake - this will AUTOMATICALLY Arrive patient |
| MA               | • Launches video 15 minutes prior to scheduled appointment time when appointment status is "Arrived", calls patient if not "Arrived" to help troubleshoot  
|                  | • In cases of AV failure, convert to telephone (no need to change scheduled visit) and communicate to Provider  
|                  | • Completes rooming process per clinic requirements - including reason for visit, accepting Patient entered updates to meds, allergies, etc  
|                  | • "Leave Meeting" from Zoom (NOT "End Meeting") and uses green dot to communicate that Patient is ready for Provider |
| Provider         | • Enters chart and reviews information; in cases where visit converted to telephone, document verbal consent with .COVID19TELEPHONECONSENT phrase  
|                  | • Launches video; can reduce zoom window size to review chart, mark items as reviewed and write note while talking to Patient  
|                  | • Completes Level of Service* (typical codes used for Office Visit) and enters Follow Up information in Wrap-Up tab, reminding patient Receptionist will call to schedule  
|                  | • Clicks "End Meeting" with patient in Zoom and uses red dot to communicate that Video Visit is completed - this will AUTOMATICALLY Complete visit  
| Receptionist     | • Sees status of "completed" and red dot for Video Visit  
|                  | • Calls patient to schedule Follow Up appointment as per provider information from "Follow-Up" section |

* the Telehealth Modifier -95 and Telehealth Place of Service 02 are both automatically added to Video Visits. Telehealth charges are currently being held for coder review.