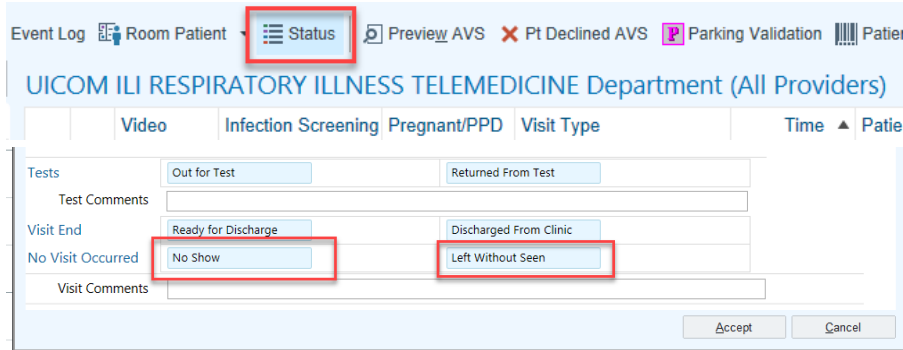


# ILI Telemedicine Epic Help FAQs

## How do I mark a visit as No Show or Left Without Seen?

-From the Status form on the Schedule > Click No Show or Left Without Seen.

-If you do this >3 days after the visit, the status will not update. Please email Rebecca Mcquillen and Lindsay Dallege to have the status updated, otherwise you will have an open encounter in your In Basket.

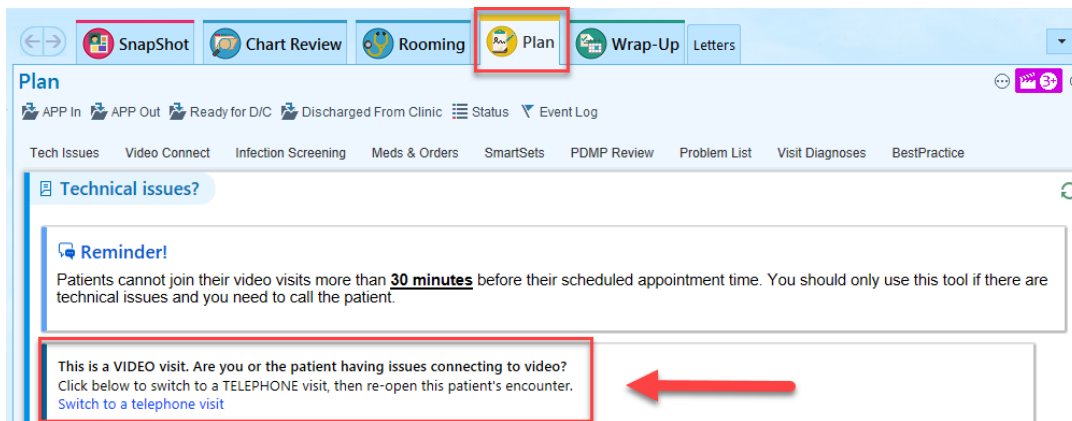


The screenshot shows the Epic Status form for a telemedicine visit. The 'Status' dropdown menu is highlighted with a red box. Below it, the 'No Show' and 'Left Without Seen' options are also highlighted with red boxes. The form includes fields for 'Tests', 'Test Comments', 'Visit End', 'No Visit Occurred', and 'Visit Comments'. The 'No Visit Occurred' section has two options: 'No Show' and 'Left Without Seen', both highlighted with red boxes. The 'Visit End' section has two options: 'Ready for Discharge' and 'Discharged From Clinic'. The 'Tests' section has two options: 'Out for Test' and 'Returned From Test'. The form also includes 'Accept' and 'Cancel' buttons at the bottom right.

## I can't drop charges because the visit hasn't been checked in?

-If you completed a Telephone Visit and the encounter was scheduled as a Video Visit, click the link under the Plan tab to convert the encounter to a Telephone Visit. This will check in the visit and you can proceed with charges.

-For all other check in related issues, please email Rebecca Mcquillen and Lindsay Dallege



The screenshot shows the Epic Plan tab for a telemedicine visit. The 'Plan' tab is highlighted with a red box. Below it, a red arrow points to a link that says 'Switch to a telephone visit'. The form includes a 'Technical issues?' section with a 'Reminder!' box. The reminder box contains the text: 'Patients cannot join their video visits more than 30 minutes before their scheduled appointment time. You should only use this tool if there are technical issues and you need to call the patient.' Below the reminder box, there is a text box that says: 'This is a VIDEO visit. Are you or the patient having issues connecting to video? Click below to switch to a TELEPHONE visit, then re-open this patient's encounter. Switch to a telephone visit'. A red arrow points to the 'Switch to a telephone visit' link.

## I saw multiple family members on one video visit. Why can't I drop charges on each encounter?

-Check in for video visits only occurs when each patient connects to their own video session. If you see multiple family members on one visit, please ask them all to complete e-check in and connect to their own videos, otherwise you will not be able to add charges or close the encounter for each patient.

-If you need help checking in a video visit, please email Rebecca Mcquillen and Lindsay Dallege

## I can't assign myself to a patient's visit?

-All providers must be added to the ILI Telemedicine schedule before they are able to assign themselves to visits. If you are not on the schedule, please contact Robert Linnell and Katie Schailer.

## Who do I contact if I need further assistance?

-Epic Clinical Support: Kaitlyn Merck 4-7652 | pager 1410 | available on Skype and Voalte

-HCIS Help Desk: 6-0001 for all other desktop, hardware, and video issues