WITUAL Care A Healthier World is Within Our Reach

A Tip Sheet for Administrative Professionals

Virtual Emergency Department: Video Appointments using Epic / Microsoft Teams from Hyperspace

This tip sheet is to support administrative professionals with Virtual Emergency Department video appointments using Epic / Microsoft Teams using Hyperspace from a computer.

1.0 Registering Self-Scheduled Virtual Emergency Department Patients

You can register Virtual Emergency Department patients for an Epic / Microsoft Teams video appointment using a computer from Hyperspace (Epic's computer application).

1. Login to Epic Hyperspace

- a. Login to Epic Hyperspace with your UHN credentials
- b. Select UHN-ED Virtual Care for Department

2. Review the Department Activity Report (DAR)

- a. Select the Scheduling Report tab
- b. Double click an appointment to review patient responses to intake form
- c. Click Registration

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3. Complete patient registration

Complete registration as per usual practice

Note. Information submitted by the patient will be pre-populated for review / confirmation

- a. myUHN: Click Sign up for myUHN from Encounter Guarantor and Coverages section
- b. Verify Health Card: Click Create Coverage from Possible Coverages to Create section

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Need help? Please contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or connect to the Virtual Care Team directly via email at <u>virtualcare@uhn.ca</u>

1.1 Scheduling a Virtual Emergency Department Appointment from Epic

You can schedule Virtual Emergency Department patients for an Epic / Microsoft Teams video appointment using a computer from Hyperspace (Epic's computer application).

1. Login to Epic Hyperspace

- a. Login to Epic Hyperspace with your UHN credentials
- b. Select UHN-ED Virtual Care for Department

2. Open the patient in Appointment Desk

- a. Navigate to Appointment Desk using your preferred method:
 - From anywhere by selecting *Appts* from the top ribbon in Epic and searching the patient
 - From a workqueue by selecting Appt Desk from the order / request that requires scheduling

3. Check for an email address documented in Epic

- a. Review the Patient Summary for an email address
 - No, an email is not documented continue to step 4
 - Yes, an email is documented continue to step 5

Hyperspace - TST - UHN-ED VIRTUAL (CARE - REGISTRAR U. • (* Patient Station Builing Atthaties - 2) eduling Reports Valdes, Vince	Work Lists + 🖻 Transcribe Orde	r 📋 Orders Only 🗳 Referral Entry 📄 Ch	aseVT 🕻 Telephone Call 📋 Tic	ket Scheduing 🛗 Schedule	TESTING	BO B X B & B APrint - B Log Out - ENVIRONMENT REGISTRAR U. ASAP
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TW-GENERAL INTERNAL MEDICINE Care Team: No PCP	Valdes, Vince (38 yrs)	DOB 11/11/1983	Registration Status New Preferred Language English	Mobile Home	E-mail email@domain.com Preventive Care	42% 16 of 38	M: 38 yrs; 11/11/1983 MRN: 2004948 No Shows: 42 % (16/38) Ancillary Orders
NO SHOWS 42% All departments		Legal Name Valdes, Vince	Needs Interpreter?	Work			Launch Ancillary Orders Accounts

4. Collect verbal consent for use of email

- a. Contact the patient as per your usual process
- b. Follow the email consent script

If consent is received

c. Document the patient's email in Epic by selecting Edit from the Patient Summary

If consent is not received

- c. If appropriate, proceed with scheduling the patient for a phone appointment
 - Patient cannot participate in a video appointment or eCheck In without an email address

5. Schedule the appointment in Epic

- a. Complete scheduling as per your usual processes
 - Select the appropriate Visit Type
 - Microsoft Teams Video Appointment, select ED VIRTUAL APPOINTMENT [4287]
 - Phone Appointment, select ED PHONE APPOINTMENT [7304]
 - Provider / Resource will automatically populate as VIRTUAL ON-DEMAND, UHN-ED VIRTUAL CARE [149021]

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1.2 Post Virtual Emergency Department Appointment Activities

The following activities are required after Virtual Emergency Department video appointments:

1. Process po	ost visit items
Complete Appoi	intment Requests, Order Entry, Referral Processing, etc. as per usual practice
2. Send Post	Virtual Care Appointment Message
 a. Select the S b. Double click c. Double click from the ED 	Scheduling Report tab an appointment to review patient demographics a or copy the patient email address to send the Post Virtual Care Appointment Message O-VirtualCare@uhn.ca email account (template below)
Hypergee-111-13H4 (D VITU) Point 4 0000 Point 4 0000 Point 4 0000 Point 4 0000 Point 4 000 Point 4 0000 Point 4 0000 Point 4 0000 Poi	
Post Virtual Ca	re Appointment Message Email Template
Subject Line:	Post Virtual Care Appointment Message
Email Body:	Thank you for participating in a UHN Virtual Emergency Department Appointment!
	To provide your feedback on your UHN Virtual Emergency Department Appointment, please click the link at the end of this message. This survey will be submitted anonymously, and your participation is completely voluntary.
	myUHN Patient Portal lets you see changes to your appointments and access your results and reports online.
	If you don't use myUHN Patient Portal and would like to, contact the myUHN Support team by:
	Phone: 416 340 3777 or
	Email: myUHN@uhn.ca
	For any questions or concerns regarding your UHN Virtual Emergency Department Appointment, please contact <u>ED-VirtualCare@uhn.ca</u>
	Link to UHN Virtual Emergency Department Appointment Survey: https://www.surveymonkey.com/r/PJRLHMP
	Best,
	UHN Emergency Department Virtual Care Team

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2.0 Coordinating Care from a Computer

You can use Secure Chat to coordinate care for patients in the Virtual Emergency Department patients.

Coordinate care via Secure Chat

- a. Select the Secure Chat icon from the top left ribbon
- b. Select who you would like to chat with, or create a New Conversation (individuals or groups)
- c. Select Attach Patient to link a patient record to the Secure Chat
- a. Discuss with the care team
 - Recipients can open the patient chart directly from Secure Chat to join the video appointment



3.0 Virtual Emergency Department Schedule Management

The schedule for the Virtual Emergency Department can be managed directly within Epic.

Schedule management in Epic

Use the View Schedules activity to make changes to the schedule as required

Note. Refer to details in the Synapse Template Builder Resources here