

Virtual Care for Providers FAQs

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Children's Hospital
New Orleans
LCMC Health

How does virtual care work?

The providers can see priority 2 patients via video using Zoom video conferencing software.

1. Office staff will schedule a patient in EPIC using the Video Visit visit type.
2. Office staff will email the patient a link to the provider's unique video.
3. At the time of the appointment, the patient will click the video link contained in the email.
4. At the time of the appointment, the provider will start a Zoom meeting and admit the you to the video.

How to get started in video visits

You will need access to the below items:

1. Submit an Outpatient Telehealth Request through Service Now.
2. Request a Zoom Account by providing your email address to your practice administrator or Chris Raff. This email cannot be a Tulane or LSU email. You will receive an activation email.
3. Identify staff members who will be emailing the Zoom link to the patients. Provide their emails to Chris Raff so they can have access to the generic email virtualvideovisits@lcmchealth.org.
4. Set up Zoom on your computer.

How to set up Zoom on a computer

Once you have a Zoom account, go to [Zoom.us](https://zoom.us) and sign in at the top right. Select Host a Meeting at the top right with video on. Download the Zoom client to the desktop. Pin the Zoom client to your taskbar.

How to start a video visit

At the time of the appointment, click the Zoom client that is pinned on the taskbar. Provider signs in using their Zoom credentials. Click the orange button labeled New Meeting. Once the patient enters the video, click admit though the Manage Participants tab.

Where can I conduct video visits (Children's Hospital)

Video visits can be conducted on a laptop or office desktop. If this is not possible, there are 6 telehealth stations for general use:

- 1 – 4th floor State Street
- 2 – Suite 2000 in the Main Campus
- 3 – clinic rooms in the Neurosciences suite
- 1 – training room in the Neurosciences suite.

Working from home

Notify your Service Line Chief and practice administrator if working from home. The following guidelines must be followed:

1. Video visits are to be conducted at home only, not in public spaces.
2. Ensure there are no distractions (dogs barking, kids wandering in) and that you are in a private, professional looking area.
3. Wear your white coat and have your name tag displayed.
4. No trainees are to perform telemedicine from home.

How is consent obtained?

A link to the online consent form is sent in the same email as the video conferencing link sent to the patient.

What if the patient is not in Louisiana?

Patient must be physically located in Louisiana if conducting a video visit. Exceptions are made based on state and provider licensure.

How do I bill for video visits?

Indicate that the patient was seen via video / telemedicine and indicate their location. Use the Epic SmartPhrase: .COVID19VIRTUAL

If using the video visit visit types, the appropriate modifier and POS will automatically be assigned to the CPT code. If not using this visit type, assign a –GT modifier

Audio/video troubleshooting

If the patient cannot see or hear you while in a video, click the dropdown arrow next to the microphone and speaker icons and select the appropriate webcam.

If you can't hear the patient, the patient needs to join audio using computer audio on the bottom left of their screen.

If you only see the patient's name against a black screen, the patient needs to unmute their video.