## **Michelle Endresz**

From:	Heidi Chapman on behalf of Amy Tucker
Sent:	Friday, December 8, 2023 11:17 AM
То:	Amy Tucker
Cc:	Heidi Chapman; Mary Ann Gross
Subject:	CMO BLAST: Telemedicine Update
Attachments:	dial out and language line interpreter services in extendedcare.pdf

High

Importance:

Sent on behalf of IMT...

The Doximity and Doxy.me enterprise contracts are expiring 12/31 and will not be renewed. Telemedicine services can be performed using the Epic integrated telemedicine solution, ExtendedCare. This solution now has the functionality for you to dial a patient's cell phone or land line. When calling a patient's phone from ExtendedCare, the patient will see a 1 (408) 792-6300 number displayed on their caller ID. Please see attached tipsheet for more information. You can also call the patient from an Upstate office phone if you'd like an Upstate number to display on the patient's caller ID. An open forum will be held on December 18<sup>th</sup> 4:30pm-5pm and December 29<sup>th</sup> from 7:30am-8am for the Upstate Community to learn more about ExtendedCare. Please join using the following link: <a href="https://upstate.webex.com/meet/greenfma">https://upstate.webex.com/meet/greenfma</a>. For any questions or concerns please contact IMT program manager, Margie Greenfield at <a href="https://upstate.edu">greenfma@upstate.edu</a>

Best, Amy

Amy Tucker, MD, MHCM Chief Medical Officer Associate Dean for Clinical Affairs, Norton College of Medicine

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## Dial-Out & Language Line Interpreter Services in ExtendedCare

Clinicians conduct telemedicine visits from the **ExtendedCare Virtual Care Room.** The clinician will connect to the Virtual Care Room by using the **Connect to Video** button in the patient's chart, either the **Storyboard** or the **Rooming** tab.

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	SnapShot O Chart Re Outside I Immuniza Rooming Synopsis Quality Plan Wrap-Up	
Amberlynn Zztest	11/21/2023 visit with Clyde H Satterly, MD for TELEMEDICINE - Test	
Female, 31 y.o., 9/2/1992 MRN: 6099751	Travel/Exposure Visit Info Vital Signs Fall Risk History SUD SDOH Gender Id Sex Allergies Verify Rx Benefits Home Medications Immun. Rpt	
AMBULATORY D Breast Feeding Hearing/Vision Procedure Checklist Connect		
Code: Not on file (No Advance Care Documents on File)	Connect	
Connect to Video	Connect to Video 🎽 Handoff to Haiku	
Search (Ctrl+Space)	⊑a No one is connected.	
Infection: None	✓ Close ↓ Next	

## **Dial-Out Functionality**

Clinicians can use ExtendedCare to **Dial Out** to a patient's land line or cellphone for their telemedicine visits. Clinicians will still use the Connect to Video button in the patient chart to enter the ExtendedCare Virtual Care Room.

- 1. In the Virtual Care Room, click the **More** (the three dots) icon, then **Invite Guest(s)**.
- 2. Enter the phone number including area code in the Call guest at field and click Call.
  - **NOTE:** Do not add the dashes when entering the phone number (ex. 3155551234).
- 3. Your patient will receive a phone call from 1-408-792-6300 with the caller ID stating CISCO-WEBEX.
- 4. When the patient answers the call, a recorded voice will state "Welcome to WebEx" and then the call connects to the clinician.
- 5. *NOTE:* If the patient doesn't answer, and then tries to call back, the patient will get a WebEx message and they will not be able to leave a message







Dial-Out Functionality & Language Line Interpreter Services in ExtendedCare **TCOE Created:** 11.21.2023 JAR **Approved:** 11.29.2023 MG **TCOE Revised:** 11.29.2023 JAR\*INI

## Language Line Interpreter Services

Clinicians have the option to include interpreter services to their telemedicine visit. Inviting the interpreter can occur at any time during the telemedicine visit, but a clinician may prefer to do this prior to the patient joining visit.

- 1. In the Virtual Care Room, click the More (the three dots) icon.
- 2. Click Invite Interpreter.
- 3. Choose from various languages listed. Use the search window to find a language or use the scroll bar to see all the options.
- 4. **NOTE:** The email or text that the patient receives to join the visit in in English. The patient can press and hold the text message and use the **Translate** feature on their smartphone.



