



GYNECOLOGIC ONCOLOGY

Telehealth Workflow

**By Drs. Daniel Metzinger and Sarah
Todd**

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Steps for setting up a Telehealth visit

1. Call patient to offer Telehealth visit & explain what the visit will be like.
2. Meeting is set up in BlueJeans with patient MRN, last name/first initial, and date and time of visit.
3. Patients meeting ID is put into the Telehealth spreadsheet along with if consent has been sent.
4. Consent form is filled out with patients name, DOB, provider, and meeting ID and emailed to the patient using Adobe Acrobat DC. Consent form also has detailed instructions on how to download the BlueJeans app.
5. Patient then gets consent form taps and signs it, types their name, hits finish and sends back to office.
6. Morning of visit scheduled ZipWhip text goes out to Telehealth patients reminding them to sign consent, and instructions on how to download the app.
7. Consent is verified before visit. Verbal is given for patients who do not have email .
8. Medical records upload consent form and adds “TH consent with date” on patient banner.
9. Patient is contacted about 10 minutes before their Telehealth appointment to verify demographics, insurance and collect co-pay if applicable.
10. Patient is then asked if they have downloaded the BlueJeans app & logged in.
11. Staff join in patients meeting to greet them and ensure patient is ready for provider. A Yammer message is sent to the provider stating the patient is ready and “Provider Ready” is turned on in Allscripts Schedule Screen. The provider has the option the Yammer other staff to join them in the patient’s BlueJeans session.
12. The Provider enters meeting with patient for visit.
13. Once provider is finished with Telehealth visit, the provider Yammer the front desk to get on with patient and schedule a follow up visit if necessary and check patient out.

Patients who do not have a smart device:

- Follow the same process above but are given the 1-888-240-2560 number to call into.
- Patient is then instructed to enter meeting ID hit #, then # again and they will be in their meeting.
- Staff dial in to call to ensure patient is on the call ready for the provider.

Dr. Sarah Todd



Bachelor Degree

Bellarmino University | KY | 2007

Medical Degree

*University of Louisville School of Medicine |
Louisville | 2011*

Residency

*Obstetrics and Gynecology | University of Louisville
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Fellowship

*Gynecologic Oncology | University of South Florida/
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