**Patient Virtual Visit Workflow**

24-48hrs. before appointment

🡪 PAR makes contact with patient scheduled for Curbside Virtual Visit

🡪Follows script below:

***Hi may I speak with {patient}?***

***This is {your name} from {your office}. This call is a reminder for your scheduled curbside video visit to see {Dr} tomorrow at {time}. Please make sure that you bring your photo ID or debit/credit card along with your insurance card with you to your visit. Do you have any equipment with you in your home where you can weigh yourself or take your own blood pressure and glucose levels?***

***🡪If yes, Good! Please write down these measurements and bring them with you to your appointment to have ready for the nurse when she sees you.***

***We also ask if you can please bring a list of your current medications that you are taking and needing refills for at this time. MyChart is also required for this visit do you have you know your username and password to your MyChart account?***

***🡪If no, I will go ahead and get you set up and will have your username and password ready when you arrive)***

***We ask that you please arrive here at our {location} office 30 minutes before your appointment and park in the space with a red sign for Curbside Video Visit that is right in front of our office and dial (252) 287-7471.***

***We will then have someone out shortly to assist you with your visit. Your insurance will be billed for your Visit with {Dr} and your insurance may charge copays or coinsurance for these visits; however, most have waived these charges during this time. Do you have any questions about your visit?***

Day of the appointment

Patient arrives to Clinic and pulls into designated parking area 30 mins before appointment and calls 252-287-7471



🡺 IF patient has MyChart, PAR will assist the patient with ECheck-in

🡺 If the patient DOES NOT have MyChart, PAR will set up MyChart account using the patient’s **first initial and last name** for the username and generic **spring2020** for the password



PAR meets with patient in parking space and provides patient with mask if they do not have their own available. PAR logs the patients name, DOB and retieves the patients MyChart log-in information (if available)



PAR returns to the clinic and pulls up MyChart page on tablet and logs into the MyChart account for the patient.



CNA performs vitals for the patient at the vehicle and begins rooming process for patient’s visit

***(Designated CNA may transfer rooming process to team member on the floor as needed)***



Once logged into the zoom visit and nurse arrives on the tablet the PAR delivers tablet to the patient along with MyChart log in information assigned by the PAR. PAR records license plate # of the patient’s vehicle alongside the tablet #. Patient is asked to keep their window up for audio privacy.



Once patient completes visit with their provider, patient calls office to inform that the visit is complete.



PAR retrieves the tablet from the patient and cleans and disinfects tablet



AVS is provided to patient by CNA at the vehicle or by mailing to the patient’s home. If further tests or labs are needed, nurse will retrieve the patient from the vehicle.