**MyChart Virtual Visit FAQs**

**March 19, 2020**

**MyChart Virtual Visit (Zoom) FAQ**

* 1. 1. Where can I find more information on MyChart Virtual Visit?

a. Ella COLLECTION: Telehealth and Virtual Care Resources <https://ella.ochin.org/moodle/mod/glossary/showentry.php?courseid=2&eid=2662&displayformat=dictionary>

* 1. 2. How can I view a demo of MyChart Virtual Visit?

a. For more information including learning materials and a narrated demonstration of the workflows, see link above You can view the MyChart Virtual Visit here: <https://ella.ochin.org/moodle/mod/glossary/showentry.php?eid=2676&displayformat=dictionary>

* 1. 3. Are there any costs, to the patient, associated with MyChart Virtual Visit?
  2. a. No, there is a setup fee and a fee per minute of usage covered 100 % by the servicing organization. There are no additional license costs/fees to the patient.
  3. 4. Is Zoom HIPAA compliant?
  4. a. Yes. Zoom is a secure, private connection and is HIPAA compliant.
  5. 5. Is there any special equipment required for the clinic or the patient?
  6. a. The clinic provider will need a computer with a webcam. The patient only needs a smartphone with video capability or a computer with a webcam, however the phone is recommended as they often have better video quality.
  7. 6. Are there multiple options for utilization of Zoom?
  8. a. Patient home (MyChart) to Clinic
  9. ~~b. Clinic to Clinic: patients arrives for an appointment in their local clinic and connects via Zoom to a clinician or specialist at another clinic within your service area.~~
  10. 7. Are MyChart Virtual Visits billable?
  11. a. Yes. "Billable" is defined as the ability to enter a Level of Service code as part of the visit.
  12. **Note: The ability to bill a service does not guarantee reimbursement.** Reimbursement is subject to federal, state, and payor guidelines.
  13. 8. Are MyChart Virtual Visits reimbursed at the same rate as a face to face visit?
  14. a. Reimbursement is subject to federal, state, and payor guidelines. The National Consortium of Telehealth Resource Centers are the telehealth billing experts. To locate your regional Telehealth Resource Center.
  15. b. OCHIN has assembled a 50-state matrix of reimbursement regulations that is continually being updated.
  16. 9. Can a provider chart while in the virtual visit?
  17. a. Yes. The video opens in a new, floating window in order to facilitate documentation during the virtual visit.
  18. 10. How do virtual visits get scheduled?
  19. ~~a. If direct scheduling is activated, patients can schedule themselves. This is optional and up to the service area to decide.~~
  20. b. Patients can request a visit through MyChart, to be approved by the scheduler
  21. c. Schedulers can schedule the visit while the patient is in the clinic or on the phone.
  22. d. Schedulers can convert an office visit or telephone consult to a virtual visit.
  23. 11. How long before a scheduled appointment can a patient do eCheck-in **and** connect to Zoom?
  24. a. 30 minutes
  25. 12. Can we utilize virtual visits for group therapy?
  26. a. At this time, the MyChart Virtual Visit workflow does not allow multiple patients to be logged into a single MyChart Virtual Visit.
  27. 13. Can a virtual visit be handed off from one clinician to another without ending the visit?
  28. a. Yes. The Zoom video opens in a new window not contained within Epic and therefore the Epic session can be secured while the patient remains on Zoom. The second clinician simply logs on to the Epic workstation and continues the virtual visit with the patient. It’s important to note that in this scenario, the clinician will be listed in Zoom as the first clinician that joined. If you don’t want that to occur you should exit zoom and let the next clinician join through Hyperspace. If the second clinician is in a different location, the first clinician will leave the zoom meeting, putting the patient on hold. The second clinician can then start the video on their workstation and the patient will be brought back into the visit.
  29. 14. Can support staff log into the patient chart and initiate the video?
  30. a. Yes. If a user has access to the patient’s chart, they have the security to also launch the video.
  31. 15. Can clinicians utilize Haiku and/or Canto to facilitate these visits?
  32. a. Yes. If you are already using Haiku or Canto, this functionality will be enabled during the implementation project. If you are not currently using Haiku/Canto, you would need to implement them separately before the virtual visit functionality can be implemented.
  33. 16. Can we do an on-demand video visit?
  34. a. Not at this time
  35. 17. What should I do if a patient requests a virtual visit appointment, but they are not signed up for MyChart?
  36. a. Staff can send an instant activation message during scheduling and assist the patient with activating their account.
  37. 18. How can we invite a translator to the virtual visit?
  38. a. They’ll need to start the video visit and send out the invite to the translator from Zoom.
  39. 19. Can MyChart Virtual Visits be recorded?
  40. a. Yes. However, the provider must initiate the recording. If a patient attempts to record the visit, they will get a message telling them they must request permission from the meeting host (provider).