Rutgers RWJMS
Telemedicine Application Training

Doxy.me Instructions
Agenda

• Doxy.me Tutorial (20 minutes) – Brian Reid and Ruben Nanez
  – Background
  – Workflow
  – Initiating a Session
  – Group Calls for Preceptors & Translators
  – Telemedicine Etiquette
  – Telemedicine Resources
• Centricity Workflows (20 minutes) - Theresa Savage, Christian Nicolas, and Constantine Papasavvas
• Q&A (20 minutes)
Background

• In wake of the recent Coronavirus pandemic and subsequent CMS regulatory changes related to Telemedicine, RWJMS has deployed a new Telemedicine application.

• The Doxy.me video platform will be used to address increased volume created by Coronavirus pandemic and rescheduled routine office visits.

• Post Training Resource Guide will be provided.
Doxy.me is a Telemedicine telecommunications technology platform that provides real-time health care to patients at a distance. It can be used from Computers, Tablets and Phones.

The doxy.me Dashboard provides instant access to multiple tools.

Tools Include:
- Personalized URL
- Waiting Room
- Access Meeting History
- Help Center
Physicians register for program. Telehealth team creates accounts in Doxy.me

Telehealth sends unique URL to front desk so that they can begin scheduling sessions

Front Desk enters patient’s email addresses into CB/IDX

Front desk schedules session with patient (using physician’s unique URL)
Physician enters virtual waiting room

Secure video conference session between Physician and Patient

Patient describes reason for visit

Physician documents session in Centricity, orders labs and/or prescribes medications
Virtual VideoTelehealth: Using Doxy.me at rwjms.doxy.me
Welcome to your Dashboard

- Reminder, front desk registers patients
Group Calls for Preceptors & Translators
Virtual Video Telehealth Etiquette
Room Location & Facilities

• Quiet Room
  – Away from busy corridors, parking lots, restrooms, etc
  – Noises can be picked up by microphones

• Room Size
  – Dependent on encounter type

• Uncluttered Background
  – An uncluttered background improves camera function and view at remote site
Virtual Video Telehealth Etiquette

**Do’s & Don’t’s**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Incorrect Way</th>
<th>Correct Way</th>
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| **Camera Angle** | - Cameras need to be placed so that both participants are looking directly at each other during a video call.  
- The remote clinician site needs to be particularly aware of this affect when using a desktop computer with a camera mounted on top of the monitor.  
- The distance can be too short resulting in the clinician looking down all the time.  
- Use diffused soft light falling in front of the patient  
- Windows or other light sources behind the patient can cause deep shadows on the face that interferes with clinical evaluation.  
- Fluorescent overhead lighting alone may not provide optimal lighting for telemedicine clinical visits (especially for specialty areas like dermatology).  
- An additional source of light may be needed because fluorescent lighting can create washed out images.  
- Full spectrum fluorescent light tubes can also be purchased to support accurate color transmission.  
- Wall color also impacts how patients look on video. This occurs because automatic aperture settings on video and still cameras react to the wall color.  
- If the wall is light, the camera lets in less light resulting in darkened faces, making features hard to see at the remote site.  
- If the wall is dark, the camera lets in more light making the faces become washed out or too light. | ![Incorrect Camera Angle](image1) ![Correct Camera Angle](image2) |

- Light Blue  
- Light Gray
Virtual Video Telehealth Etiquette

• **Dress the part**
  – White lab coat
  – Name badge visible
  – Stethoscope around neck

• **Be Punctual**
  – Treat as in-person, don’t leave patient in “waiting room” too long

• **Create a professional environment**
  – Free of excess documents, equipment, wires, etc

• **Review**
  – Always review medical record before encounter
  – Review survey feedback from patients

• **Communicate effectively**
  – Look at camera, not at patient to establish proper eye contact
Resources

Doxy.me
- How to sign up and to start a call
  https://www.youtube.com/watch?v=nr9PhPIRI6M
- 2 min Overview video
  https://www.youtube.com/watch?v=k0lEhH7YOm4&t=54s
- How to do a test with yourself
  https://www.youtube.com/watch?v=CmlNbWgUeJc
- Troubleshooting Documents
  https://help.doxy.me/en/collections/1359402-troubleshooting

Informative video on how a PCP uses telehealth (for routine visits, Covid screening, ideas on documenting physical exam)
https://www.youtube.com/watch?v=k0lEhH7YOm4&t=54s
Support & Training

Ongoing Support:

- Doxy.me
  - Ruben Nanez or Brian Reid at
    - Email: telehealth_department@rwjms.rutgers.edu
    - Phone: 732-235-9018
Front Desk & Centricity Workflows