

Rutgers RWJMS Telemedicine Application Training

Residents & Fellows

Doxy.me Instructions

Overview

Residents and Fellows participation in telemedicine is critical as it both increases capacity and will provides continued outpatient clinical experience.

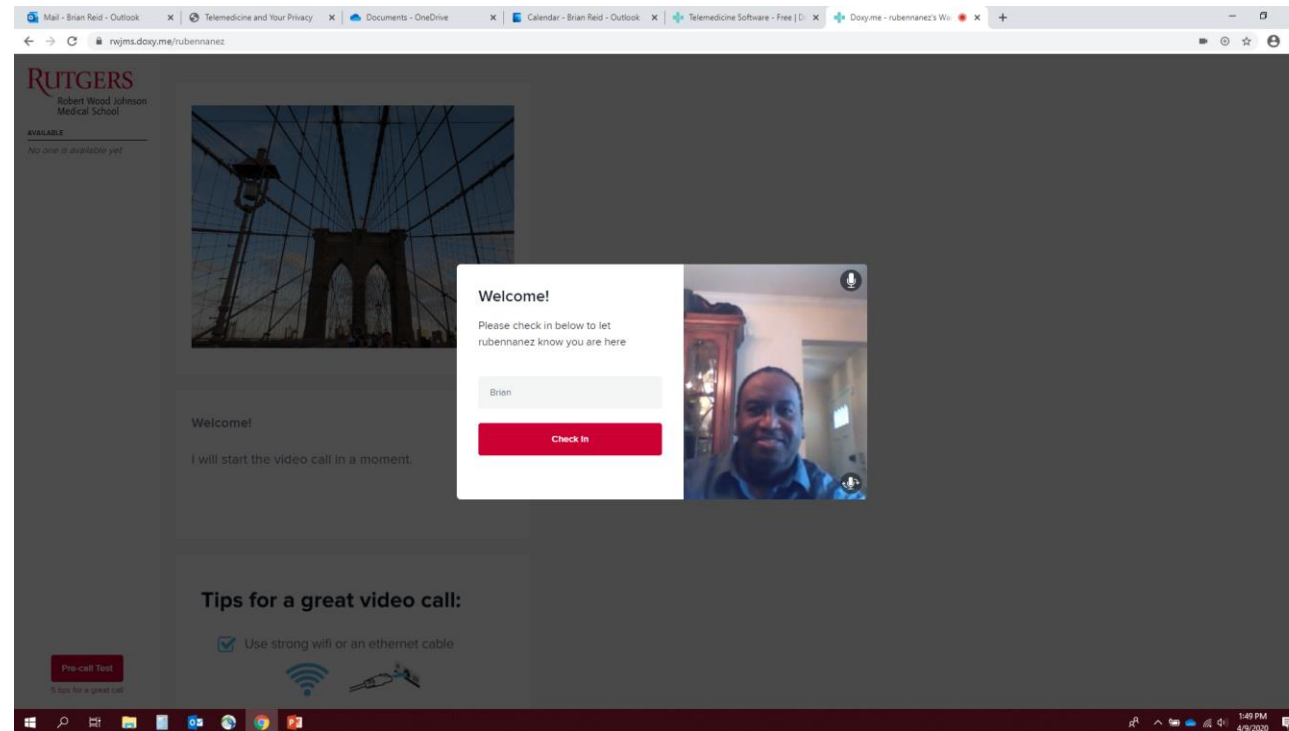
- In wake of the recent Coronavirus pandemic and subsequent CMS [regulatory changes](#) related to Telemedicine, RWJMS recently deployed a new Telemedicine application Doxy.me.
- The [Doxy.me](#) video platform is being used to address increased volume created by Coronavirus pandemic and rescheduled routine office visits.

Scenario: What do I need to know before participating in telemedicine visits?

- Residents and Fellows must complete Telemedicine training (Doxy.me, Centricity and Front Desk workflow) before beginning telemedicine encounters. You may register by using the following link:
https://rutgers.ca1.qualtrics.com/jfe/form/SV_7ZDzKs1qvugtztHT
- A practice Doxy.me visit between the Resident/Fellow and faculty Preceptor prior to start of clinic session is strongly recommended.
- Direct supervision of encounters by a Preceptor is required for telemedicine encounters the same as for in-office visits

Scenario: How do I join a session with my Preceptor?

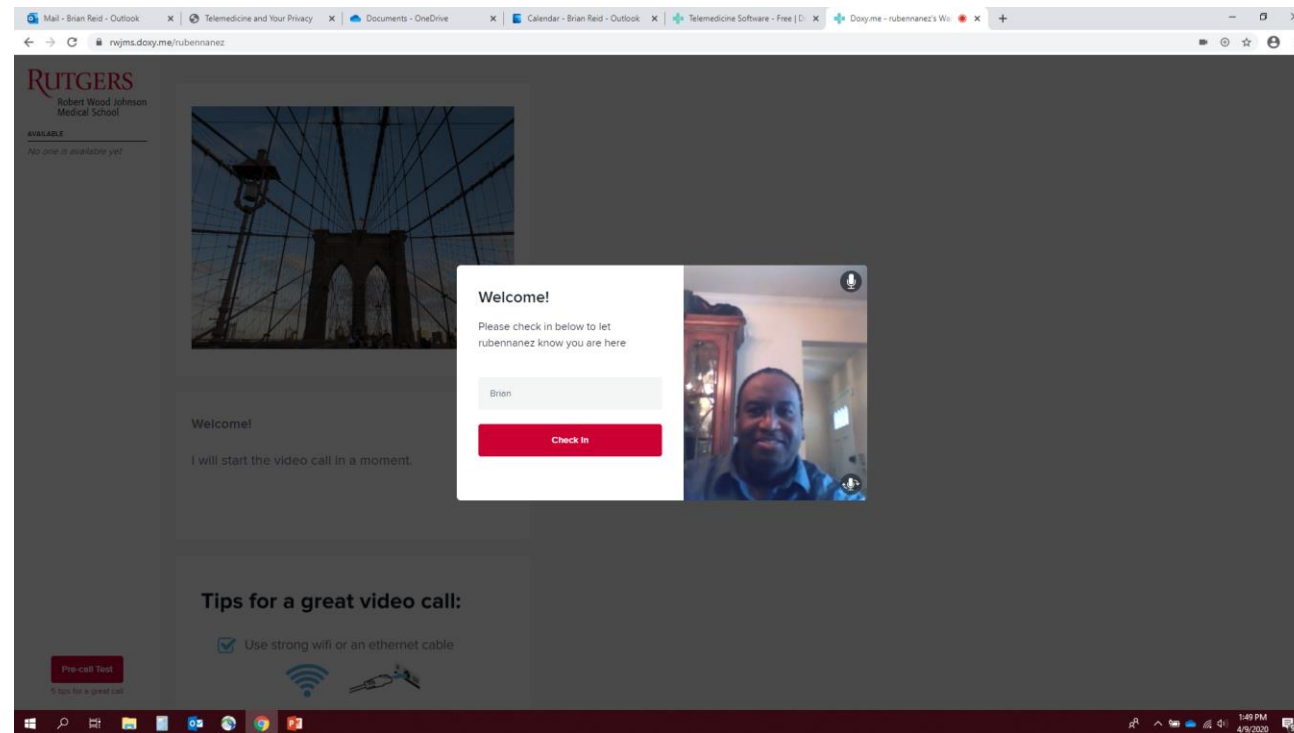
Residents & Fellows will need to log into the physician's waiting room. You may do so by obtaining the unique URL for that physician (e.g., rwjms.doxy.me/drsmith)



Login Instructions/Video : <https://help.doxy.me/en/articles/3808532-how-to-login-to-my-clinic-account>

Scenario: How does the Preceptor join a session that I started with a patient if we are not in the same location?

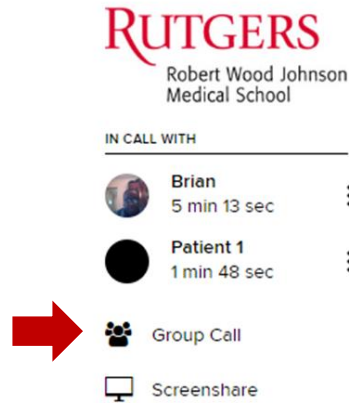
Preceptors can use the resident's unique Doxy.me URL to join their waiting rooms e.g. rwjms.doxy.me/resident



Login Instructions/Video : <https://help.doxy.me/en/articles/3808532-how-to-login-to-my-clinic-account>

Scenario: How do Preceptors add Residents & Fellows to Doxy.me sessions?

Physicians can use the Group call feature to add residents and fellows to sessions.



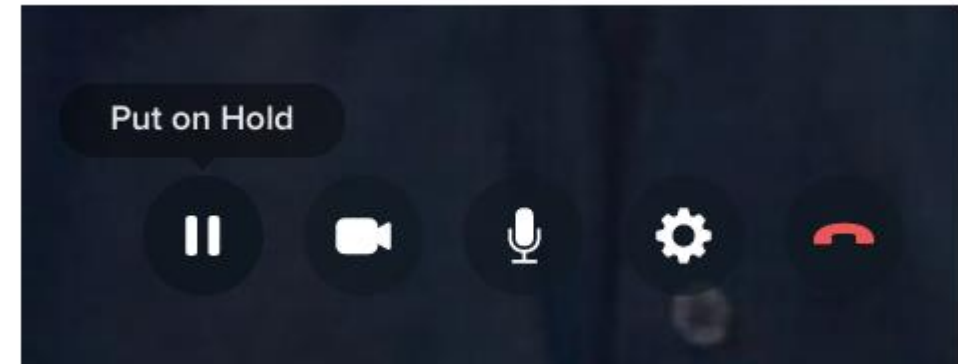
Note, this is the similar to adding translators and interpreters



Group Call Instructions/Video : <https://help.doxy.me/en/articles/95902-add-additional-participants-to-a-call>

Scenario: How do I put patients on hold to discuss the case with the Preceptor?

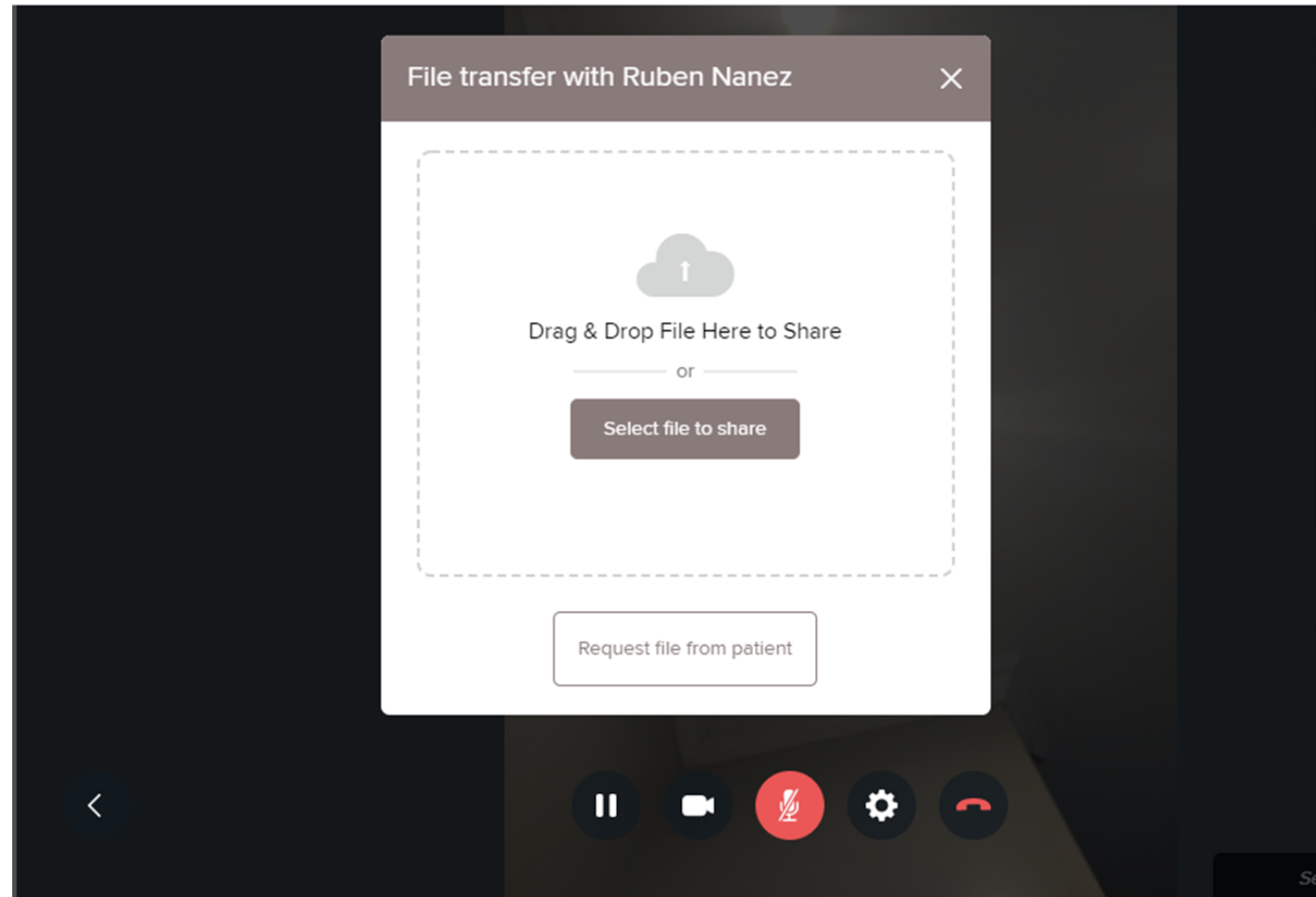
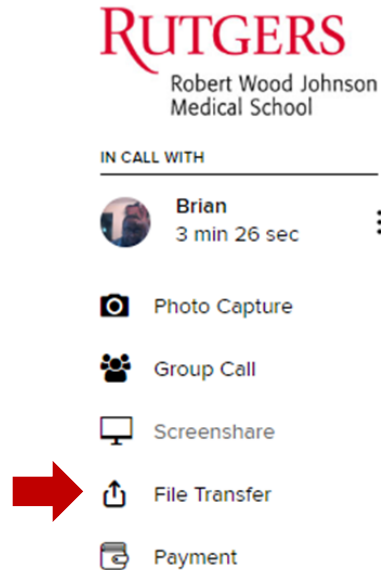
Preceptors and Residents can place patients on hold in order to discuss cases. When you do so, patients are temporarily placed back into the waiting room until you are ready to resume session.



On Hold Instructions/Video : <https://help.doxy.me/en/articles/3826898-on-hold-send-patient-back-to-waiting-room>

Scenario: How can I exchange attestation forms, and other documents, with my Preceptor?

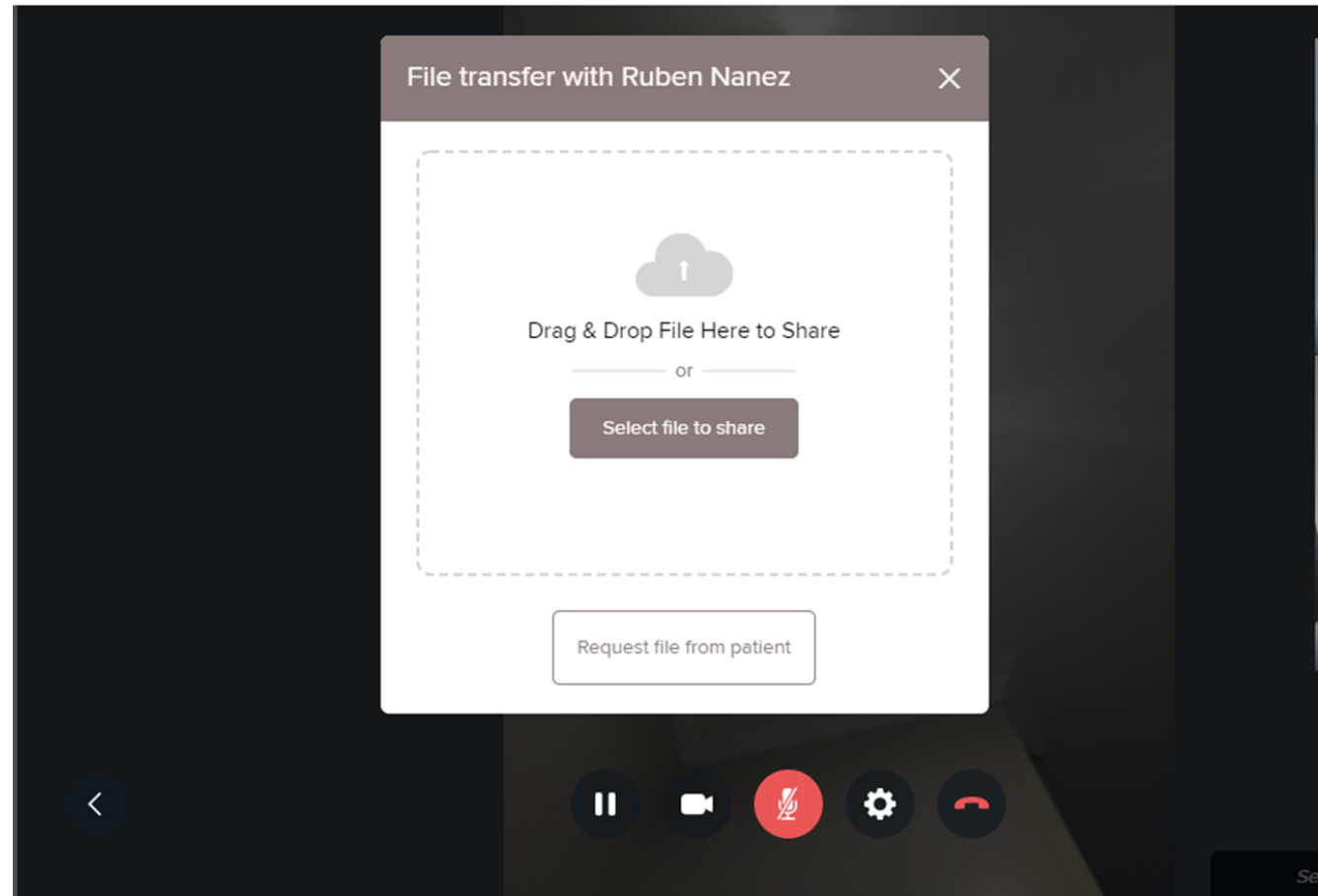
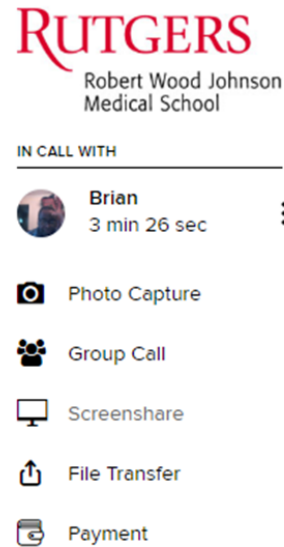
Residents can exchange documents with Preceptors by clicking on the File Transfer button and dragging files to area.



File Transfer Instructions/Video : <https://help.doxy.me/en/articles/95900-file-transfer-send-a-file-to-your-patient>

Scenario: How can I receive documents from Preceptors and patients?

Residents can receive files from patients by clicking on the Request File from Patient button and have patient upload file.



File Transfer Instructions/Video : <https://help.doxy.me/en/articles/2438143-file-transfer-receive-a-file-from-your-patient>

Scenario: Can I capture images of patients during sessions?

Residents can use the Photo Capture feature to capture images and saves those images to their computers.

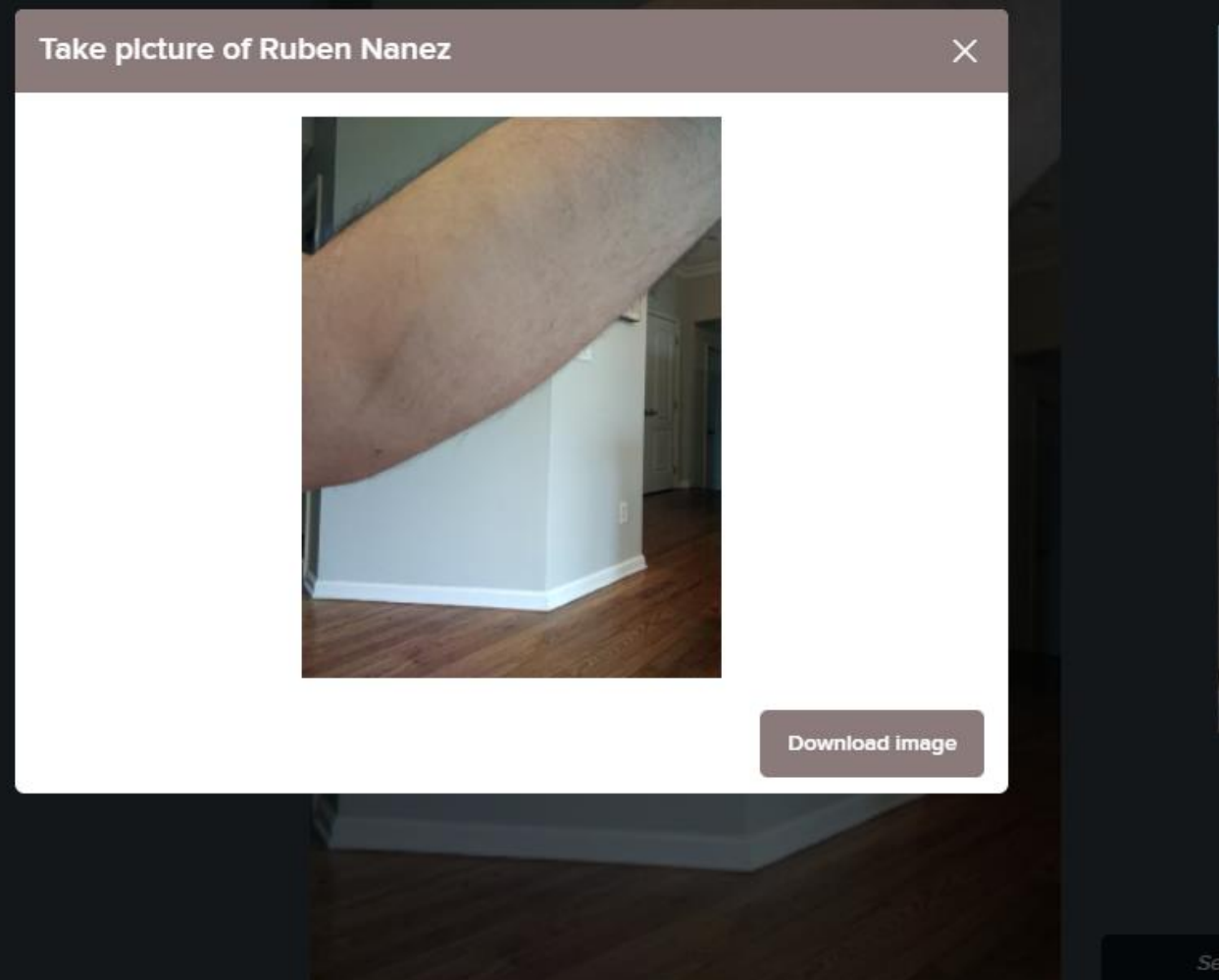
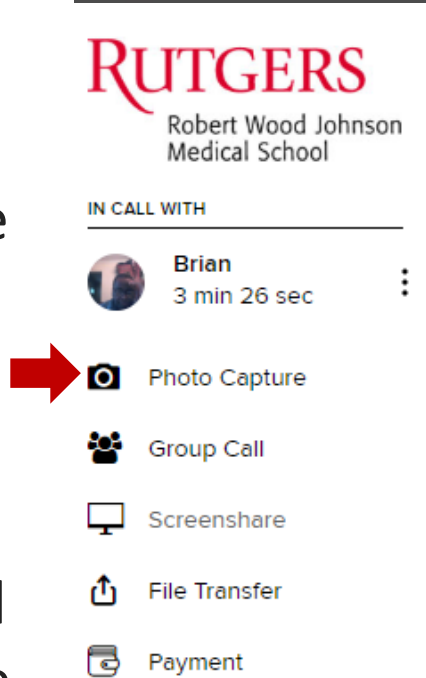
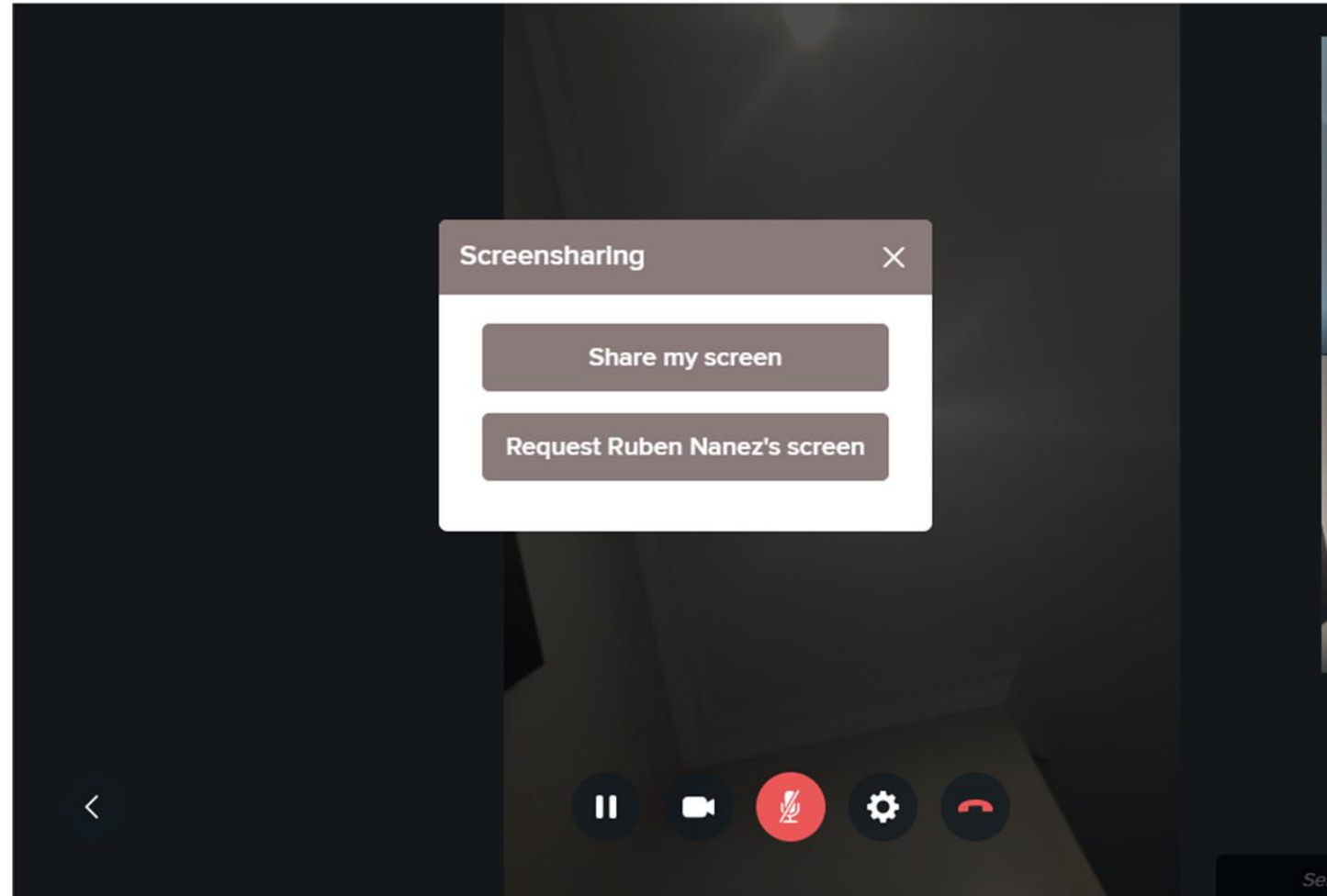
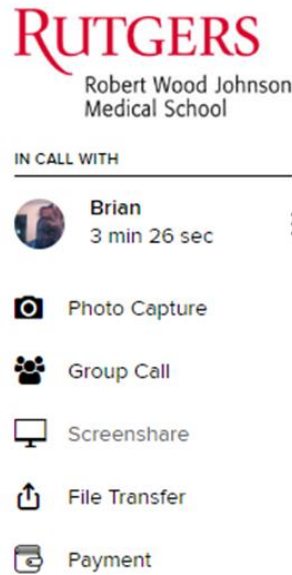


Photo Capture Instructions/Video: <https://help.doxy.me/en/articles/95903-take-a-picture-of-your-patient>

Scenario: Can I share my screen with patients during sessions?

Residents can use screen share to display labs with patients or request a patient's screen to view referrals and other documents



Screenshare Instructions/Video : <https://help.doxy.me/en/articles/95901-share-your-screen-with-your-patient>

Scenario: What should Preceptors do in Centricity?

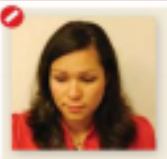

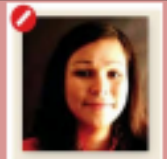
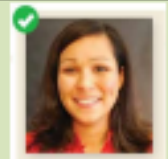




- Preceptors should add resident's name in CAPs in Summary section of Telemedicine Visit template
- Preceptors must also add the Preceptor attestation to telemedicine notes in Centricity - the same as for in-office visits.
- When completing the Superbill, Billing Provider must be Faculty Preceptor / Service Provider should be Resident/Fellow who communicated with patient via telemedicine; same as for in-office visits.

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

Virtual Video Telehealth Etiquette

Do's & Don'ts

	TOPIC	INCORRECT WAY	CORRECT WAY
Camera Angle	<ul style="list-style-type: none"> 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. 		
Background Lighting	<ul style="list-style-type: none"> 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. 		
Full Spectrum	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	 	<div data-bbox="1809 1042 1911 1120">Light Blue</div> <div data-bbox="1936 1128 2038 1206">Light Gray</div>

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=k0IEhH7YOm4&t=54s>
- How to do a test with yourself
<https://www.youtube.com/watch?v=CmINbWgUeJc>
- 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=k0IEhH7YOm4&t=54s>

Support & Training

Ongoing Support:

- **Doxy.me**
 - Ruben Nanez or Brian Reid at
 - Email: telehealth_department@rwjms.rutgers.edu
 - Phone: 732-235-9018

Thank You