

Lummi Tribal Health Center

Telemedicine ZOOM Instructions for use by Onboarding Staff

LTHC Email Login: LTHCTelemed1@.... (create a generic email address for scheduling)

Password:

LTHC ZOOM: LTHCTelemed1@.... (use a generic Zoom account for all scheduling)

Password:

Personal Email: use Lummi email

Personal ZOOM: use Lummi work email

Moonwalk: Personal Moonwalk username and password needed for initial logon
(Provided by CAC)

Front Desk: (360) 384-0464

- Patient to be redirected to this line if:
 - patient needs to be rescheduled on another day
 - patient no longer wishes to utilize Telemedicine for their medical needs
- If patient needs to leave a message, they must include: Name, DOB, working phone #, and detailed explanation of issue/concern

SETUP STEPS

STEP 1: Login to personal email and personal Zoom on video and audio capable device

STEP 2: Login to LTHC Zoom account and LTHC Email in web page (Mozilla or Chrome)

STEP 3: Login to Moonwalk

- Access Lummi Intranet Homepage
- Click Citrix Login in middle of page
- Click HHS folder
- Click Moonwalk icon
- Enter login information
- Access scheduling at bottom of page
- Select designated doctors under *clinics* or use *Search* bar on left hand side (under *clinics*)
- Schedules include
 - TeleMed1 (provider schedule)
 - TeleMed2 (provider schedule)
 - TeleMed3 (provider schedule)

- PedsTele (provider schedule)
- Physical Therapy (Larner & Lee) (provider schedule)
- Psychiatry (Vana) (provider schedule)

CONFIRMATION & SCHEDULING STEPS

STEP 1: Select Patient by hovering over appointment and right click to select *view appointment detail*

- Make note if patient has both a Telemed appointment and a tent (in person) appointment for the day.

STEP 2: Call patient.

- If no answer, leave message to confirm TELEMED Appointment Time and a call back number.
 - If there is an email for patient, email the invite for their appointment at least 30 minutes prior to appointment time.
 - If patient returns call, make sure to still test ZOOM connections
- If patient answers:
 - Confirm TeleMed appointment and email.
 - Ask patient if they currently have Zoom account. If patient needs to create account, they will need to download *Zoom Cloud Meetings App (Apple app or google play store)* or use website *zoom.us*
 - Patient will need to create a username using the email they provided
 - Confirm patient must be in a quiet place, not driving, and in a place with stable Wi-Fi for ZOOM video connection.

STEP 3: Setup ZOOM test using personal ZOOM

- Click *New meeting*
- Invite through personal Email
- Confirm audio and video are working properly
- Confirm appointment time, provider name, and ZOOM invite steps for scheduled appointment

STEP 4: Make ZOOM Appointment using LTHC ZOOM

- Click *“Meetings”* and then *“schedule new meetings”*
- Change topic: meeting time and Doctor
- Change Date and Time for scheduled appointment
- Change duration to
 - Medical: 0 hours,30 minutes
 - PT: 0 hours, 45 minutes
 - Psychiatry: 1 hr 0 minutes

- For two patients utilizing the same device for consecutive appointments, schedule one 1 hour meeting using first appointment slot time. Include both patient names in ZOOM description box
- “*Schedule For*” tab and select Doctor
- Make sure there is no Password required
- Turn video ON for Host and Participant
- Turn BOTH on for audio
- *Save* this meeting
- *Copy the invitation* on right hand side of screen

STEP 5: Send email to both patient and provider

- Use LTHC Email to send a *New Message*
- Paste ZOOM appointment into body of email
- Paste patients email in “To:”
- Click on “Bcc” and add designated provider to email
- In “Subject,” type Appointment time and Provider
- Send email

STEP 6: Moonwalk Confirmation

- Go to Moonwalk
- Right click on patient appointment, click *View appointment detail*
- Type description of actions completed including time and initials
 - i.e. Patient confirmed, left message etc.

CREATING IPAD OUTLOOK CALENDAR APPOINTMENT

STEP 1: If phone number is present, call patient to review iPad protocol and confirm physical address.

- If non-working phone number or patient is not able to be reached, create ZOOM meeting and send appointment email.

STEP 2: iPad protocol review

- DO NOT greet delivery personnel at door. Leave door closed until personnel has returned to their car.
- Delivery personnel will set up table and iPad near front door.
- DO NOT remove iPad from zip lock bag
- Once appointment is complete, place iPad back on table and return indoors, at which time they will retrieve the iPad. Please do not approach delivery personnel under any circumstances.
- Text or email photo of Telemed visit instructions to patient

STEP 2: Create ZOOM meeting as described above

STEP 3: Instead of *Copying Invitation* in ZOOM, click add to: *Outlook Calendar* and open file, which will allow an appointment window to open

- Change subject to include: Patient's first name and last initial, appointment type, provider last name
- Change location: Patient's physical address where iPad needs to be taken

STEP 4: click *Invite Attendees*

- Send To all Lummi iPad email addresses
 - LTHCTelemed2@lummi-nsn.gov
 - LTHCTelemed3@lummi-nsn.gov
 - LTHCTelemed5@lummi-nsn.gov
- iPad assignments
 - #2: tammy (employee name)
 - #3: David (employee name)
 - #5: michelle (employee name)