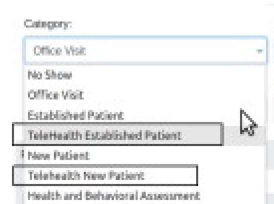
Quick Reference Guide to the Comlink Telehealth Module

Create telehealth appointment

A telehealth appointment is made in the same manner as any other appointment.

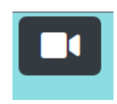
- use either of the two telehealth appointment categories:
- Telehealth sessions may be launched within 2 hours before or after their scheduled appointment time



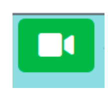
On the Calendar: the launch icons show the status of the session.

- Blue sessions are available to be launched

- Black sessions that have passed the two hour launch period



- Green sessions are completed and can no longer be launched.



Launch the telehealth appointment

1. Open the EMR's calendar screen
2. Click the video launch icon
3. Grant Access to your local microphone and camera.
4. Click 'Join Now' button to start the Telehealth session

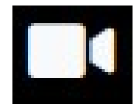
- You are now in the Telehealth Appointment waiting room where you can wait for the patient to join the call.

Telehealth Session Conference Room Controls

Show / Hide Room Controls

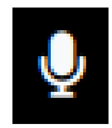
- Controls disappear after five seconds of inactivity. Move the cursor to display the controls again.

Enable / Disable Video



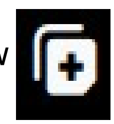
- Click the video camera icon to toggle your camera off or on.

Enable / Disable Microphone

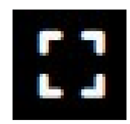


- Click the microphone icon to toggle your microphine off or on.

Minimize / Maximize Session For Note Taking



- Click the notes clipboard icon to minimize the video window and view the encounter form.

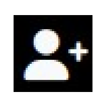


- Click the expansion icon to restore the video window.
- You can drag the minimized window to a new location and it will remember its place during the current video session.

Invite Third Party Participant

- Once the session has begun one (and only one) additional participant may be invited to join the session.
- This can be an existing patient or a new patient whose record will be created in the EMR

Click the ‘Iinvite Participant’ icon :



Third Party Invitation – New Patient

1. Click the ‘Invite New Patient’ button

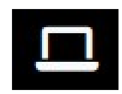
2. All information is required to create the new patient record

Third Party Invitation – Existing Patient

1. Click the ‘Existing Patient’ button.
2. Search for an existing patient by:
   - PID – if known; exact matches only.
   - First or last name – matches text appearing anywhere in the name
   - date of birth – search by different formats:
     - year (YYYY)
     - year and month (YYYY-MM)
     - complete DOB (YYYY-MM-DD)
3. Click ‘Search’
4. Select the ‘Invite Patient’ button to invite that patient
   - The patient will receive an email with an invite to join the session.

Share Screen

1. Click the share screen icon



   - This icon only appears if other participants are in the session.
2. Click on the the screen you wish to share
3. Click ‘Share.’
   - A dialog will appear to state that your screen is being shared.
4. To stop sharing click the blue ‘Stop Sharing’ button

End Telehealth Session

1. Click the hangup button:

2. Click ‘Confirm’

Update the appointment status.

Optional but recommended

On closing the session a panel will appear offering status update.

Choose the appropriate status