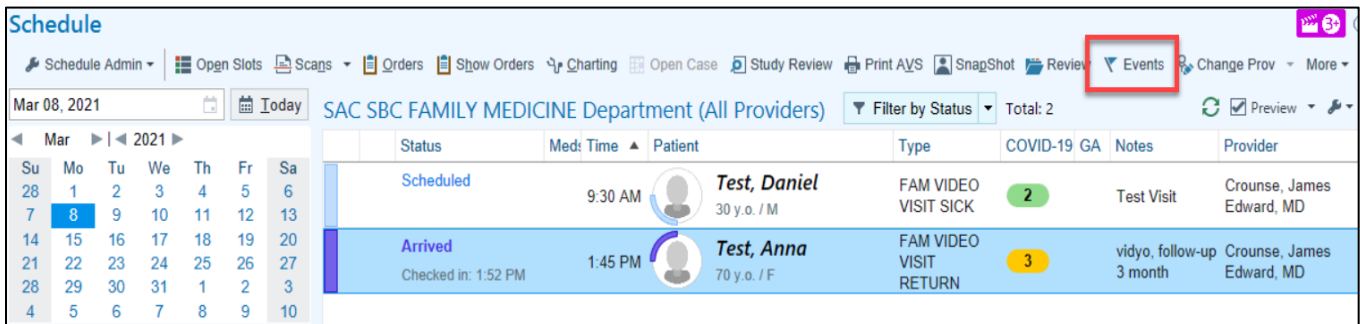


Sending a Non-MyChart VidYo Visit Link (Back Office Users)

Not all patients have a MyChart account. Patients can now participate in video visits regardless of their MyChart status. Users are now able to send patients a text or email with a direct link to the video visit with new Epic VidYo functionality. While in most cases, front office users will send the patient the VidYo link during the check-in process, back office users also have the ability to generate and send the link if needed.

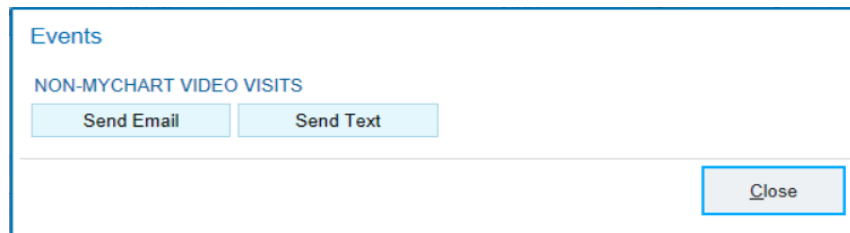
Try It Out

1. From the Schedule activity, ensure the patient's appointment status reflects "**Arrived**" and the proper check-in process has taken place.
2. Single-click to select the patient's appointment.
3. From the schedule toolbar, click the **Events** button.



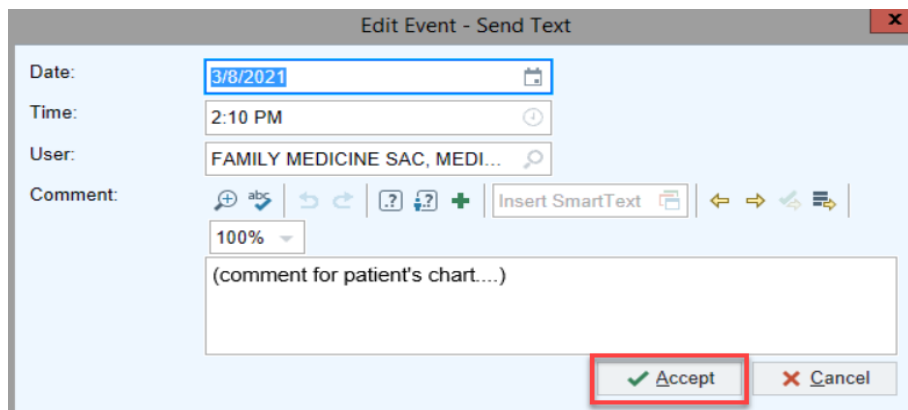
Status	Med: Time	Patient	Type	COVID-19	GA	Notes	Provider
Scheduled	9:30 AM	Test, Daniel 30 y.o. / M	FAM VIDEO VISIT SICK	2		Test Visit	Crounse, James Edward, MD
Arrived Checked in: 1:52 PM	1:45 PM	Test, Anna 70 y.o. / F	FAM VIDEO VISIT RETURN	3		vidyo, follow-up 3 month	Crounse, James Edward, MD

4. Select **Send Email** or **Send Text**, depending on the patient's preference.



Note – If you select Sent Text and the patient doesn't have a mobile number on file, user will receive a Log Event error message. Make sure the mobile number is updated in the Demographics activity.

5. Users can document a note for the patient's chart in the Comment box and click **Accept**.



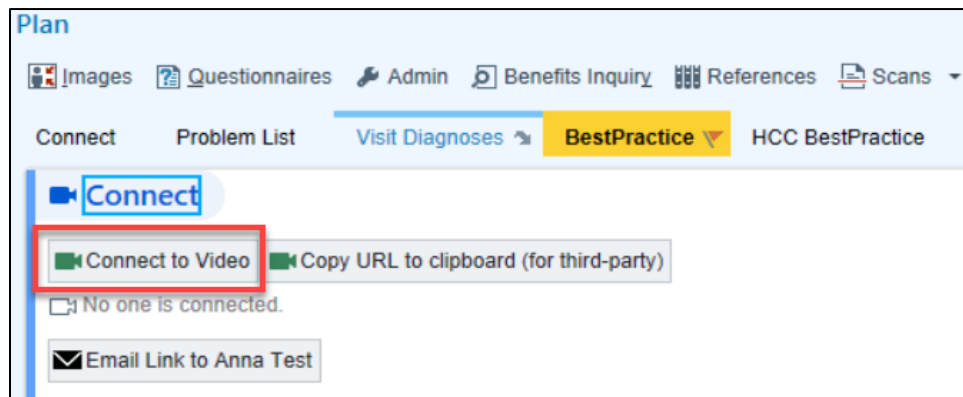
Note – Any text added in the Comment box will only appear in the patient's chart; it will not be sent to the patient with the VidYo link.

The patient will receive the following message. If using the email option, remind patients to check their spam folder, if they fail to receive the email in their inbox.

Hello Anna Test. You have an upcoming Video Visit appointment with your provider. When it's time for your appointment, tap the link below to join your Video Visit.

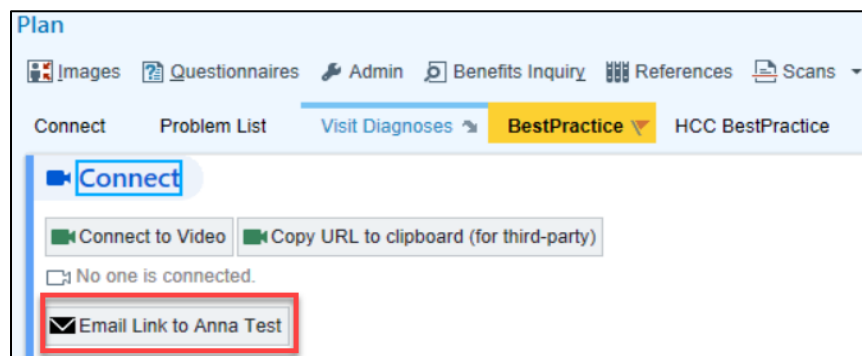
<https://llutesting.vidyocloudstaging.com/join/?extDataType=1&extData=JxTZsPoRNbeVWHaVqj4z5nAcwEI3nGByMSQQ1eYSu9KB7D%2BT0cT6QfYXGOvLt3TDloGwN%2FWwXGdYc7L3PGrW5aPwCdpXv5zoLZB9Gbg2jDGSnqHsx5vRFsP4J1G62RY7p2KldldYRP4ANF%2FWi%2F64UdBykLoOEEwmYP5508ySh8g0vH0AtHbmqlL2X08RAojCk>
Text STOP to no longer receive updates.

6. Once ready to join the VidYo video visit, open the patient's scheduled appointment.
7. Open the **Connect** activity (in Rooming or Plan tab).
8. Click the **Connect to Video** button to join the visit.



You Can Also...

Use the **Email Link to...** button in the Connect activity to generate and send the VidYo link to the patient, as opposed to using the Events button on the schedule toolbar.



Continued on next page.