



295C Kennedy Memorial Dr. Ste. 1
Waterville ME 04901

Telehealth: General overview

Helpful things staff needs to know (this is evolving and learn as we go!)

How does it work? Telehealth is a virtual visit done over video with sound. We are currently using a company called doxy.me to do our calls. All providers have a log in, password and a Room Name. When the visit is booked or updated to “Telehealth”, we will then send an email or text message to the parent and supply them with a link to the Room for their provider. We advise them the visit is at the right time (do not give the usual 20 minute warning). We ask them to be “checked in” 5 minutes before the visit. The patient gets our email, clicks on the link. It will ask them some prompts, depending on their system and then ask them their name in order to check in. The name they give should be the patient’s name, not the parent name. They are then put in a waiting room (on hold). When the provider sees them waiting, (might need to refresh their screen), the provider clicks on their name and the session starts. That’s it! The parent does need high speed internet; if internet is slow, the visit will not happen.

Need to ensure the provider okays this visit: sent them a phone note for approval, or if coming from clinical staff, ensure you list provider has okay’d this visit to be Telehealth. Not all appointment types will work via telehealth nor will all patients work out telehealth wise.

To start and finish the calls:

MA/RN or front desk staff will need to **check in** the patient for the provider when they are ready to start visit, in order to open forms. Once provider is done, they will have to inform staff so we can **complete** the visit. Then the front can call to schedule rechecks/follow ups and send the CVS once provider is done with note & check out visit.

For more step by step instructions, please see the handouts for Front Desk Staff or MA/RN staff. (Lost your copy of those documents? Go to documents, Shared Drive, double click on Billing Department, you will find the documents “Telehealth Need to Know MAs RNs” and “Telehealth Need to Know Front Desk Staff”)



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Provider Telehealth rooms which are their links:

- Dr. LeBlond's link: <https://doxy.me/wpdrleblond>
- Dr. Taylor's link: <https://doxy.me/wpdrtaylor>
- Dr. K Hickey's link: <https://doxy.me/wpdrkhickey>
- Dr. J Hickey's link: <https://doxy.me/wpdrjhickey>
- Dr. Stone's link: <https://doxy.me/wpdrstone>
- Dr. Batt's link: <https://doxy.me/wpdrbatt>
- Kristy's link: <https://doxy.me/wpkmitsuicpnp>
- Emily's link: <https://doxy.me/wpedaviscpnp>
- Megan's link: <https://doxy.me/wpmbellfnp>
- Betsy's link: <https://doxy.me/wpbetsy>

Text blurb:

Telehealth Link for 03/25 10:00 visit. <https://doxy.me/wp...>

Email blurb:

Hello! Your appointment time is (today, tomorrow, Monday), date, at Time. Please click on (insert link) 5 minutes before your appointment start time (time). Follow the on screen prompts and when checking in, please use your child's name. We are excited to offer a way to be accessible safely during this time of social distancing! If for some reason we cannot hear you or you cannot hear us, we will be calling your home number listed in our records. In order for this visit to be successful, this visit does require high speed internet connection. If you cannot keep this appointment for any reason, please do not respond to this email but call the office to let them know. Have a great day! (insert your name)