

RxWorks Telemedicine Solution

Overview

RxWorks Telemedicine introduces the ability to automatically schedule online appointments for virtual visits as well as automate charging, all with minimal configuration by your practice.

After the implementation of the Telemedicine solution, the program will check every 5 minutes for any appointments added with a dedicated appointment type, e.g. 'Virtual Visit', and schedule a new video conference automatically. The program will then send the client an automated confirmation email to advise them of the Virtual Visit join URL they need to use and the date/time of that visit.

Ensure that the client has a valid email address and mobile phone number on their file. If the client does not have a valid email address on file, the program will attempt to send a text message to the client's mobile phone number instead.

30-60 minutes prior to the scheduled appointment time an SMS reminder, including the Virtual Visit URL, will be sent to the client's valid mobile number (where available).

Your clients simply need to click the link on a device with a camera, microphone, and speaker to begin the video call with their veterinarian. On some devices, the client will be asked to download the GoToMeeting app to join the Virtual Visit.

Requirements & Business Rules

- Does *not* require an upgrade to the latest RxWorks version 5.7
- Requires a GoToMeeting account (either [free](#) or [professional](#))
- Appointments must be added for a future time
- Message templates for email and SMS communication with the client are automatically created during the Telemedicine implementation process
- Appointments will be updated with a virtual visit URL within 5 minutes of creating the appointment
- A reminder SMS also sends 30-60 minutes prior to the appointment time

Minimum	Recommended
<ul style="list-style-type: none">• RxWorks version 5.5• Google Chrome• Server running .Net 4.8• Microphone & headphones/speakers• USB or built-in camera	<ul style="list-style-type: none">• RxWorks version 5.7• Google Chrome 81• Headset/earbuds with high-quality microphone• Device with integrated camera or HD webcam (e.g. phone or tablet)

Informed Consent for Telehealth Consultations

Ensure that your practice is following any regional regulations on transmitting, recording, and sharing of video footage and other electronic details (such as photographs and medical history) over video meeting.

Be aware of any [Terms and Conditions](#) applicable by using GoToMeeting as your video meeting platform.

Configuration

The Covetrus Implementations team will remotely connect to your server and setup the new Telemedicine module. Part of the configuration will involve creating a new '**Virtual Visit**' appointment type (unless one already exists). Only this appointment type will link to the video chat.

The setup process will not interrupt your daily workflow or disturb anyone's live sessions in RxWorks.

Usage

1. Appointment Creation

Use the new **Virtual Visit** appointment type when creating appointments in your clinic's clipboards.

Appointments can be created 'as per usual' in the regular consultation clipboards, or in a new 'telehealth consults' (or similarly named) clipboard.

The Telemedicine solution checks for future appointments that meet the following criteria:

- Assigned the **Virtual Visit** appointment type
- *Doesn't* already have a meeting link associated yet

The process will then create a new appointment in the video conference website and generates **two** Virtual Visit links.

The **Presenter Link** will be added to the appointment notes. This link is used by the Veterinarian to start the meeting.

The **Viewer Link** is inserted into a pre-written email and sent to the client's primary email address. This link is used by the client to join the meeting.

2. 1-hour Before Appointment

The Telemedicine solution sends another automated email to the client's primary email address with the same viewer URL. This serves as a reminder to the client that their appointment is soon and assists with clients who've lost the original booking confirmation email.

3. Start Virtual Visit

Introduction

At the time of the consult, the client clicks the link from their email to join the Virtual Visit session. The video chat software (GoToMeeting) will open in a browser, then download necessary files to their device to allow them to connect to the meeting.

Tip: For the best experience, it would be best if the client downloads the GoToMeeting app to their device prior to the meeting start time.

Meanwhile, practice staff can launch the meeting using the link in the appointments in RxWorks clipboards or from the Telemedicine app in the web version of RxWorks.

For a successful Virtual Visit, you should ensure you are starting the meeting using a device with a microphone and camera, such as a laptop, tablet or phone.



You may also consider if you want to setup your environment to prop up the device in a way that the client will be able to see you, whilst keeping your hands free for typing or writing notes.

Note: External Access

Where external access to **RxWorks Web** has been configured, you will be able to complete the same workflows without direct VPN access to RxWorks. Launch RxWorks Web as normal on your internet-connected laptop or tablet and follow the instructions above.

If external access to RxWorks Web is not yet configured for your practice, please [submit a request online](#).

RxWorks Web

The Telemedicine app can be accessed via your clinic's RxWorks Web address. This can be found in **RxWorks > Task Panel > Tools & Utilities > Application > RxWorks Web Launch Portal**.

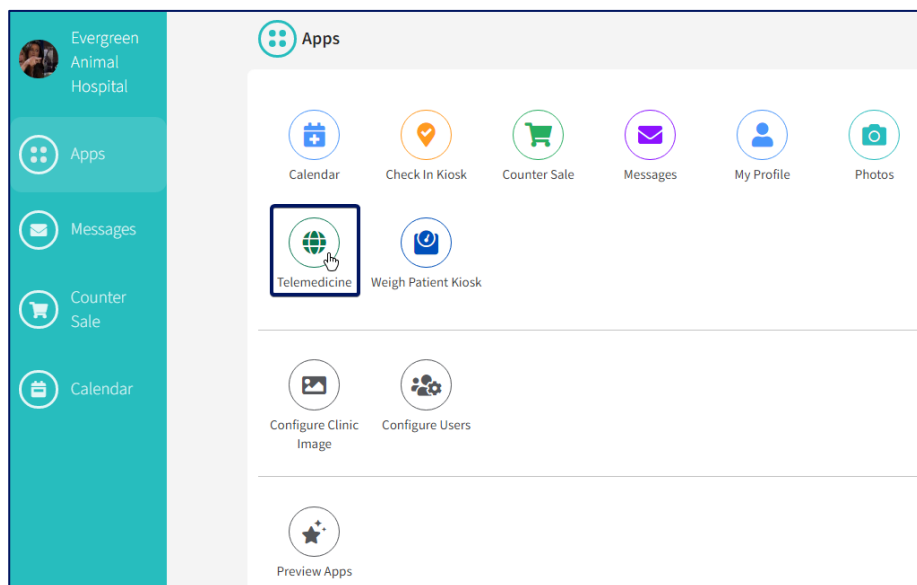
If your practice is using an older version of RxWorks which does not include the direct RxWorks Web launcher, navigate instead to **RxWorks > Task Panel > Tools & Utilities > Application > RxWorks Self Service Kiosk Config**. Copy the yellow highlighted text up to the /kiosk section, e.g. <http://rxserver2016:4200>. Paste this address into a web browser (i.e. Chrome).

As well as using your regular computer terminal you can also access RxWorks web via a tablet or mobile device. If configured, you can access RxWorks Web from inside or outside the clinic premises.

Login to RxWorks Web using your RxWorks credentials.

Note: Your RxWorks password must be at least 6 characters or longer and include one or more numbers to be able to login to the web version. If your user account's password does not meet these requirements, ask your practice management for assistance updating your password in RxWorks.

In RxWorks Web navigate to **Apps > Telemedicine** to view the scheduled telemedicine appointments. The current day is displayed by default and can be changed by using the date selector.



You can filter the telemedicine list by clipboard and date.

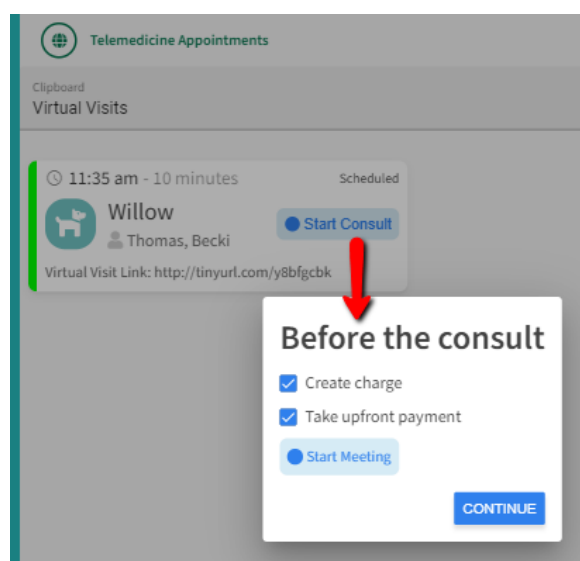
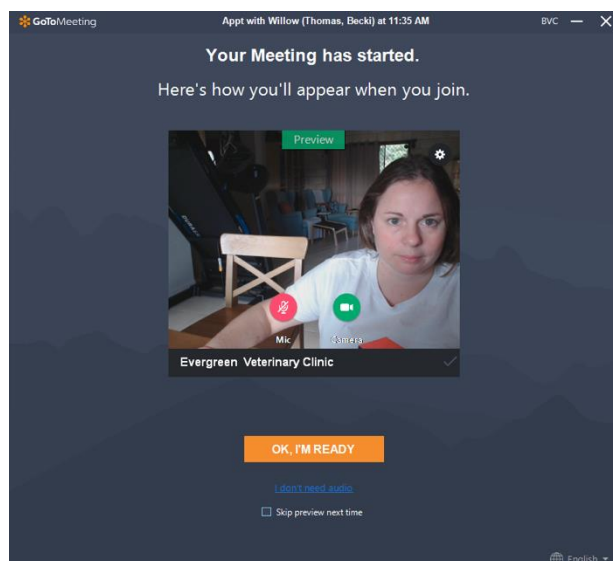
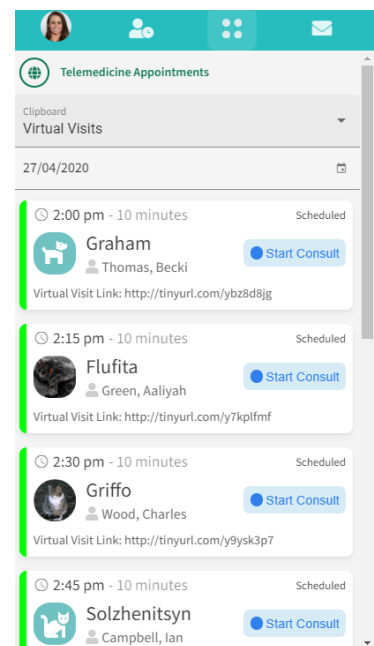
Clicking **Start Consult** can, depending on configuration, give options to automatically create a telemedicine invoice, add consult notes, take a payment and start the virtual visit video call. To suit your workflow, you may want to take payment prior to the call or even at the point of making the appointment.

Where configured, you will be given options to create a new consultation for the patient with a pre-configured 'telemedicine' service charge added. You can also choose whether you want to take a payment for the invoice at this time.

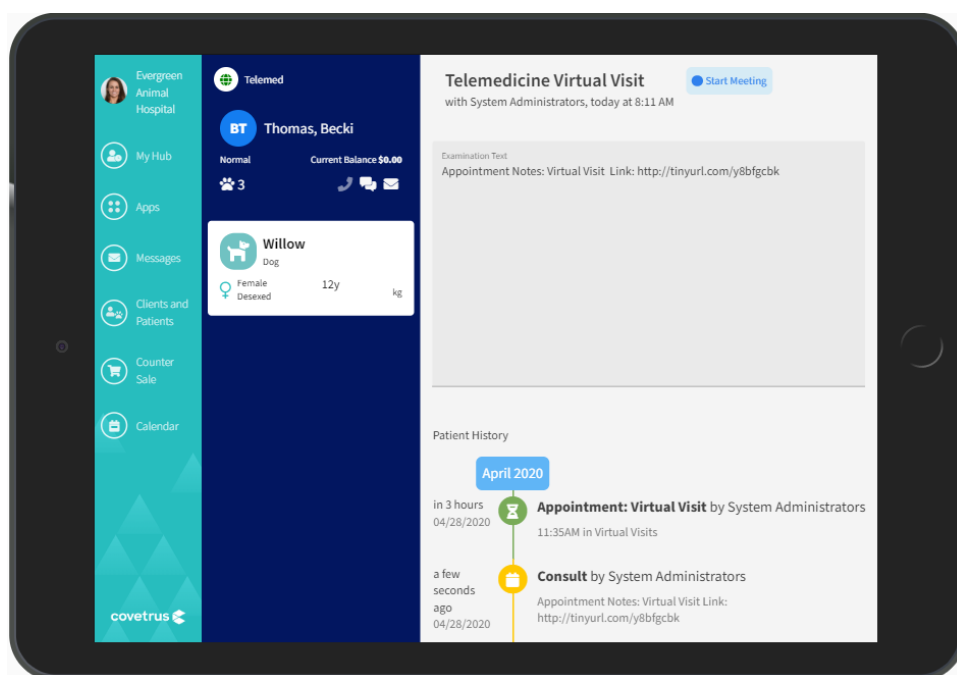
Click **Continue** to proceed to the GoToMeeting portal where your video call will launch.


The meeting will open in a new tab in your web browser and launch the video teleconference call (installing GoToMeeting software where required), allowing the client and your staff to see each other (webcam devices required).

Follow the prompts in the GoToMeeting program to connect to the meeting with your selected camera and audio device.



If **Create charge** and **Take upfront payment** have been selected, you will be taken to the payment screen for the client to capture the payment details and then continue to the telemedicine consult page, to add **Examination Text**. The notes entered will be automatically updated into the patient's medical record in RxWorks as you type.



If you need to contact a client by phone, you can click the **communication** buttons  to view their contact details.

Outside of RxWorks Web (for clinics running versions prior to 5.7)

If your practice is not using RxWorks Web, the virtual visit link can be copied from the appointment notes on the RxWorks clipboard.

Simply double-click or right-click on the appointment and click **Edit**. Highlight and copy the meeting URL, then paste it into a web browser such as Chrome.

Tip: For a successful Virtual Visit, you should ensure you are starting the meeting using a device with a microphone and camera, such as a laptop, tablet or phone.

You can also log into the GoToMeeting website or app to view a list of your practice's scheduled meetings and start the calls from there.

Email & SMS Templates

During the setup of Telemedicine, your RxWorks will be loaded with message templates that will be sent to clients after a Virtual Visit appointment is created and again just prior to the scheduled appointment time.

You are welcome to make minor changes to the templates; however, the names of the templates, along with the Virtual Visit URL (**VirtualVisitViewerLink**) merge field *must* be preserved.

Access message templates via **Task Panel > Email Manager > Message Templates**.

Appointment Created Templates	Virtual Visit Reminder Templates
<ul style="list-style-type: none"> Virtual Visit Booked Appt To Client Email Virtual Visit Booked Appt To Client SMS 	<ul style="list-style-type: none"> Virtual Visit Reminder to Client Email Virtual Visit Reminder to Client SMS

An example email received by a client after their appointment has been booked in.

From: Evergreen Veterinary Clinic <vets@evergreenvets.co.uk>
Sent: Tuesday, 21 April 2020 11:05 PM
To: Jacque Pollitt <jp@gmail.com>
Subject: Virtual Visit consultation scheduled for Dingo with Evergreen Veterinary Clinic

EXTERNAL EMAIL

Hi Pollitt Family

Thanks for booking **Chilli** in for a virtual visit appointment with Evergreen Veterinary Clinic.
Your appointment details are:
17:00 on 21/04/2020
At the time of your appointment, please click this link to join the call <http://tinyurl.com/y9xfrcoh2t>

What is a Virtual Visit appointment?
A virtual video or telehealth appointment allows you to access our veterinary services over a video call. It is a useful means of communication with your veterinarian when visiting the clinic may not be feasible.

What do I need to do to prepare for a Virtual Visit?
Please ensure the following steps are taken to prepare for your pet's telehealth appointment with our veterinarian:

- If you plan to join with your phone or tablet, download the GoToMeeting app before your appointment by following [this link](#)
If you would like to know more about the app, please visit [this FAQ page](#)
- Ensure the device you are joining the telehealth appointment with is charged
- Have a quiet and private room available for the call
- Have any tools needed to write down notes and instructions from your veterinarian
- You may also wish to have a pre-prepared list of questions you need to ask your veterinarian.

Joining the Virtual Visit appointment

1. Click this link <http://tinyurl.com/y9xfrcoh2t>. It is recommended to join a couple of minutes before your appointment time of 17:00 in case of any technical issues
2. Have your pet with you so the veterinarian can see them
3. If your veterinarian has not joined the call 10 minutes from the start time, please contact the clinic on 01333 222333

Please note: There may be circumstances where your veterinarian, after a virtual visit with your pet requires to have a physical visit in clinic. If this is required, your veterinarian will advise the next steps.
Kind regards,
Evergreen Veterinary Clinic
Ph: 01333 222333
E: vets@evergreenvets.co.uk

Notice to Active Clients

A courtesy email to your clients could be sent out informing them that your practice will be conducting virtual visits going forward. Use the below template to customise your own email for your practice if you wish.

Hi <<Patient Name>> Family,

We are now offering telehealth video chat consultations at <<Clinic Name>>.
Our Virtual Visits are available as a safe alternative to an in-clinic consultation. You will need to have a camera, microphone, and speakers or headphones to communicate with our veterinarians.

If you believe your pet needs to see a veterinarian in person, please phone the clinic to have your pet's needs assessed.

We sincerely hope all our patients and their parents are keeping safe and well during this very unusual time.

We are only a phone call (<<clinic phone number>>) away for all your pet's health care needs.

Sincerely,
<<Clinic Name>>
Phone: <<Clinic Phone Number>>
Email: <<Clinic Email>>