

### Overview

**The following are best practices for conducting a video visit with your patient:**

1. When scheduling the visit, DO NOT include any PHI in your Subject line (Patient Name, DOB, etc.).
2. Log into Zoom at least 5 minutes prior to your appointment start time in order to test your video appearance and ensure the quality is adequate for the encounter. Make eye contact with the camera!
  - a. If you are running late, have your staff contact the patient with your anticipated appointment start time.
3. Ensure you are in an optimal location for your encounter, (e.g. quiet, HIPAA compliant with no pedestrian traffic, good lighting...).
4. Ensure you have adequate internet or call signal in your location prior to initiating the visit.
5. When ready to begin your appointment, remember to “Admit” the patient within the Zoom app!
6. Before seeing the patient, ensure the patient provides their consent to a video visit, and document this in the patient’s chart.
7. During and after your appointment, document your visit in the patient’s chart.

### Resources

If you have questions, you have the following resources at your disposal:

<b>Zoom</b>	Video Tutorials	<a href="https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials">https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials</a>
	FAQs	<a href="https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions">https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions</a>
	Customer Support (24/7/365)	1.888.799.9666 ext. 2
<b>CTS Team</b>	At the elbow support	1-855-647-7787 <a href="mailto:mcmfctsteam@memorialcare.org">mcmfctsteam@memorialcare.org</a>