

Getting Started with Telehealth in DrChrono

07/24/2024 2:55 pm EDT

With DrChrono's telehealth feature, you can easily set up video visits to take care of your patients.

1. Selecting an office for telehealth

Before you can use telehealth, you must agree to the updated Terms of Use, Privacy Policy, and contract addendum by going to **Account > Offices** and clicking on **View Documents**.

Manage offices ?

Active Offices Page 1 of 1 [+ Add New Office](#)

Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing
Primary Office DrChrono Telehealth	123 Fake Street	21212	(650) 555-5555	11	4	New And Existing Patients All Appointments	Share View History Edit Archive
Telehealth DrChrono Telehealth	Hunt Valley , MD 21031, USA	Hunt Valley	(443) 555-5555	02	1	None	Share View History Edit Archive

Select An Office for Telehealth

Select 1 office to be used for Video Visits. Leaving this empty will disable telehealth. [Go here](#) to learn more about Video Visits.

Before you can use our Telehealth service, please agree to our updated [Terms of Service](#), [Privacy Policy](#) and contract addendum. [View Documents](#)

To make sure the feature works properly, verify that the correct timezone is set in [Account > Account Settings > Profile](#)

After clicking **View Documents**, a window will open for you to read and agree to the updated Terms of Use, Privacy Policy, and contract addendum. Click on the check box and then click **I Agree**.

Terms of Service & Privacy Policy

Terms of Service
Privacy Policy
Contract Addendum

Terms of Use

Last updated: April 30, 2020

1) Introduction and Eligibility

Please read these Terms of Use (these "Terms of Use") carefully before using the DrChrono Services (as defined in Section II).

These Terms of Use include DrChrono's [Privacy Policy](#), which is incorporated by reference into these Terms of Use. We have included several annotations in boxes to help explain the legal jargon and emphasize key sections. We have included several annotations in boxes to help explain the legal jargon and emphasize key sections contained within your contract. The annotations noted here are for convenience only and have no legal or contractual effect. The actual signed contract and the Terms of Use are the binding documents.

This agreement is a legally binding contract. It may change as our business changes, and you agree you will review it and any updates regularly.

Binding Agreement. These Terms of Use constitute a binding agreement between you and DrChrono Inc. and its affiliates and subsidiaries ("DrChrono," "we," "us"). "You," "you," "Providers," and "users" shall mean all health service providers and their agents who use the DrChrono Services. You accept these Terms of Use by clicking the "I AGREE" checkbox when you download or install the DrChrono Services, when you agree to them by using our website at www.DrChrono.com, and each time you access the DrChrono Services thereafter. If you do not accept these Terms of Use, you must not use the DrChrono Services.

In addition to these Terms of Use, the terms of any agreement that you have entered into with us shall also govern our relationship.

Access to the DrChrono Content (as defined in Section VII) is provided solely to facilitate

agree to DrChrono's (1) Terms of Use, (2) Privacy Policy, & (3) contract addendum. *

I Agree

Finally, select the office you would like to use telehealth from the dropdown menu.

Manage offices ?

Active Offices Page 1 of 1 [+ Add New Office](#)

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Primary Office DrChrono Telehealth	123 Fake Street	21212	11	4	4	New And Existing Patients All Appointments	Share View History Edit Archive
Telehealth DrChrono Telehealth	225 Schilling Circle	Hunt Valley	02	1	1	None	Share View History Edit Archive

Select An Office for Telehealth

Primary Office
Telehealth

2. Checking the place of service code for billing for telehealth

You can check the place of service code for billing by clicking the **Edit** button to the right of the office selected for telehealth. Click the **Billing** tab. Select **02-Telehealth Provided Other than in the Patient's Home** or **10-Telehealth Provided in the Patient's Home**, if needed, from the Facility Code dropdown menu and **Save**.

Primary Doctor for Office:

Edit Office

Basic **Billing** Online Schedule Providers eRx

Billing name	<input type="text"/>	Leave it blank if same to account settings.
Facility Code	02 - Telehealth Provided Othe	
Billing Provider Office	-----	Professional medical billing only.
Use facility NPI number in box 32a of HCFA form	<input type="checkbox"/>	
Facility NPI number	<input type="text"/>	Used in HCFA box#32a and UB04 box#56
Facility provider number	<input type="text"/>	
Billing Tax ID # (professional)	<input type="text"/>	Leave it blank if same to account settings.
Billing NPI number	<input type="text"/>	Leave it blank if same to account settings.
CLIA Number	<input type="text"/>	CLIA # for billing. Leave it blank if same to account setting.
CLIA Expiration Date	<input type="text"/>	Expiration date for CLIA number.
Use alternate pay to address for EDI	<input type="checkbox"/>	use alternate "pay to" address in EDI billing if checked.
Use alternate pay to address for HCFA	<input type="checkbox"/>	use alternate "pay to" address in HCFA form block 33 if checked.
Use alternate pay to address in Patient Statement	<input type="checkbox"/>	use alternate "pay to" address in patient statement if checked.

Institutional Medical Billing

Use alternate pay to address in Hospital Claim	<input type="checkbox"/>	use alternate "pay to" address in 837i billing and UB-04 form if checked.
Facility Tax ID # (institutional)	<input type="text"/>	Leave it blank if same to account settings.
Facility Type	-----	default value for UB04 box 4
Care Type	-----	default value for UB04 box 4
Billing Sequence	-----	default value for UB04 box 4
Admission Type	-----	default value for UB04 box 14
Origin Point	-----	default value for UB04 box 15
Discharge Status	-----	default value for UB04 box 17

Save

3. Scheduling a telehealth appointment

Go to the schedule and schedule an appointment as you normally would. In the appointment window, select the **Video Visit** button. Enter the patient's name and save the appointment. By selecting the **Video Visit** button, DrChrono will automatically schedule the appointment in the office designated for telehealth. Once saved, there will be a **Start Video Visit** button.

Schedule Appointment

Appointment | Billing | Eligibility | Vitals | Growthcharts | Flags | Log Comm. | Revisions | Custom Data | MU Helper

Type Appointment Video Visit Transition of Care Referral

Missing Patient Sex

Provider: DrChrono Telehealth

Patient: Patient Telemed - 04/01/1987

Reason:

Scheduled: 05/05/2020 Time 09:20AM

Duration: 30 minutes Allow overlapping

Notes:

Consent Forms: HIPAA Data Use Agreement (default)

Billing: DrChrono Telehealth

Office: Telehealth

Profile:

Exam: Exam 1

Color:

Status:

23h 25m

[View Clinical Note](#)

[Start Video Visit](#)

[View All Appointments](#)

Recurring Appointment A scheduled appointment cannot be converted to a recurring series.

Arrange a Follow-up Reminder

View Active Reminders:

Choose a Reminder Profile:

[+ New Reminder](#)

Voice and Text Reminders are only delivered between 5:00 AM to 11:00PM.

4. Notifying the patient

Once the video visit is scheduled, the patient will automatically receive an email that they have a video visit appointment with a link to launch the visit.

Dear Patient Telemed,

This is an email confirmation for your appointment with **DrChrono Telehealth**.

Here are the details of your appointment:

Date & Time

Tuesday May 05 at 08:40AM

Doctor Information

Telehealth
DrChrono Telehealth
225 Schilling Circle Hunt Valley MD 21031
(443) 833-6357

Appointment Type

Video Visit

Meeting Link

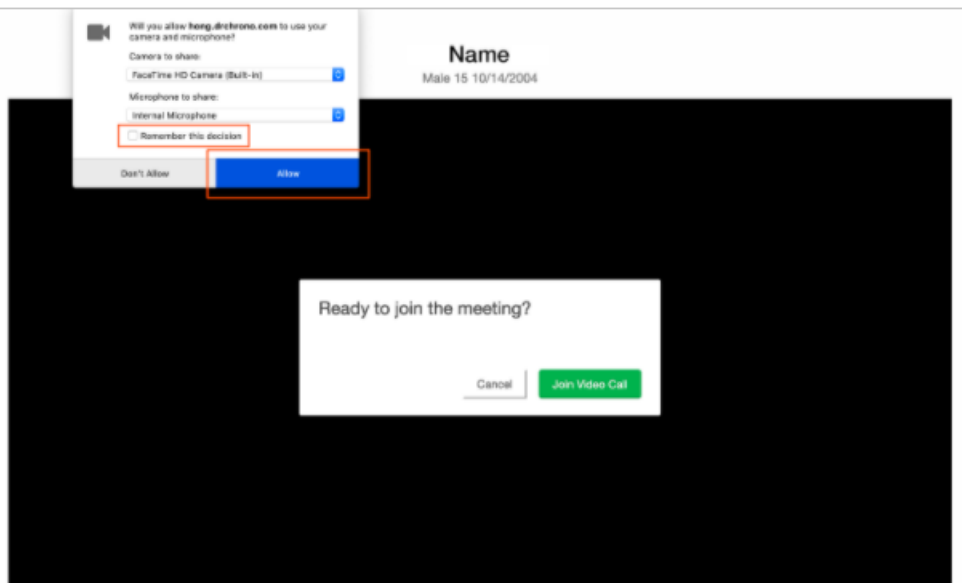
onpatient.com/telemedicine/1e6b1d919b904a69adec4358a1c2fcf3/

Start Video Visit

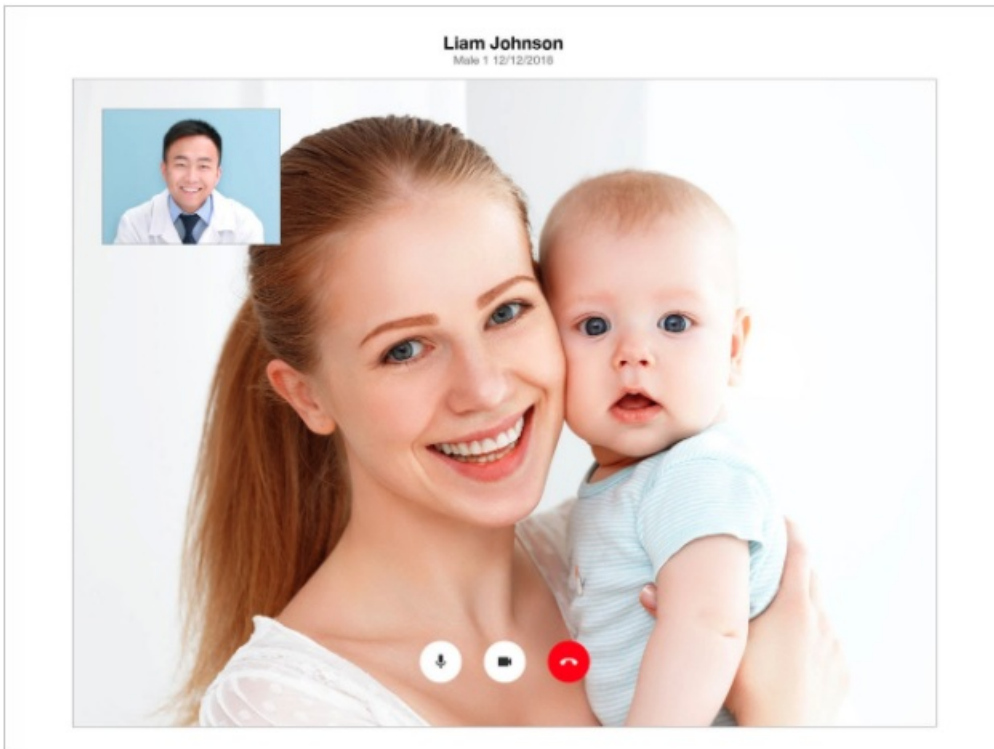
...

5. Launching the video visit for the provider

The provider can click on the **Start Video Visit** button to launch the telehealth visit. When the browser asks for permission to use your Camera and Microphone, check to **Remember this decision** and click on **Allow**. Without access to your camera and microphone, you will not be able to have a video visit. Here are browser-specific details, if needed, for [Chrome](#), [Safari](#), [Firefox](#), and [Microsoft Edge](#).



There will be a message that says "Waiting for the patient to join". Once the patient has joined, the provider will see the patient in the main part of the screen.



6. Launching the video visit for the patient

There are 2 options for the patient to launch a video visit using the meeting link in the email or through OnPatient if OnPatient access is enabled for the patient.

Option 1 - Using the meeting link

The patient clicks on the link to launch the video visit.

Dear Patient Telemed,

This is an email confirmation for your appointment with **DrChrono Telehealth**.

Here are the details of your appointment:

Date & Time

Tuesday May 05 at 10:00AM

Doctor Information

Telehealth
DrChrono Telehealth
225 Schilling Circle Hunt Valley MD 21031
(443) 555-5555

Appointment Type

Video Visit

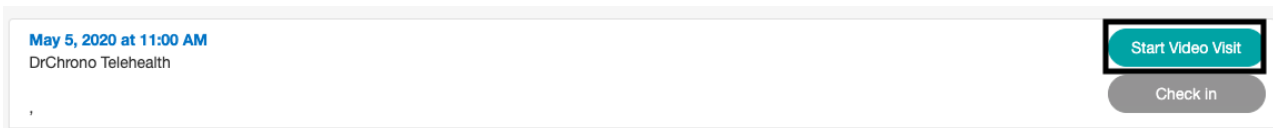
Meeting Link

onpatient.com/telemedicine/4cf06fad9757467eb0c076877ced56e2/

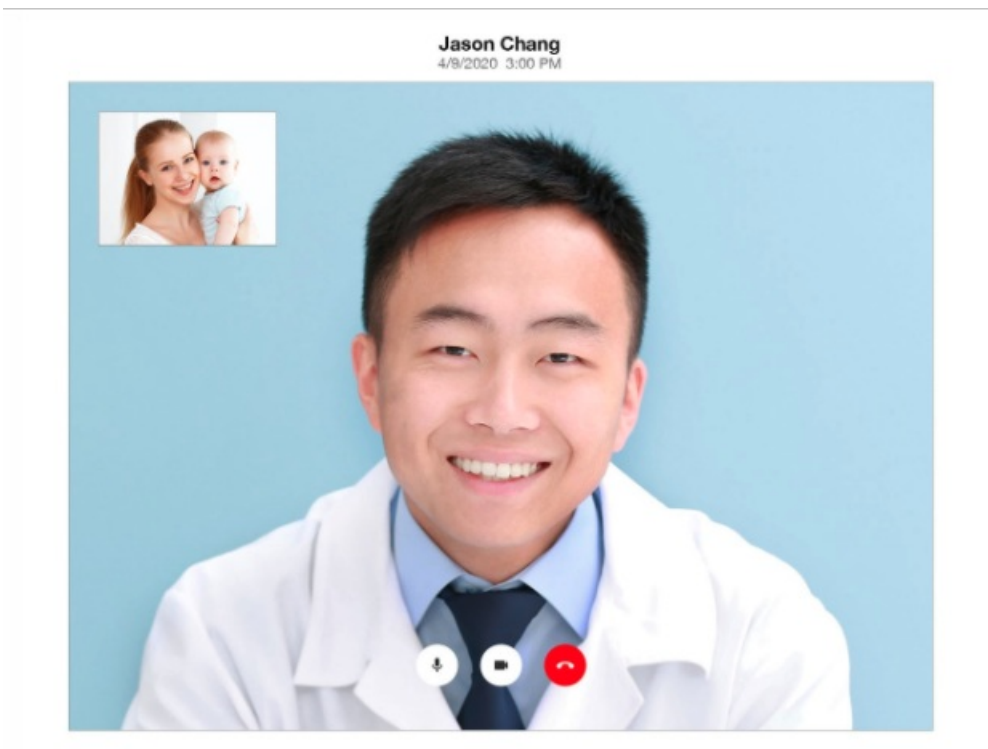
Start Video Visit

Option 2 - Connecting through OnPatient

The patient simply clicks on the **Start Video Visit** button once they have logged in to their portal.



The patient will be prompted to allow access to their camera and microphone similar to the provider. Once that is complete, they will see a message that says "Waiting for the provider to join." When the provider has joined, the patient will see the provider in the main part of the screen.



7. Ending the Visit

Upon completion of the visit, the patient or provider can click the red phone icon to end the telehealth visit.

Tips on Telehealth Visits

From time to time, there may be issues with the patient's video connection. For example, if their video connection is not enabled, their screen will appear "blank" and you will be unable to see them. In cases like this, it's possible that the camera on the patient side is either not set up properly or the browser doesn't have permission.

Since we do not have access to the patient's device, some questions to ask to help troubleshoot are:

- Do you have a Webcam on your device?
- Do you have it set up correctly to have video calls?
 - [Instructions for Chrome](#)
 - [Instructions for Safari](#)
 - [Instructions for Firefox](#)
 - [Instructions for Microsoft Edge](#)

- Which browser do you use?
 - Did you give permission to the browser to access the Camera & Microphone?
 - If the patient is using a computer, are they able to join instead on a mobile device?
Sometimes a mobile device is easier to join video visits with.
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