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**.

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**.

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

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		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	☐	
Facility NPI number		Used in HCFA box#32a and UB04 box#56
Facility provider number		
Billing Tax ID # (professional)		Leave it blank if same to account settings.
Billing NPI number		Leave it blank if same to account settings.
CLIA Number		CLIA # for billing. Leave it blank if same to account setting.
CLIA Expiration Date		Expiration date for CLIA number.
Use alternate pay to address for EDI	☐	use alternate "pay to" address in EDI billing if checked.
Use alternate pay to address for HCFA	☐	use alternate "pay to" address in HCFA form block 33 if checked.
Use alternate pay to address in Patient Statement	☐	use alternate "pay to" address in patient statement if checked.

Institutional Medical Billing

Use alternate pay to address in Hospital Claim	☐	use alternate "pay to" address in 837i billing and UB-04 form if checked.
Facility Tax ID # (institutional)		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
Addmission 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.

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

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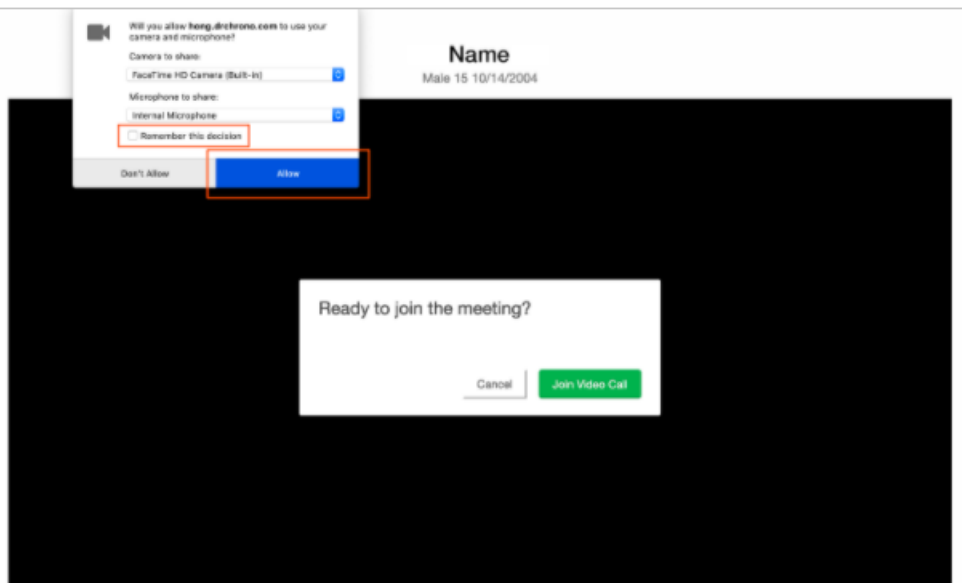
There will be a message that says "Waiting for the patient to join". Once the patient has joined, the provider will see the patient in the main part of the screen.

Liam Johnson
Male 1 12/12/2018
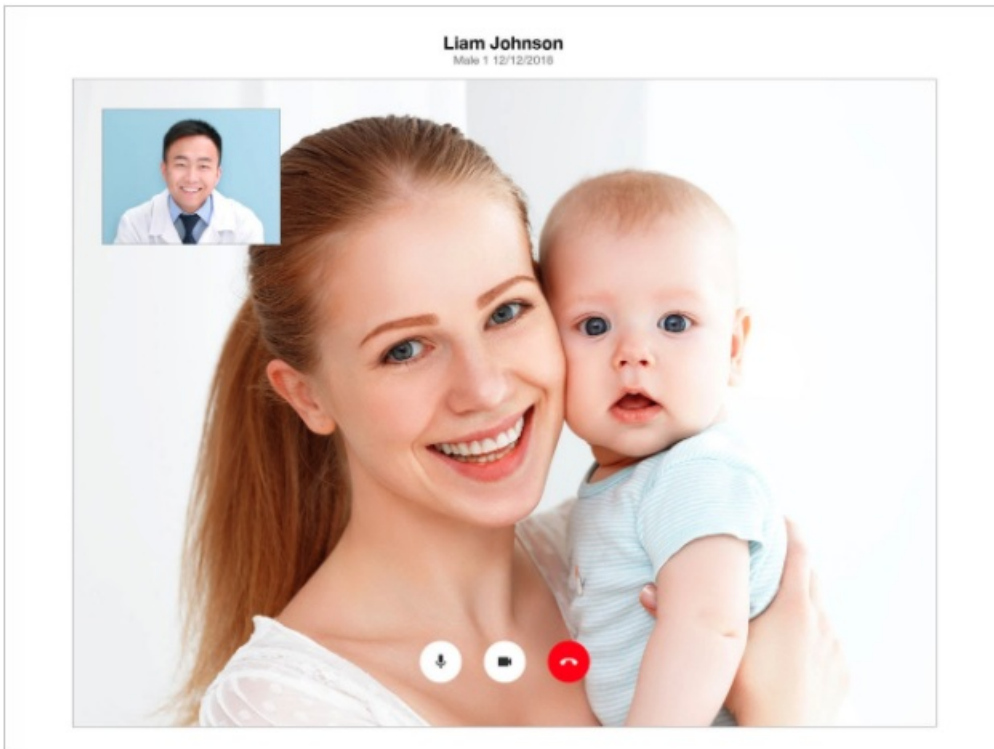
6. Launching the video visit for the patient

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/

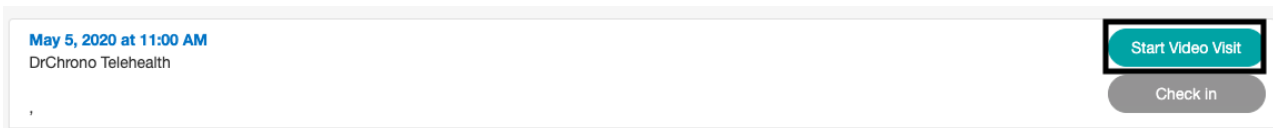**Start Video Visit**

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.
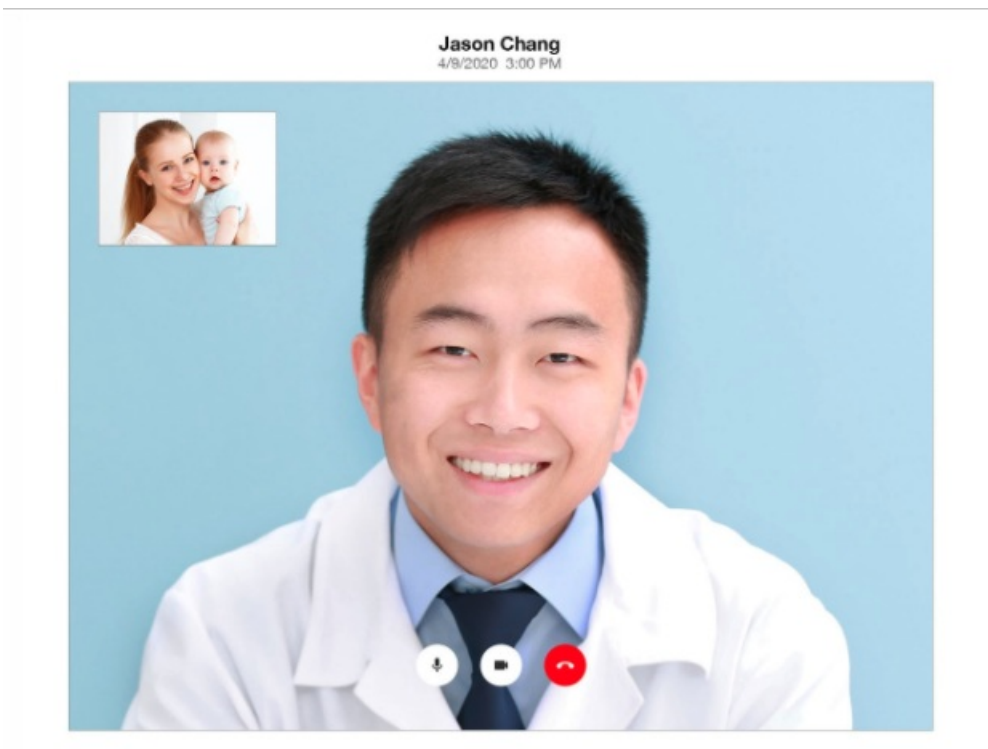
7. Ending the Visit

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.