

Video Visits on the iPad EHR App

07/24/2024 10:26 pm EDT

Through DrChrono's EHR App, you can connect with your patients with our telehealth feature. You can schedule and conduct video visits easily all on the app.

In this article, we will look at:

- [Scheduling video visits](#)
- [Completing video visits](#)

Note: To use telehealth on the EHR App, you will need to have an office set up for telehealth. See our article [here](#).

Scheduling Video Visits

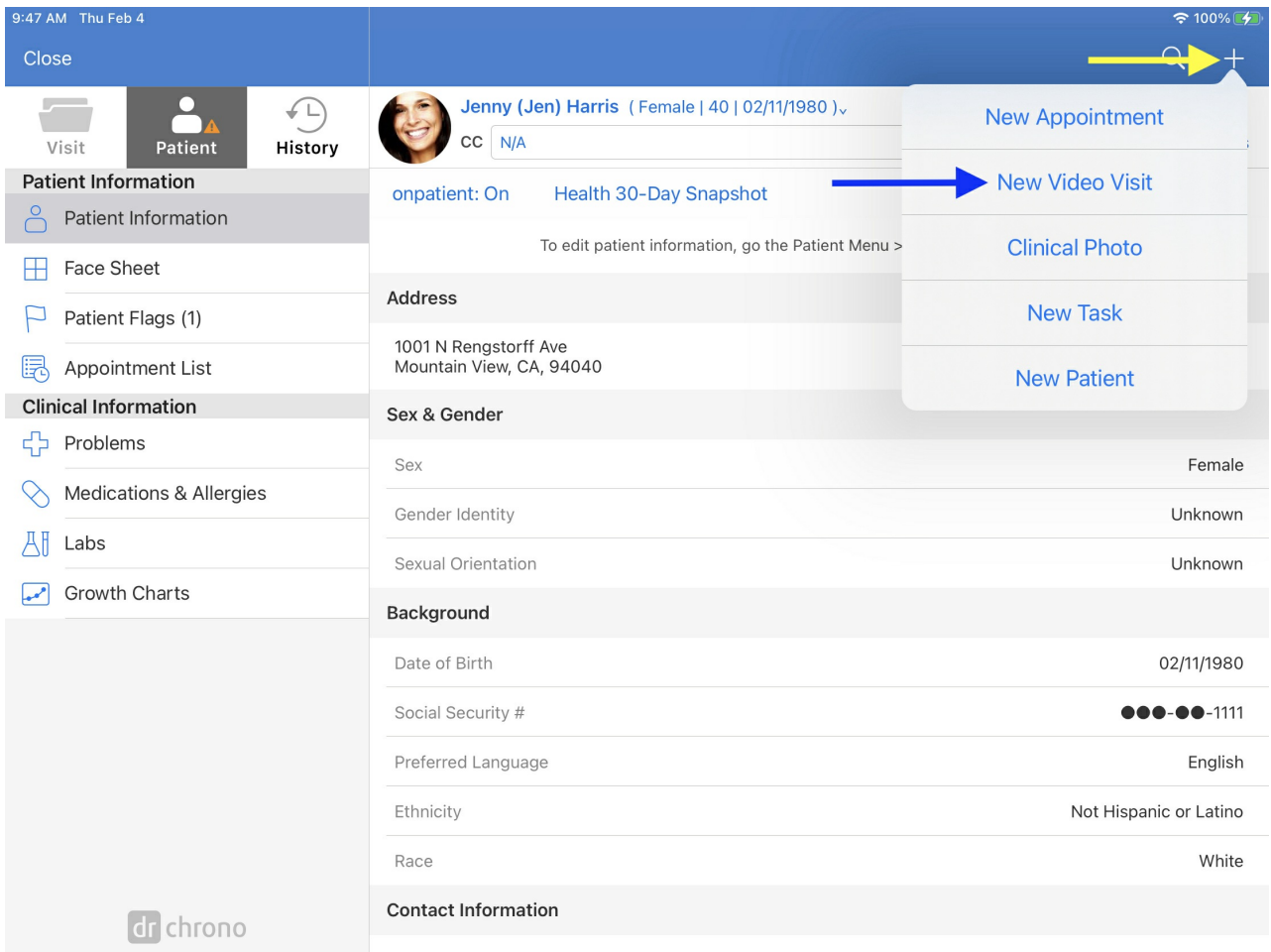
On the appointment screen on the App, you will easily see your video visits scheduled. Underneath the patient's appointment information on the left, you will see a **Video Visit**. Non-telehealth appointments will not have this text. For example, the first appointment below is an in-person appointment and the other two appointments are telehealth. You will also see a **Start Video Visit** button on the right next to the **Start Visit** button.

The screenshot displays the DrChrono iPad EHR App interface. At the top, the status bar shows the time as 9:23 AM on Thursday, February 4th, with 100% battery. The app header includes 'Filters', 'Today', a refresh icon, a search icon, and a plus icon. Below the header is a search bar labeled 'Search Appointment'. The main content area is divided into two columns. The left column shows a list of appointments for '02/04/2021 Thu'. The appointments listed are: Michelle Harris (02/04 08:25AM, Exam 1), Chris Genning (02/04 08:42AM, Exam 1, Video Visit), and Jenny (Jen) Harris (02/04 08:49AM, Exam 1, Video Visit). A blue arrow points to the 'Video Visit' label for Jenny (Jen) Harris. The right column shows the detailed view for Jenny (Jen) Harris, including a patient photo, name, gender, age, and date of birth. A warning message states: 'This is a sample patient. To turn off sample patients, go to the Account tab.' Below this are buttons for 'Appointment Options', 'Super Bill', 'Vitals', 'Start Video Visit', and 'Start Visit'. The detailed view is organized into sections: 'Appointment Details' (02/04 08:49AM, 10 minutes), 'Appointment profile' (Evaluation), 'Office' (Primary Office), 'Provider' (James Smith), 'Supervising Provider' (None Selected), 'Billing Details' (Payment profile: Cash, Co-Pay: \$20.00, Billing Status: None Selected, Total Payment: \$0.00), 'Patient Flags (1)' (Needs Authorization), 'CDS Matches (1)' (Adult Immunization Schedule Age: 27-49), and 'Vitals'. At the bottom of the app, there is a navigation bar with icons for Dashboard, EHR, Messages (18), Tasks (37), and Account.

1. Once you have selected the patient you are scheduling the appointment for, tap on the (



) icon and select **New Video Visit**.



--OR--

From the appointment screen, tap on the (



) icon and select **Create Video Visit**.

9:45 AM Thu Feb 4

Filters Today

Search Appointment

02/04/2021 Thu

- Michelle Harris 02/04 08:25AM Exam 1
- Chris Genning 02/04 08:42AM Video Visit Exam 1
- Jenny (Jen) Harris 02/04 08:49AM Video Visit Exam 1

Jenny (Jen) Harris (Female | 40 | 02/11/1980)

This is a sample patient. To turn off sample patients, go to Settings.

Appointment Options Super Bill Vitals

Create Appointment

- Create Video Visit
- Create Break
- Clinical Photo
- Create Task
- New Patient

Appointment Details

02/04 08:49AM, 10 minutes

Appointment profile Evaluation

Office Primary Office

Provider James Smith

Supervising Provider None Selected

Billing Details

Payment profile Cash

Co-Pay \$20.00

Billing Status None Selected

Total Payment \$0.00 Add History

Patient Flags (1) View All

- Needs Authorization Needs prior auth for procedure on 1/31.

CDS Matches (1) View All

- 1. Adult Immunization Schedule Age: 27-49

Vitals View All

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Dashboard EHR Messages (18) Tasks (37) Account

2. The appointment type will be a **Video Visit**. You can schedule the appointment with the necessary information. When finished, you can select **Save** to add the appointment to the calendar. If you would like to launch the visit, tap **Save & Start Visit**.

Cancel

Save & Start Visit

Save

Appointment Type

Video Visit >



Jenny Harris

Female
02/11/1980

Provider

James Smith >

Supervising Provider

>

Appointment Profile

None >

Reason for Visit

Date & Time

Thu Feb 04, 09:58 AM >

30 mins

Office

Primary Office >

Exam Room

Exam 1 >

Transition of Care

3. You can also change the appointment type to **Video Visit**. From the home screen, go to the **Appointment Options** menu and select **Reschedule / Edit Appointment**.

10:07 AM Thu Feb 4

Filters Today

Search Appointment

02/04/2021 Thu

Michelle Harris 02/04 08:25AM Exam 1

Chris Genning 02/04 08:42AM Video Visit Exam 1

Jenny (Jen) Harris 02/04 08:49AM Video Visit Exam 1

Jenny (Jen) Harris (Female | 40 | 02/11/1980)

This is a sample patient. To turn off sample patients, go to the Account tab.

Appointment Options Super Bill Vitals Start Video Visit Start Visit

Reschedule / Edit Appointment

Open in Check-in App

Delete Appointment

Appointment Status None Selected History

Exam Room Exam 1

Billing Type ICD-10

Provider James Smith

Supervising Provider None Selected

Billing Details

Payment profile Cash Billing Status None Selected

Co-Pay \$20.00 Total Payment \$0.00 Add History

Patient Flags (1) View All

Needs Authorization Needs prior auth for procedure on 1/31.

CDS Matches (1) View All

1. Adult Immunization Schedule Age: 27-49

Vitals View All

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Dashboard EHR Messages (18) Tasks (37) Account

4. Select the **Appointment Type** menu, choose **Video Visit**, and **Save** or **Save & Start Visit**.

Cancel

Save & Start Visit

Save

Appointment Type

Appointment ✓

Video Visit ←

Appointment >



Jenny Harris

Female

02/11/1980

Provider

James Smith >

Supervising Provider

>

Appointment Profile

None >

Reason for Visit

Date & Time

Thu Feb 04, 01:10 PM >

30 mins

Office

Telehealth >

Exam Room

Exam 1 >

Transition of Care

Completing a Video Visit

1. Once you are ready for the telehealth appointment with your patient, select **Start Video Visit**.

8:50 AM Thu Feb 4

Filters Today

Search Appointment

02/04/2021 Thu

Chris Gening
02/04 08:42AM Exam 1
Video Visit

Jenny (Jen) Harris
02/04 08:49AM Exam 1
Video Visit

Chris Gening (Male | 41 | 09/20/1979)
This is a sample patient. To turn off sample patients, go to the Account tab.

Appointment Options Super Bill Vitals **Start Video Visit** Start Visit

Appointment Details
02/04 08:42AM, 30 minutes

Appointment profile **None Selected** Appointment Status **None Selected** History

Office **Primary Office** Exam Room **Exam 1**

Provider **James Smith** Billing Type **ICD-10**

Supervising Provider **None Selected**

Billing Details

Payment profile **Cash** Billing Status **None Selected**

Co-Pay **\$0.00** Total Payment **Add History**

Patient Flags [View All](#)
No Flags

CDS Matches (1) [View All](#)
1. Adult Immunization Schedule Age: 27-49

Vitals [View All](#)

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Dashboard EHR Messages (18) Tasks (37) Account

2. Tap **Start Video Visit** to begin.

Close

Jenny (Jen) Harris 
Female 30 02/11/1990



Start Video Visit

3. Once the patient has joined, you can easily conduct the visit. You can use the (



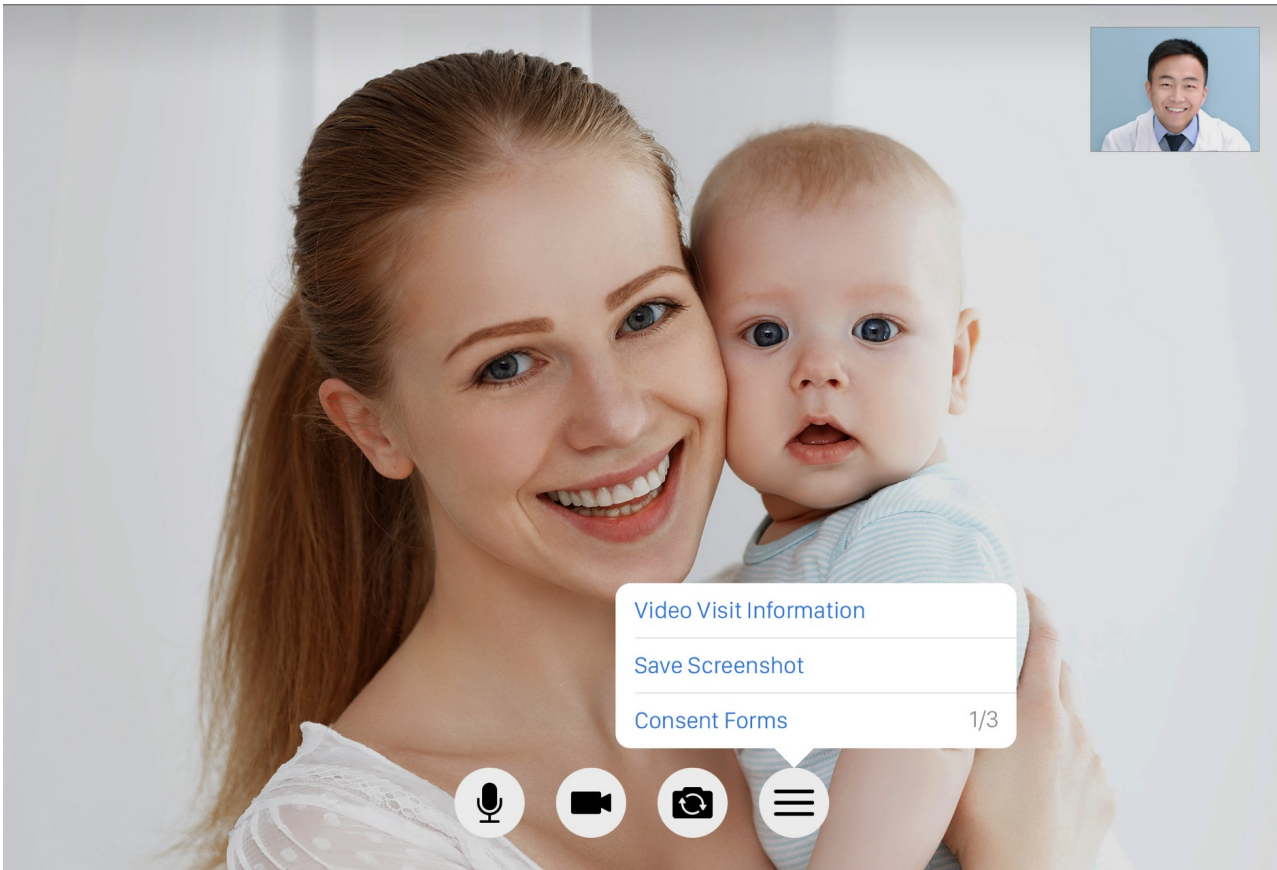
) button to turn on and off your device's microphone. Similarly, the (



) will turn your camera on and off. You can use the back camera by tapping the (



) icon.



4. The menu icon (



) gives you access to:

a. Video Visit info which allows you to resend the visit links to the patient if needed.

Close **Video Visit Information**

<https://onpatient.com/login/?next=/telemedicine/video/c282beff1a694b169808ca63536e8063/> Copy

Resend Appt. Email Text Link to Patient

b. You can take a screenshot of your patient and save it to the patient's chart in their documents.

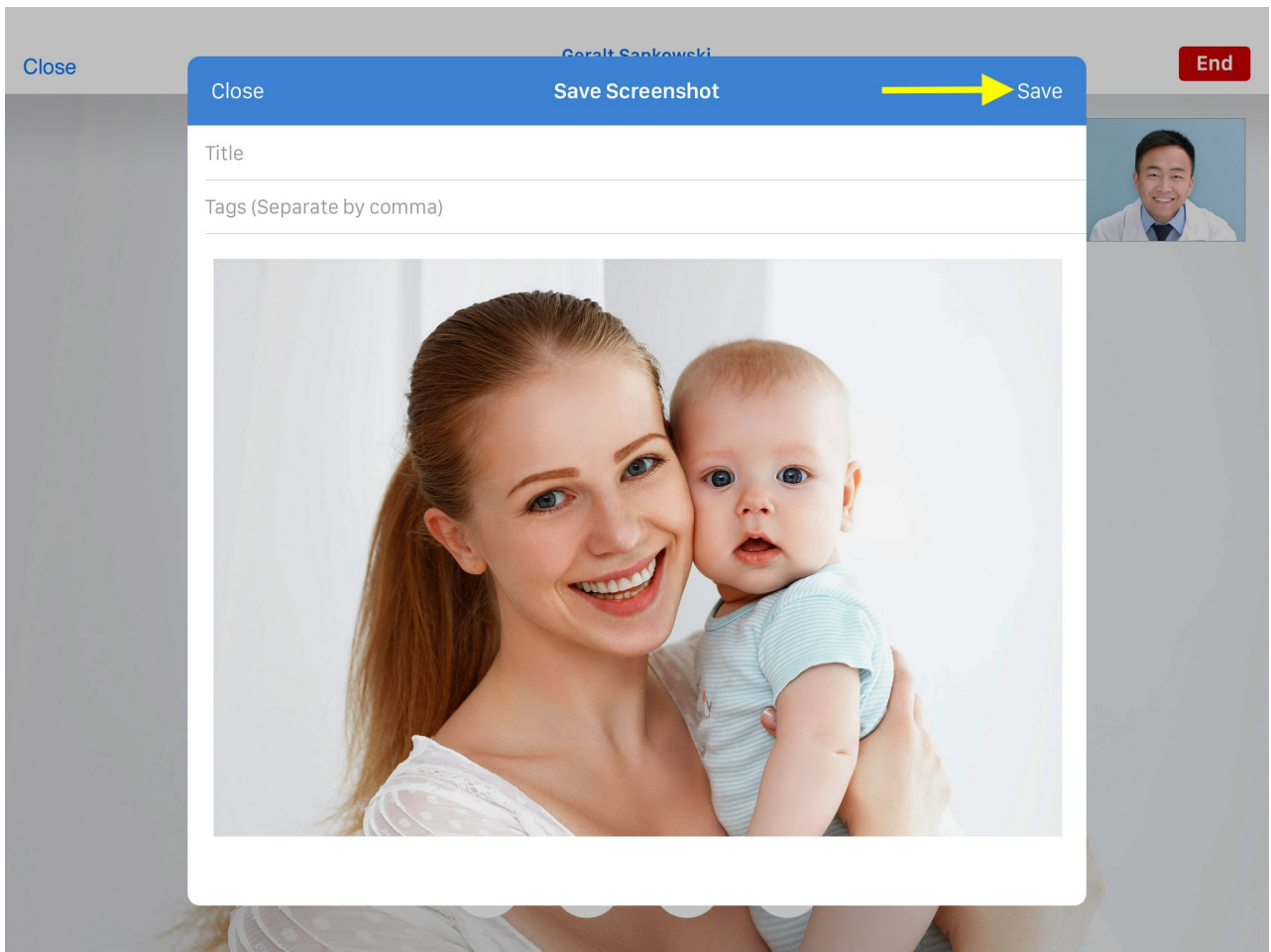
Close

Geralt Sankowski

Close Save Screenshot Save

Title

Tags (Separate by comma)



c. **Consent Forms** allow you to assign **uploaded** consent forms to the visit for the patient to sign.

Close

Consent Forms



HIPAA Data Use Agreement

Not Signed



Select Consent Forms



No Show Policy

Telehealth Consent

5. You can also access the patient menu during the visit to review patient information or send a prescription. The patient will not see this menu. They will continue to see their provider on their device.

Close

Geralt Sapkowski
Male 11/10/2020

End

Patient	Actions
Patient Information	Send eRx
Patient History	Log Phone Call
Face Sheet	Check Insurance Eligibility
Timeline	Take Clinical Photo
Problems 19	Upload Files
Medications 22	Send Referral
Allergies 6	Data Visualization
Labs	Patient Education
Patient Flags	App Directory
Appointment List	
Family History	
Growth Charts	
Patient Tasks	
Communication History	



6. When finished, select **End**.

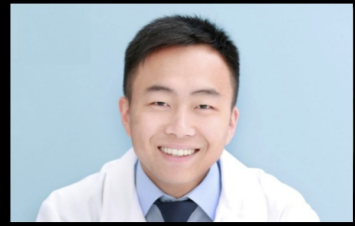
Jenny (Jen) Harris
Female 30 02/11/1990

End

You will be taken back to the video visit start screen. Select **Close** to return to the EHR menu.

[Close](#)

Jenny (Jen) Harris 
Female 30 02/11/1990



Start Video Visit