USING DOXY.ME FOR VIRTUAL VISITS

Presenter/Peer Mentor: Dr. David Harrison BSc, MSc2, MD, CCFP
Panelists: Dr. Devan Reddy, Dr. Billy (Shen-Ping) Lin
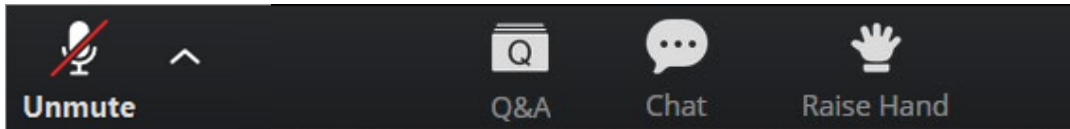Moderator: Brigitte Mettler, Doctors Technology Office

HOUSEKEEPING:

Control Panel:

By default the control panel is set to auto-hide.

- By moving your curser to the bottom of the screen the control panel will appear. The control panel includes the mute, chat, raise hand and Q&A functions.

Mute: By default, you will be put on Mute when you join the Webinar.

Hand raising:

The hand raising feature is found on the middle of the Zoom control panel.

By default, your hand will not be raised.

When your hand is down, the button look like this:

Click on the button to raise your hand if you have a question or a comment.

When your hand is raised the button looks like this:

Click on the button to lower your hand if your question or comment has been addressed.

DISCLOSURES

- Victoria community FP 6 years MedAccess EMR

- Academic and education background

- Past alternate chair of South Island Division of Family Practice

- Past First in Ten Year SGP RA member

- DTO & PSP peer mentor

- Co-founder of MedConnect Technologies Inc.

GOALS OF THE PRESENTATION

- How to integrate a new software service into your practice:

  - Broad overview of the processes of integration

  - Highlight key steps in the integration process

  - Guidance through pearls based on clinical experience

- What this presentation will NOT provide you:

  - Demonstration of product features

  - Online instructional videos will be published on DTO learning channel

"Never stop learning, because life doesn't stop teaching."

OUTLINE

1. Is Doxy.me or Telemedicine a good fit for my practice?

2. Pearls on integrating Doxy.me into your practice.

3. Pearls on having a successful Doxy.me appointment.

4. Virtual care and office workflows

IS THERE A NEED FOR TELEMEDICINE?

- Accessibility
  - Young families
  - Employed
  - Isolated - mental health, mobility, geography, weather and pandemics

- Ageism
  - Patients are more capable and more supported than you assume

- Advice
  - Is there a sufficient volume of knowledge based service your practice provides to be financially sustainable?

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WHAT IS DOXY.ME AND WHAT PLAN IS A GOOD FIT?

- Doxy.me is a telemedicine platform
  - Offers video, phone, and messaging
  - It is HIPAA compliant and web browser based
  - It is NOT an EMR

- There are 3 plans: Compare
  - Free
    - Cost-free entry into telemedicine;
      Waiting room, patient queue, text chat, meeting history, notifications

  - Professional
    - Free plus offers group calling, photo capture, screen/file sharing and passcode
    - No contract, month to month

  - Clinic
    - Professional plus group waiting room and shared calls
    - Suited for group clinic and team based care

# WHAT IS NEEDED TO SUPPORT DOXY.ME VISIT?

- PC, Tablet, and Mobile

- Computer camera
  - Can screen and file share WITHOUT camera

- Microphone
  - Can messaging WITHOUT microphone

- High speed internet
  - Limiting factor

- Location
  - Quiet and secure
  - Home vs office depends on office workflow
    (e.g. VoIP, eFaxing etc)

THE BOTTOMLINE...

Any physician that has access to a smartphone has the ability start telemedicine video visits using Doxy.me today.
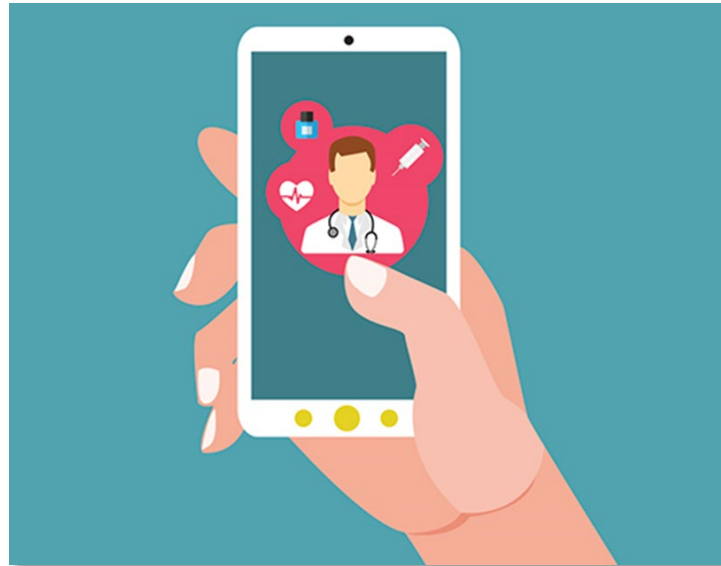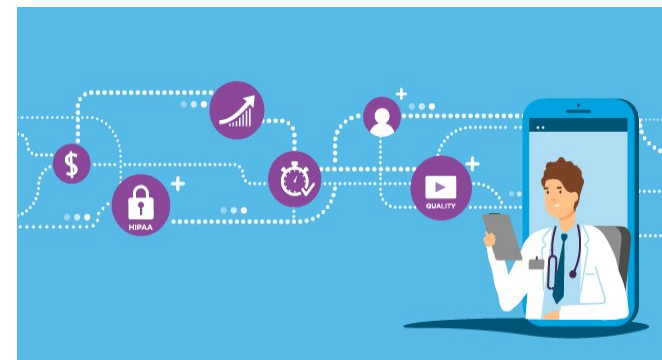
PEARLS - HOW TO INTEGRATE DOXY.ME INTO CLINICAL PRACTICE

- **Engage your staff - early**
  - Buy-in, collaboration and understanding of value
  - Gain insight of how your practice ACTUALLY works

- **Practice, practice, practice**
  - Start with supportive friends, family, colleagues, staff and patients
  - Practice with staff - *very important*
  - Different devices, operating systems (e.g. Windows/ Mac, Android/ iPhones)
  - Troubleshooting tips
    - Most common issue: Browser settings and camera/microphone permissions
    - When in doubt refresh your browser

PEARLS - ENGAGING AND INFORMING PATIENTS

- Collaborate with your staff
  - How is information shared with patients?
  - How can communication be enhanced?

- Posters
  - On the front door; In common areas, exam rooms/bathrooms

- Phones
  - Staff; answer machine messages

- Email
  - Individual email footers; no-reply email servers e.g. MailChimp

- Online booking
  - Clinic profile; patient appointment reminders

- Website
  - Patient education; direct Doxy.me access to virtual waiting room

- Social media
  - DoBC - Public Campaign Feb 7th

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PEARLS – HOW TO HAVE SUCCESSFUL DOXY.ME APPOINTMENT

The patient perspective:

- Have the virtual waiting room web address in ALL appointment reminders
  - Make access as frictionless as possible

- Have the patient start their first virtual appointment 30 min early
  - Gives ample time for troubleshooting

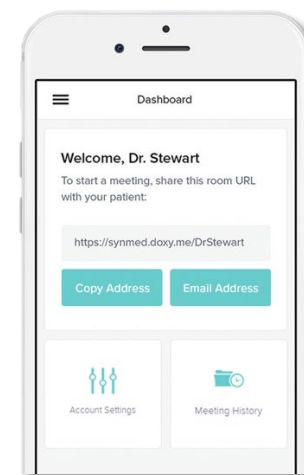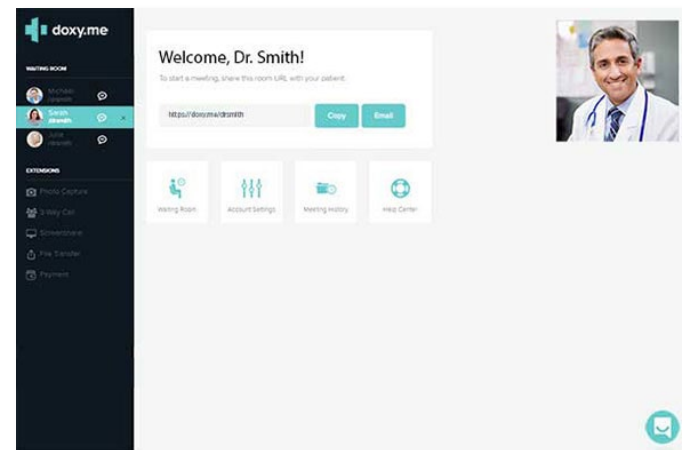- Remind patients to wait in the virtual waiting room and be patient
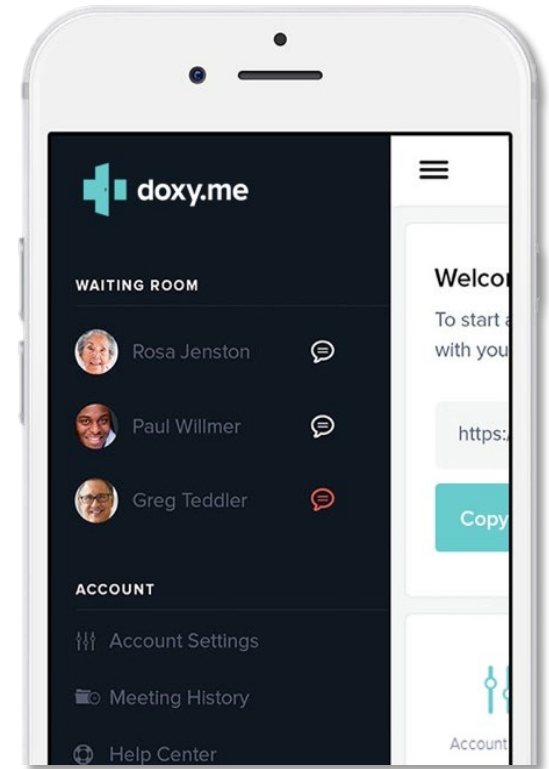
PEARLS – HOW TO HAVE SUCCESSFUL DOXY.ME APPOINTMENT

The physician and staff perspective:

- Your "set-up"
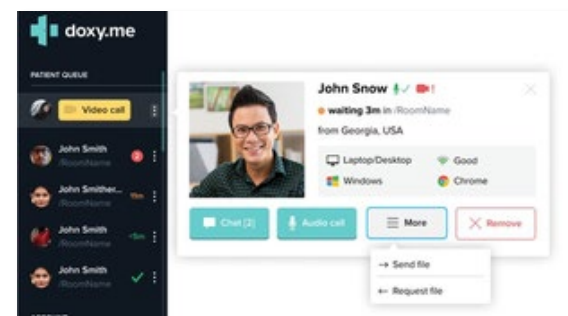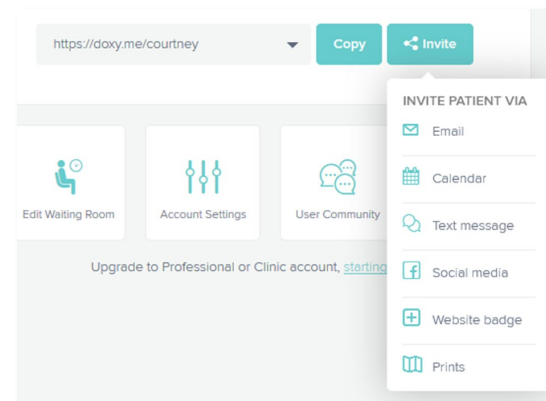 - Mobile phone vs computer only vs combination

- Refresh browser often

- "Staff huddles"
  - Staff sign into physician Doxy.me virtual waiting room
  - Physician puts staff members "on hold" to message and talk to staff

- Keep your waiting room locked
  to prevent patients from entering (Pro and Clinic versions)

  - "Turn off" passcode at start of day
  - "Turn on" passcode at the end of day

PEARLS - THINGS TO CONSIDER DURING VIRTUAL VISITS

- **Send message to patients in the virtual waiting room**
  "I'll be right with you."

- **Late patients**
  - Send patient an invite by text and email
  - If no response, staff to contact
    to rebook or troubleshoot etc.
  - See or invite the next patient on your day sheet

- **Creative assessments**
  - Video/ pictures by email, remote monitoring devices, Roth test

- **Gather additional information**
  - Pharmacy, lab/ imaging locations

- **File transfer can be used like e-Faxing to deliver documents to patients**
  - Lab and x-ray requisitions only

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TELEMEDICINE AND CLINIC WORKFLOW

- Telemedicine does not mean working remote

- Working remote requires:
  - EMR with remote access
  - Mobile phones or VoIP apps
  - eFaxing (e.i. prescriptions)
  - Scanning
  - Online booking (e.g. patient follow up)

- If you cannot work remotely, do telemedicine in your office

  - Your usual clinic workflows are supported.
  - Prevent burden of work placed on physicians and staff with more faxing/ phoning of prescriptions and requisitions.

- Consider implementing more remote solutions to your practice in the future.

DOCTORS TECHNOLOGY OFFICE SUPPORT

- **DTO Peer Mentor Program – <u>Contact DTO</u>**

  - Providing virtual care advice based on personal experience

  - Context specific – Local, similar practice type, same EMR, similar business model

  - Offering personal consultations and group learning sessions

- **<u>DTO Website</u>**

  - <u>Virtual Care Quick Start Guide</u>

  - <u>Virtual Care Toolkit</u>

- **DTO Learning YouTube channel – coming soon**

  - Webinar recordings and instructional videos on specific tools

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THANK YOU!

- Speaker/Peer Mentor:
  Dr. David Harrison

- Panelists/Peer Mentors:
  Dr. Devan Reddy, Dr. Billy (Shen-Ping) Lin

- Moderator/Lead:
  Brigitte Mettler, Doctors Technology Office

Doctors Technology Office (DTO) is here to support you, please reach out with additional virtual care questions to:

☎ 604 638-5841

✉ DTOinfo@doctorsofbc.ca

🌐 www.doctorsofbc.ca/doctors-technology-office

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