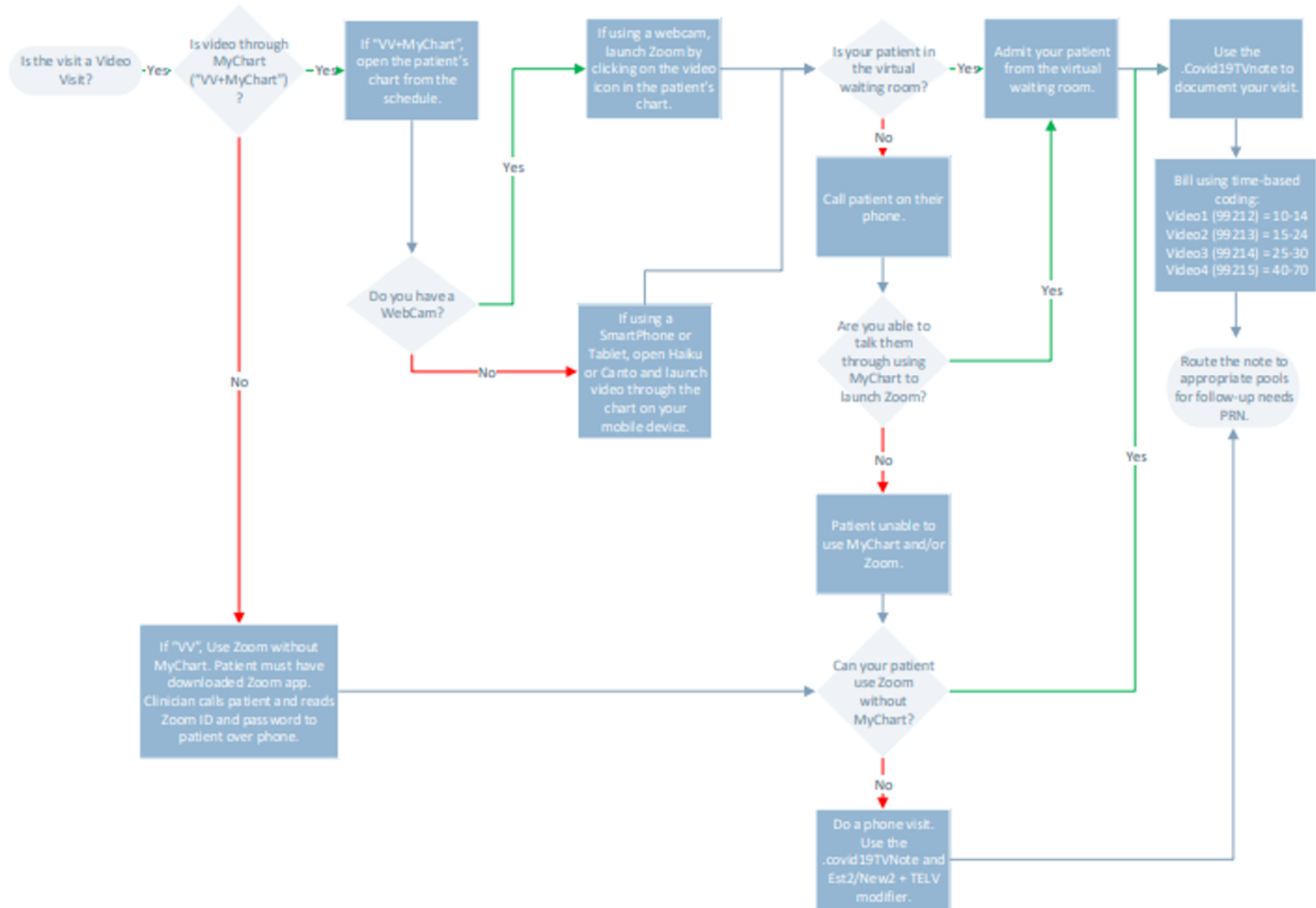


# Video Visit: Visit Flow

4/25/20

Clinician



# Video Visits: Pre-Visit Flow

4/25/20

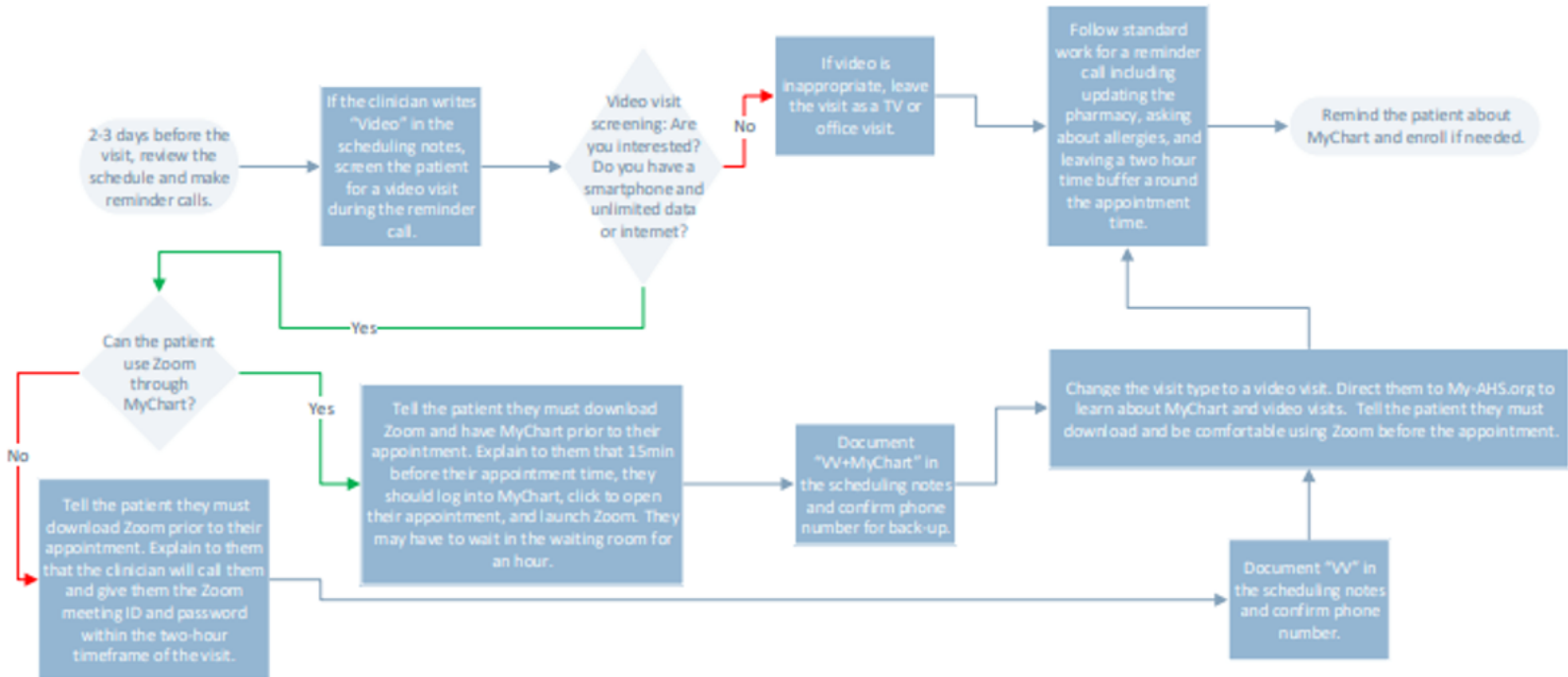
PSR

Call Center follows standard work for booking telephone vs. office visit. Call Center will not book video visits. Patients requesting video visits should be directed to schedule a telephone visit and to ask the MA at the time of the reminder call if they can do a video visit.

All telephone and video visits are registered at the start of the day.

Follow-up visit (video, telephone, or office) is scheduled based on communications from clinicians.

MA



Clinician

