
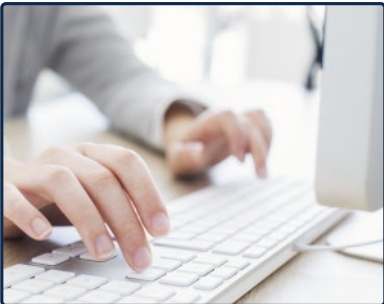
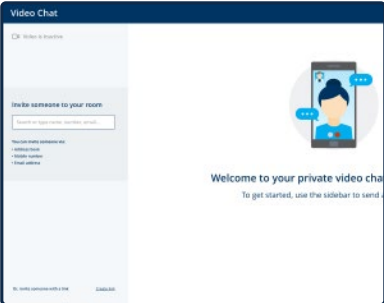
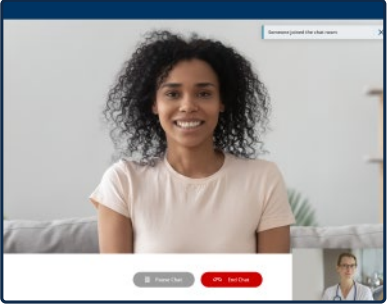
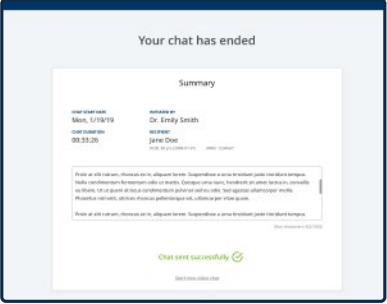


STEPS	TRADITIONAL	TELEHEALTH
<p><b>Schedule appointment</b></p> 	<p><b>Office Staff</b> collects patient information and schedules visit.</p> <p><b>Office Staff</b> sends information to patient to prepare for visit.</p> <ul style="list-style-type: none"> <li>• Appointment reminder</li> <li>• Forms to complete</li> </ul>	<p><b>Office Staff</b> collects patient information and schedules visit.</p> <p><b>Office Staff</b> notates in scheduling system that appointment will be performed via Video Chat and patient's contact email address or cell phone number.</p> <p><b>Office Staff</b> sends information to patient to prepare for visit.</p> <ul style="list-style-type: none"> <li>• Appointment reminder</li> <li>• Forms to complete</li> <li>• <a href="#">Video Chat Patient Quick Guide</a></li> </ul>
<p><b>Check-in</b></p> 	<p><b>Office Staff</b> welcomes patient and verifies patient information and appt time.</p> <p><b>Office Staff</b> collects insurance, payment, paperwork, and patient consent.</p> <p><b>Office Staff</b> notifies clinical staff that patient has arrived.</p>	<p><i>Not applicable; occurs during other steps.</i></p>
<p><b>Rooming the Patient</b></p> 	<p><b>Clinical Staff</b> brings patient to room.</p> <p><b>Clinical Staff</b> completes patient intake and documents in EHR.</p> <ul style="list-style-type: none"> <li>• Medical history</li> <li>• Screenings or questionnaires</li> </ul>	<p><b>Clinical Staff</b> sends Video Chat invitation to patient.</p> <p><b>Clinical Staff</b> completes patient intake and documents in EHR.</p> <ul style="list-style-type: none"> <li>• Consent to treat</li> <li>• Medical history</li> <li>• Screenings or questionnaires</li> </ul>

STEPS	TRADITIONAL	TELEHEALTH
<p><b>Conduct Visit</b></p> 	<p><b>Provider</b> enters the patient room.</p> <p><b>Provider</b> conducts visit and documents in EHR.</p> <p><b>Provider</b> concludes visit and notifies staff visit is completed.</p>	<p><b>Provider</b> sends Video Chat invitation to patient.</p> <p><b>Provider</b> conducts visit, documents in Updox using notes and screenshots, and/or documents in EHR.</p> <p><b>Provider</b> ends Video Chat and sends Video Chat summary to Updox Inbox.</p>
<p><b>Check-out</b></p> 	<p><b>Office staff</b> checks out patient and if applicable, schedules follow-up appointment, collects payment, and shares paperwork.</p>	<p><b>Office staff</b> sends VC summary to EHR and if applicable contacts the patient to schedule follow-up appointment, collect payment and/or share paperwork.</p>