PREPARING FOR YOUR VIDEO VISIT GUIDE:

• Ensure that you have obtained necessary consent from your patient to perform a video visit. OTN requires that any provider billing for their video visit must obtain consent to submit elements of the patient's PHI to OTN for billing. Any consent should be documented within the patient's chart.

• Ensure that you are able to verify your patient's identity. For example, hospital policy requires that providers ask for two patient identifiers (e.g., ask them to show a government-issued photo ID).

• Do not conduct video visits in a public or unsecure environment (e.g., airport, Internet café, open space at home, etc.). Ensure no unauthorized people are present in the visit either physically or virtually.

• Make patients aware of anyone else in the room. (e.g., learners or residents, etc.)

• Be aware of the lighting. Do not have your back to a light source like a window or lamp, as this will inhibit the patient's ability to see clearly.

• Be conscious of your backdrop. Minimize distractions for your patient by preparing your environment ahead of time – solid backgrounds are best. Be mindful of background noise. • Be mindful of your microphone. Always assume someone can hear you or your environment, and use the mute function whenever necessary.

• Confirm that no other patient's information is open on your computer. In the event that you use screen sharing, you do not want to inadvertently display the private health information of another patient, or your own personal information. Consider what other apps and windows you have open.

• Let your patients know when you have to look away. It may be obvious to a patient when in the same room, but if you have to minimize the video or do other work on your computer, you may seem disengaged.

• Verify your plan in case a video fails. Is the patient's phone number in their chart the one that would be used to contact them immediately? How will you communicate with the scheduler if a video visit needs to be instantly rescheduled?

• Reaffirm post-visit instructions. Patients will not be walking back out to reception. Consider confirming with them their next steps.

• Be aware of any Malware or viruses on your computer and ensure that your devices have the most recent updates and security patches.