

VisionVPM – Rapport Telemedicine

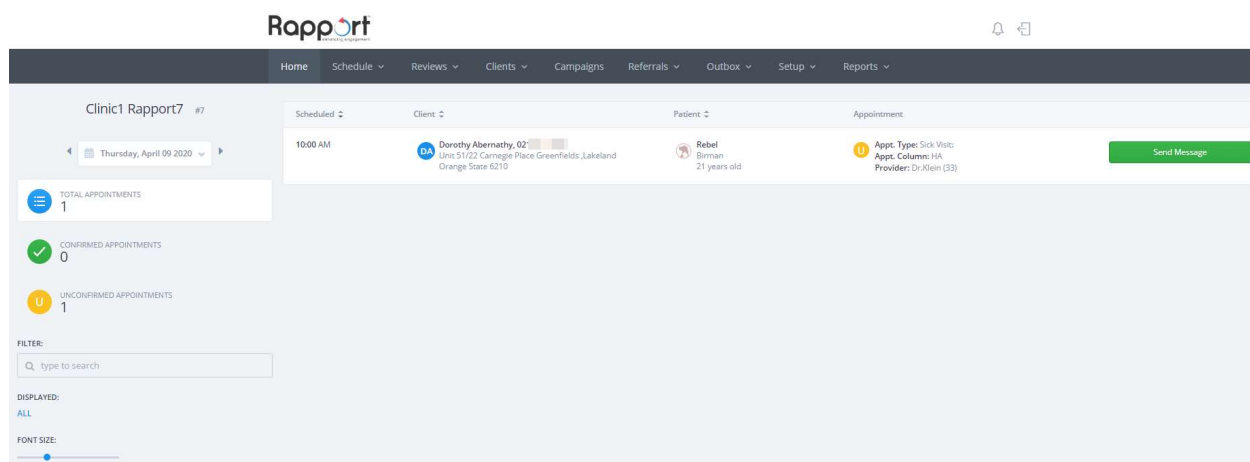
Overview

Appointments seen in Rapport can link to a new video conference. An email and/or txt is sent to the client with the link, which can also be sent to any vets who do not have access to Rapport. At the scheduled appointment time both vet and client can click the link to join the video conference.

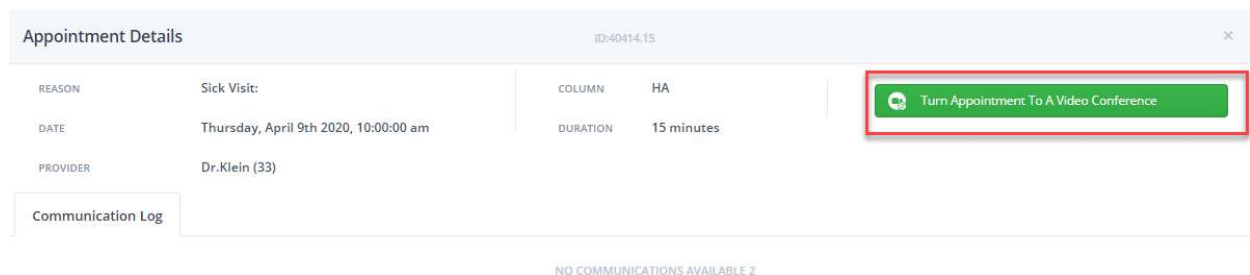
Clinics must be signed up for Rapport Scheduling or Rapport Connect to access Rapport Telemedicine.

Workflow

1. **Create an appointment**
 - a. In VisionVPM enter an appointment for a client with a mobile number / email address.
2. **Create video conference**
 - a. Login to Rapport.
 - b. Go to Scheduler to see a list of appointments



- c. Select the appointment from the schedule page or the confirmation page by clicking the appointment type/column/provider section of the appointment to open the appointment details window.
 - i. A video conference can be created from any appointment in the schedule that has:
 1. a defined client with a valid email or text message on file
 2. a defined provider



- d. Click **Turn Appointment to a Video Conference** to create a video conference linked to this appointment.
- e. Click Turn to Video Conference
 - i. The **Send invite to client** checkbox will be selected by default and will send an email/txt to the client containing a link for the video conference appointment.

Appointment Details
ID:40414.15
✕

REASON	Sick Visit:	COLUMN	HA	
DATE	Thursday, April 9th 2020, 10:00:00 am	DURATION	15 minutes	Turn Appointment To A Video Conference
PROVIDER	Dr.Klein (33)			

Turn Appointment To A Video Conference

Send invite to client

[Turn To Video Conference](#)

If checked, an email and/or a text message will be sent immediately to the client to invite him/her to accept this Video Conference invitation. Otherwise, the invite will be sent at the end of the day.

Communication Log

NO COMMUNICATIONS AVAILABLE 2

- ii. The client will receive an email/txt containing the link to the video conference.
- iii. The client must click the link in the email/txt to **Accept Invitation** for the meeting to take place.



Dear Dorothy,

You are invited by Clinic1 Rapport7 to participate to a Video Conference for Rebel's upcoming appointment.

Please take a moment to review the date and time.

Rebel has an video appointment on Thursday **4/9/2020** at **10:00 AM** with Hayley A.

To accept this invitation, please click below

[Accept Invitation](#)

Thank you for confirming this appointment. If you are unable to keep this appointment, please call the office at 12345678 as soon as possible to reschedule.

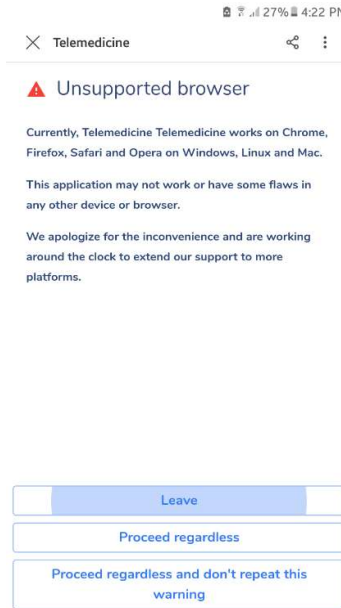
Taking care of your beloved pets is our top priority. We greatly appreciate your business and we are looking forward to your next visit. If you have any questions, please email us at hayley.king@covetrus.com

Sincerely,

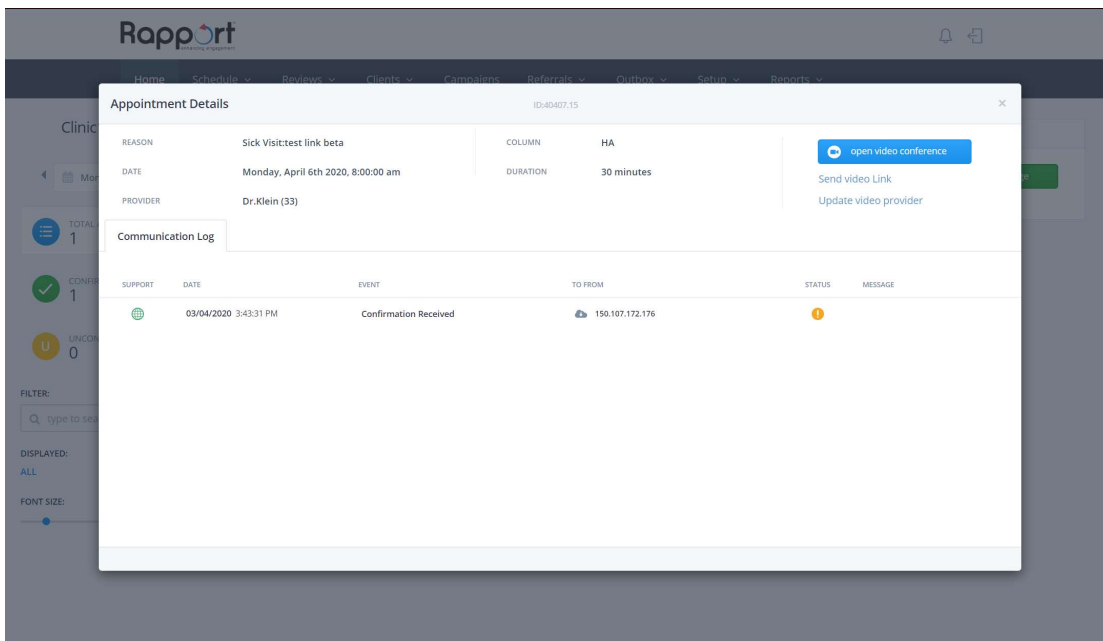
Clinic1 Rapport7

[Unsubscribe](#) from any future mailings

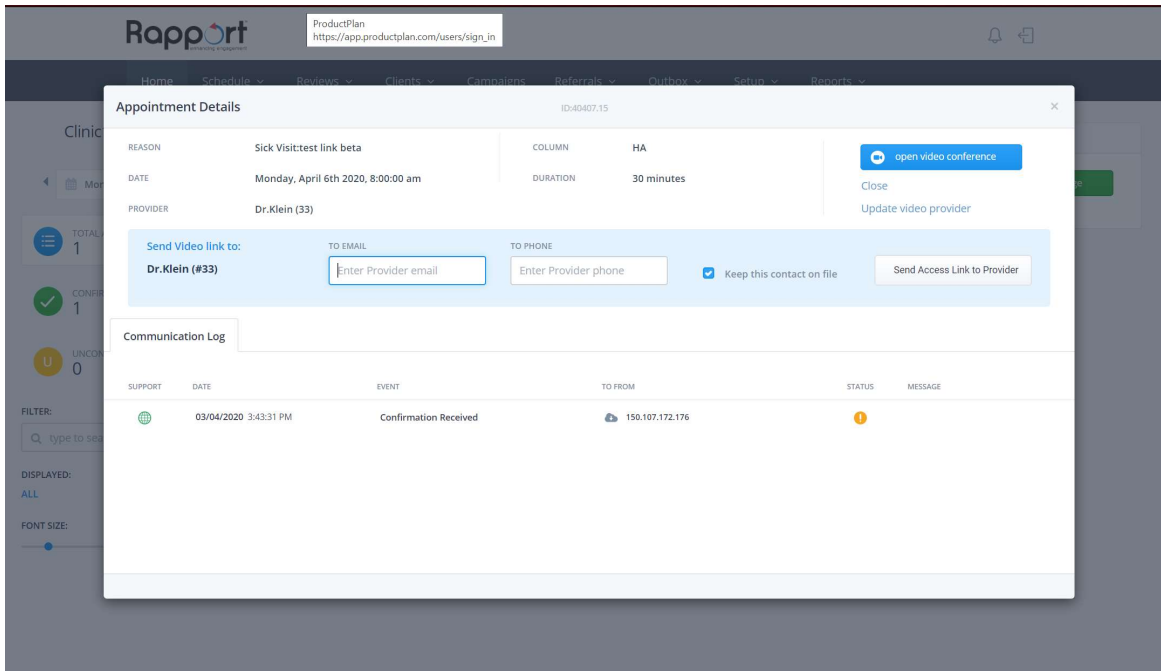
- f. After the client clicks the confirmation link in the txt/email, a message will pop up regarding browser information if they are using an unsupported browser. The client can choose the option to **Proceed regardless and don't repeat this warning.**



- g. The vet can click on the video conference link at any time to see the status of the video conference: invite sent, waiting for confirmation, confirmed.
3. **Invite a vet who does not have access to the Rapport practice administration site**
- a. Anyone who has access to the Rapport practice administration (staff) site, can send an invite to the provider scheduled for this video conference.
 - b. Click on the appointment from the schedule page or the confirmation view to open the Appointment Details window.



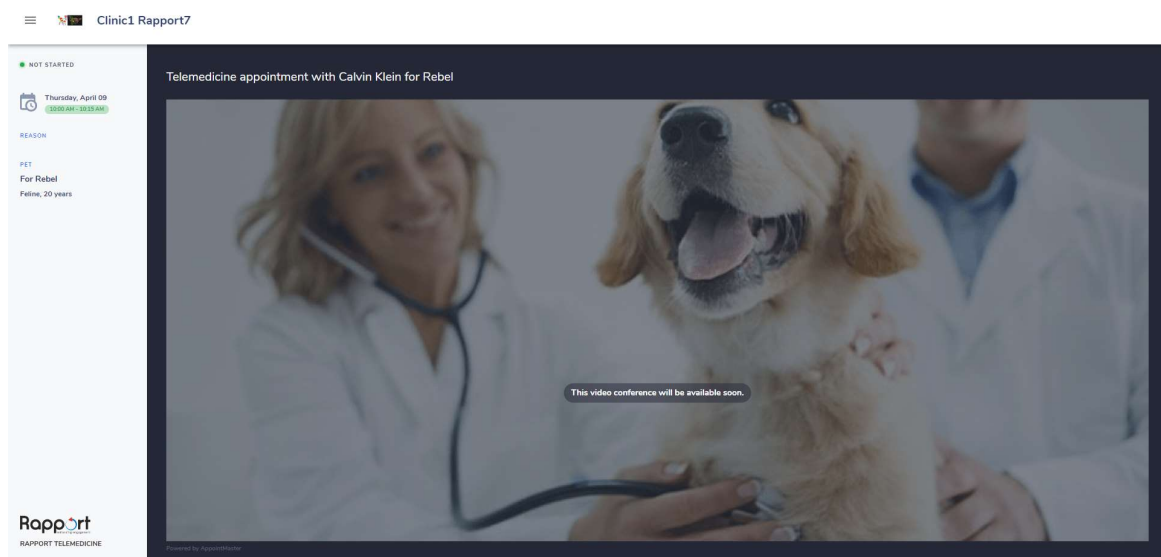
- c. Select **Send video link**.



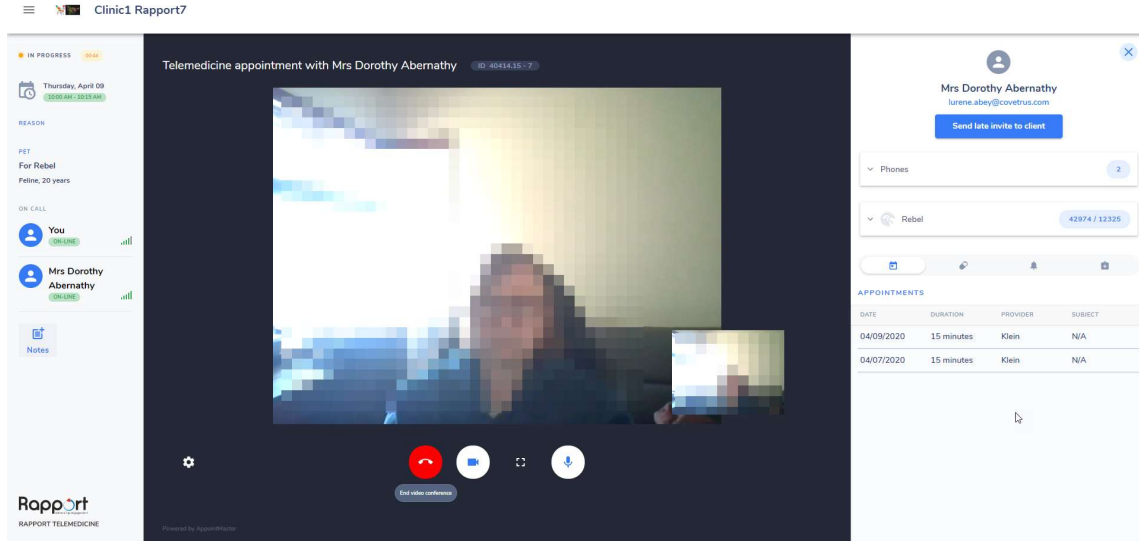
- d. Enter the email address / mobile number for the vet and click **Send Access Link to Provider**.
 - i. If the provider associated with this call has no email or text on file, you can simply enter an email, or a text and tick **Keep this contact on file** for the details to be saved on the provider file in Rapport.
- e. The provider can then receive an email on his personal email or phone from which he can attend the conference by clicking on the link provided in the email.

4. Start the video conference

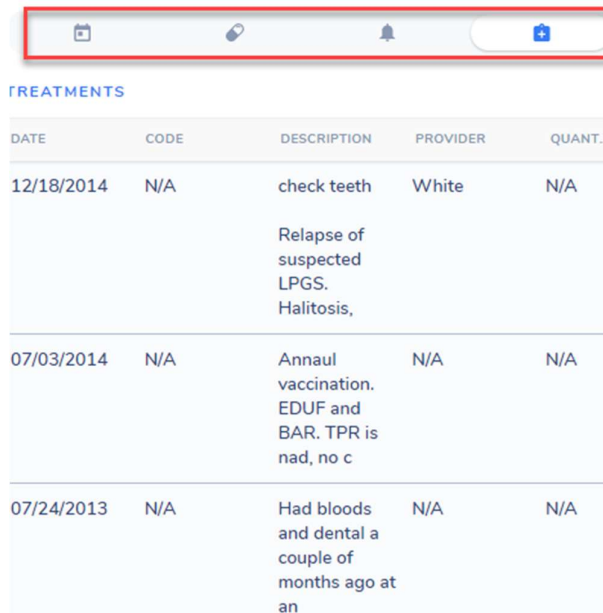
- a. Once the client has accepted the video conference invitation, the video conference window will display **The video conference will be available soon**.



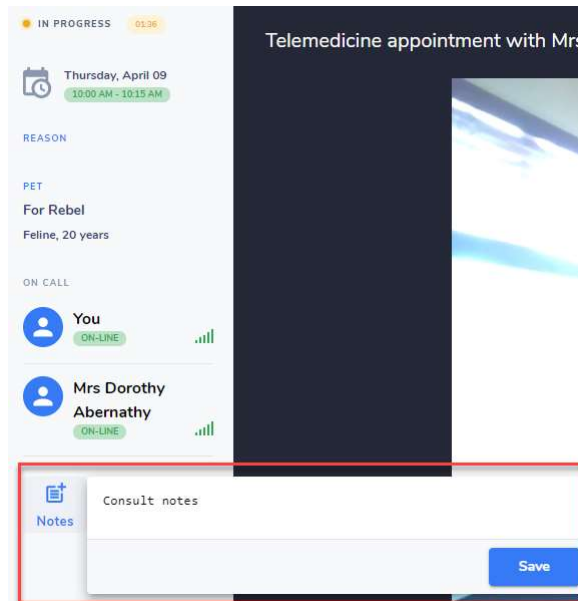
- b. Five minutes before the scheduled time, the video conference will switch to **Start The conference** status, allowing you to start the conference.
- c. The client view of the same conference will also allow the client to start the call from their side and get connected by video and voice to you.
- d. Once the conference has started each viewer will see the other person in the main window and themselves in the smaller window to the right.



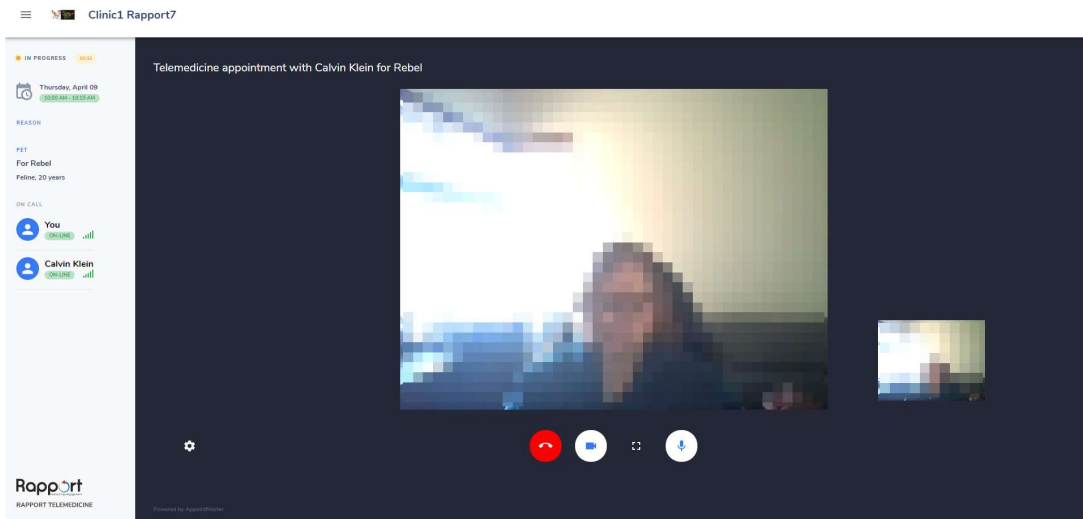
- e. In the vet's view, in the right-hand panel, the client and animal details are displayed and also appointment history, prescriptions, reminders and clinical records tabs.



- f. Notes can be written up during the video conference by clicking the **Notes** button. These can then be manually copied and pasted into the clinical record in VisionVPM.



g. The Client will see a similar view without the client and animal details or the Notes.



h. The conference call can be ended from either side by clicking **Hangup**.

Contacting the VisionVPM Service Desk

If you require help throughout the steps described in this document, please contact the VisionVPM Service Desk.

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Document Information

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