

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

F	<u>RappOrt</u>				₽ {
	Home Schedule ~	Reviews - Clients - Campaigns	Referrals - Outbox - Setup -	✓ Reports ✓	
Clinic1 Rapport7 #7	Scheduled \$	Client ¢	Patient 🗢	Appointment	
4 🛗 Thursday, April 09 2020 🐱 🕨	10:00 AM	DA Dorothy Abernathy, 02 Unic 51/22 Carnegie Place Greenfields ,Lakeland Orange State 6210	Rebel Birman 21 years old	Appt. Type: Sick Visit: Appt. Column: HA Provider: Dr.Klein (33)	Send Message
TOTAL APPOINTMENTS					
CONFIRMED APPOINTMENTS					
UNCONFIRMED APPOINTMENTS					
FILTER:					
Q, type to search					
DISPLAYED: ALL					
FONT SIZE:					

- 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

Appointment Details		(D:4041	4.15	×
REASON	Sick Visit: Thursday, April 9th 2020, 10:00:00 am	COLUMN	HA 15 minutes	Co Turn Appointment To A Video Conference
PROVIDER	Dr.Klein (33)			
Communication Log				
		NO COMMUN	ICATIONS AVAILABLE Z	



- 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:4041	4,15	X	
REASON	Sick Visit:	COLUMN	на	G Turn Appointment To A Video Conference	
DATE	Thursday, April 9th 2020, 10:00:00 am Dr.Klein (33)	DURATION	15 minutes		
Send invite to cl	d/or a text message will be sent immediately to the client to in	vite him/her to accept	this Video Conference invitatio	Turn To Video Conference	
Communication Log			CATIONS 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.

9	/

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 <u>hayley king@covetrus.com</u>.

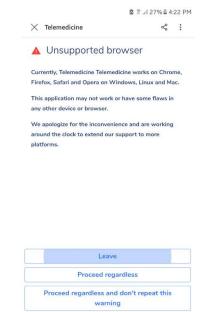
Sincerely,

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.

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	Home Schedu Appointment Details			in × Reports × ×	
Clinic	REASON	Sick Visit:test link beta	ID:40407.15	open video conference	
4 🍏 Mor	DATE	Monday, April 6th 2020, 8:00:00 am Dr.Klein (33)	DURATION 30 minutes	Send video Link Update video provider	
	Communication Log				
	SUPPORT DATE	EVENT	TO FROM	STATUS MESSAGE	
Displayed: ALL PONT SIZE:	© 03/04/2021	2 34331 PM Confirmation Received	► 156.107.172.176	0	



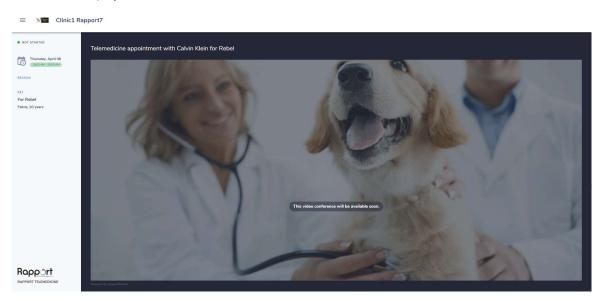
c. Select Send video link.

	Ropport	ProductPlan https://app.productplan.com/users/sign_in		Û Đ	
	Home Schedule >	Reviews – Clients – Camp	aiens Referrals v Outbox v Sete ID:40407.15	v Reports v	×
Clinic		:test link beta April 6th 2020, 8:00:00 am 33)	COLUMN HA DURATION 30 minutes	open video conference Close Update video provider	re
	Send Video link to: Dr.Klein (#33)	TO EMAIL	TO PHONE Enter Provider phone Keep 1	Send Access Link to Provider	
	Communication Log	EVENT	TO FROM	STATUS MESSAGE	
FILTER: Q. type to see DISPLAYED: ALL FONT SIZE:	03/04/2020 3:43:31 PM	Confirmation Received	150.107.172.176	0	

- 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.
- The client view of the same conference will also allow the client to start the call from their side C. and get connected by video and voice to you.
- Once the conference has started each viewer will see the other person in the main window and d. 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.

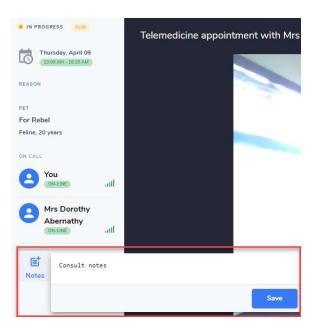
		ø			Ô
FREATMENTS					
DATE	CODE		DESCRIPTION	PROVIDER	QUANT.
12/18/2014	N/A		check teeth	White	N/A
			Relapse of suspected LPGS. Halitosis,		
07/03/2014	N/A		Annaul vaccination. EDUF and BAR. TPR is nad, no c	N/A	N/A
07/24/2013	N/A		Had bloods and dental a couple of months ago at an	N/A	N/A

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.

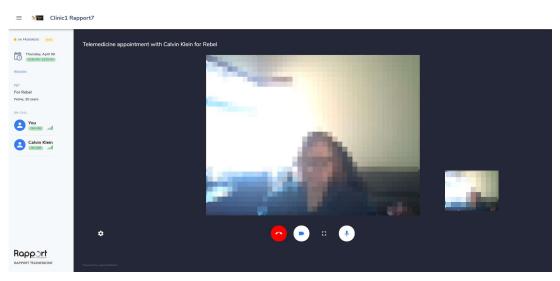


Clinic1 Rapport7

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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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