

Video Visits on the iPad EHR App

09/12/2024 12:44 pm EDT

Through DrChrono's EHR App, you can connect with your patients with our telehealth feature. You can schedule and conduct video visits easily all on the app.

In this article, we will look at:

- [Scheduling video visits](#)
- [Completing video visits](#)

Note: To use telehealth on the EHR App, you will need to have an office set up for telehealth. See our article [here](#).

Scheduling Video Visits

On the appointment screen on the App, you will easily see your video visits scheduled. Underneath the patient's appointment information on the left, you will see a **Video Visit**. Non-telehealth appointments will not have this text. For example, the first appointment below is an in-person appointment and the other two appointments are telehealth. You will also see a **Start Video Visit** button on the right next to the **Start Visit** button.

9:23 AM Thu Feb 4

Filters Today

Search Appointment

02/04/2021 Thu

Michelle Harris
02/04 08:25AM Exam 1

Chris Genning
02/04 08:42AM Exam 1
Video Visit

Jenny (Jen) Harris
02/04 08:49AM Exam 1
Video Visit

Jenny (Jen) Harris (Female | 40 | 02/11/1980)

This is a sample patient. To turn off sample patients, go to the Account tab.

Appointment Options Super Bill Vitals Start Video Visit Start Visit

Appointment Details
02/04 08:49AM, 10 minutes

Appointment profile Evaluation Appointment Status History
None Selected

Office Exam Room
Primary Office Exam 1

Provider Billing Type
James Smith ICD-10

Supervising Provider
None Selected

Billing Details
Payment profile Billing Status
Cash None Selected

Co-Pay Total Payment Add History
\$20.00 \$0.00

Patient Flags (1) View All
Needs Authorization Needs prior auth for procedure on 1/31.

CDS Matches (1) View All
1. Adult Immunization Schedule Age: 27-49

Vitals View All

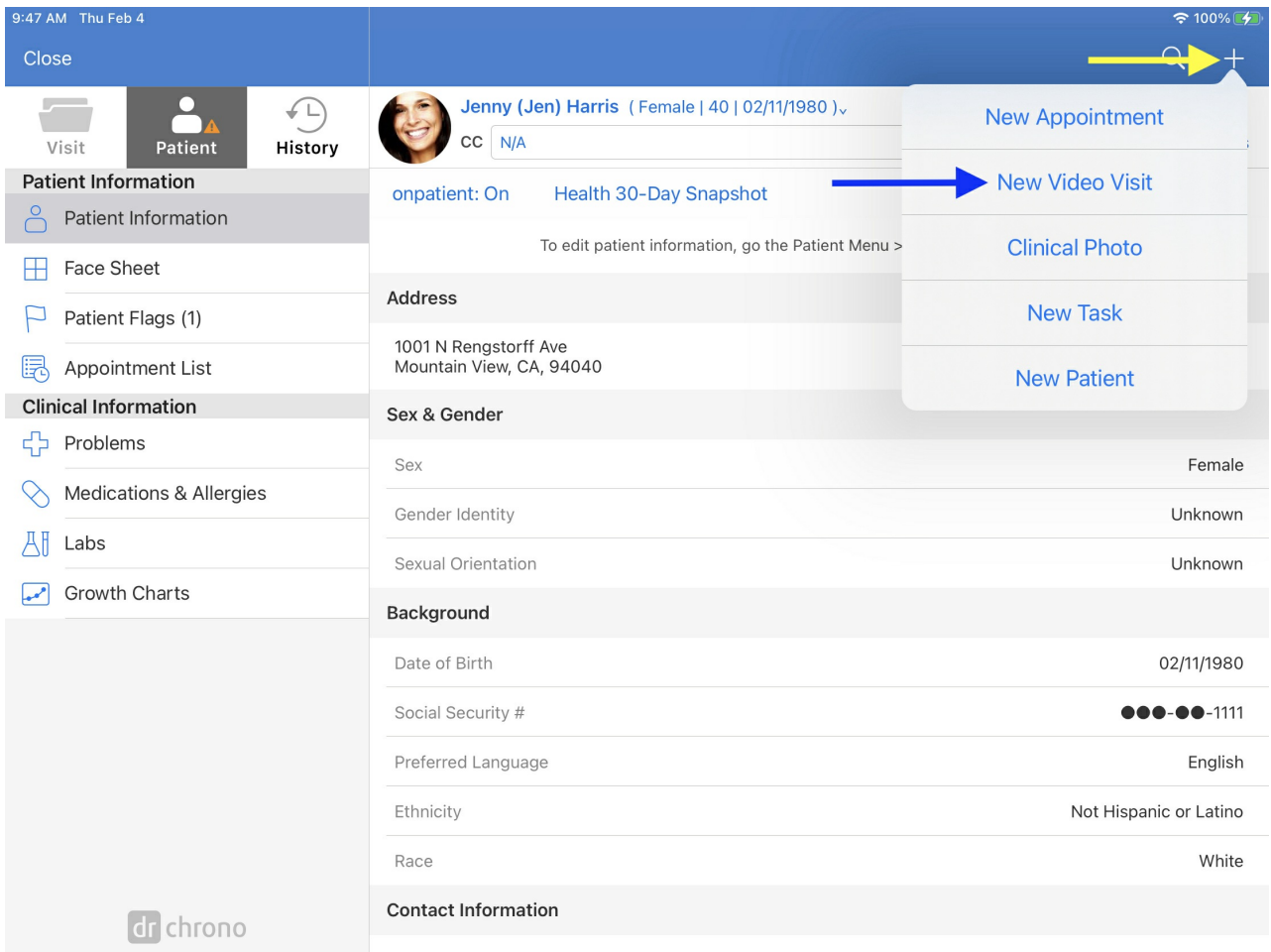
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Dashboard EHR Messages Tasks Account

1. Once you have selected the patient you are scheduling the appointment for, tap on the (



) icon and select **New Video Visit**.



--OR--

From the appointment screen, tap on the (+) icon and select **Create Video Visit**.

9:45 AM Thu Feb 4

Filters Today

Search Appointment

02/04/2021 Thu

- Michelle Harris 02/04 08:25AM Exam 1
- Chris Genning 02/04 08:42AM Video Visit Exam 1
- Jenny (Jen) Harris 02/04 08:49AM Video Visit Exam 1

Jenny (Jen) Harris (Female | 40 | 02/11/1980)

This is a sample patient. To turn off sample patients, go to Settings > Sample Patients.

Appointment Options Super Bill Vitals

Appointment Details
02/04 08:49AM, 10 minutes

Appointment profile Evaluation

Office Primary Office

Provider James Smith

Supervising Provider None Selected

Billing Details

Payment profile Cash	Billing Status None Selected
Co-Pay \$20.00	Total Payment Add History \$0.00

Patient Flags (1) [View All](#)

- Needs Authorization Needs prior auth for procedure on 1/31.

CDS Matches (1) [View All](#)

- 1. Adult Immunization Schedule Age: 27-49

Vitals [View All](#)

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Dashboard EHR Messages (18) Tasks (37) Account

2. The appointment type will be a **Video Visit**. You can schedule the appointment with the necessary information. When finished, you can select **Save** to add the appointment to the calendar. If you would like to launch the visit, tap **Save & Start Visit**.

Cancel

Save & Start Visit

Save

Appointment Type

Video Visit >



Jenny Harris

Female

02/11/1980

Provider

James Smith >

Supervising Provider

>

Appointment Profile

None >

Reason for Visit

Date & Time

Thu Feb 04, 09:58 AM >

30 mins

Office

Primary Office >

Exam Room

Exam 1 >

Transition of Care

3. You can also change the appointment type to **Video Visit**. From the home screen, go to the **Appointment Options** menu and select **Reschedule / Edit Appointment**.

10:07 AM Thu Feb 4

Filters Today

Search Appointment

02/04/2021 Thu

Michelle Harris 02/04 08:25AM Exam 1

Chris Genning 02/04 08:42AM Video Visit Exam 1

Jenny (Jen) Harris 02/04 08:49AM Video Visit Exam 1

Jenny (Jen) Harris (Female | 40 | 02/11/1980)

This is a sample patient. To turn off sample patients, go to the Account tab.

Appointment Options Super Bill Vitals Start Video Visit Start Visit

Reschedule / Edit Appointment

Open in Check-in App

Delete Appointment

Appointment Status None Selected History

Exam Room Exam 1

Billing Type ICD-10

Provider James Smith

Supervising Provider None Selected

Billing Details

Payment profile Cash Billing Status None Selected

Co-Pay \$20.00 Total Payment \$0.00 Add History

Patient Flags (1) View All

Needs Authorization Needs prior auth for procedure on 1/31.

CDS Matches (1) View All

1. Adult Immunization Schedule Age: 27-49

Vitals View All

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Dashboard EHR Messages (18) Tasks (37) Account

4. Select the **Appointment Type** menu, choose **Video Visit**, and **Save** or **Save & Start Visit**.

Cancel

Save & Start Visit

Save

Appointment Type

Appointment ✓

Video Visit ←

Appointment >



Jenny Harris

Female

02/11/1980

Provider

James Smith >

Supervising Provider

>

Appointment Profile

None >

Reason for Visit

Date & Time

Thu Feb 04, 01:10 PM >

30 mins

Office

Telehealth >

Exam Room

Exam 1 >

Transition of Care

Completing a Video Visit

1. Once you are ready for the telehealth appointment with your patient, select **Start Video Visit**.

8:50 AM Thu Feb 4 100%

Filters Today 🔍 +

🔍 Search Appointment

02/04/2021 Thu

Chris Genning
02/04 08:42AM Exam 1
[Video Visit](#)

Jenny (Jen) Harris
02/04 08:49AM Exam 1
[Video Visit](#)

Chris Genning (Male | 41 | 09/20/1979) 👤

This is a sample patient. To turn off sample patients, go to the Account tab.

[Appointment Options](#) [Super Bill](#) [Vitals](#) [Start Video Visit](#) [Start Visit](#)

Appointment Details

02/04 08:42AM, 30 minutes

Appointment profile ●	Appointment Status History
None Selected	None Selected
Office	Exam Room
Primary Office	Exam 1
Provider	Billing Type
James Smith	ICD-10
Supervising Provider	
None Selected	

Billing Details

Payment profile	Billing Status
Cash	None Selected
Co-Pay	Total Payment Add History
	\$0.00

Patient Flags [View All](#)

No Flags

CDS Matches (1) [View All](#)

1. Adult Immunization Schedule Age: 27-49

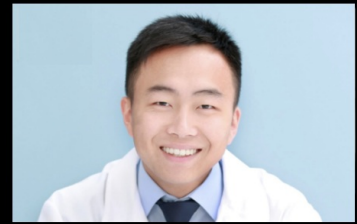
Vitals [View All](#)

Dashboard EHR 18 Messages 37 Tasks Account




2. Tap **Start Video Visit** to begin.

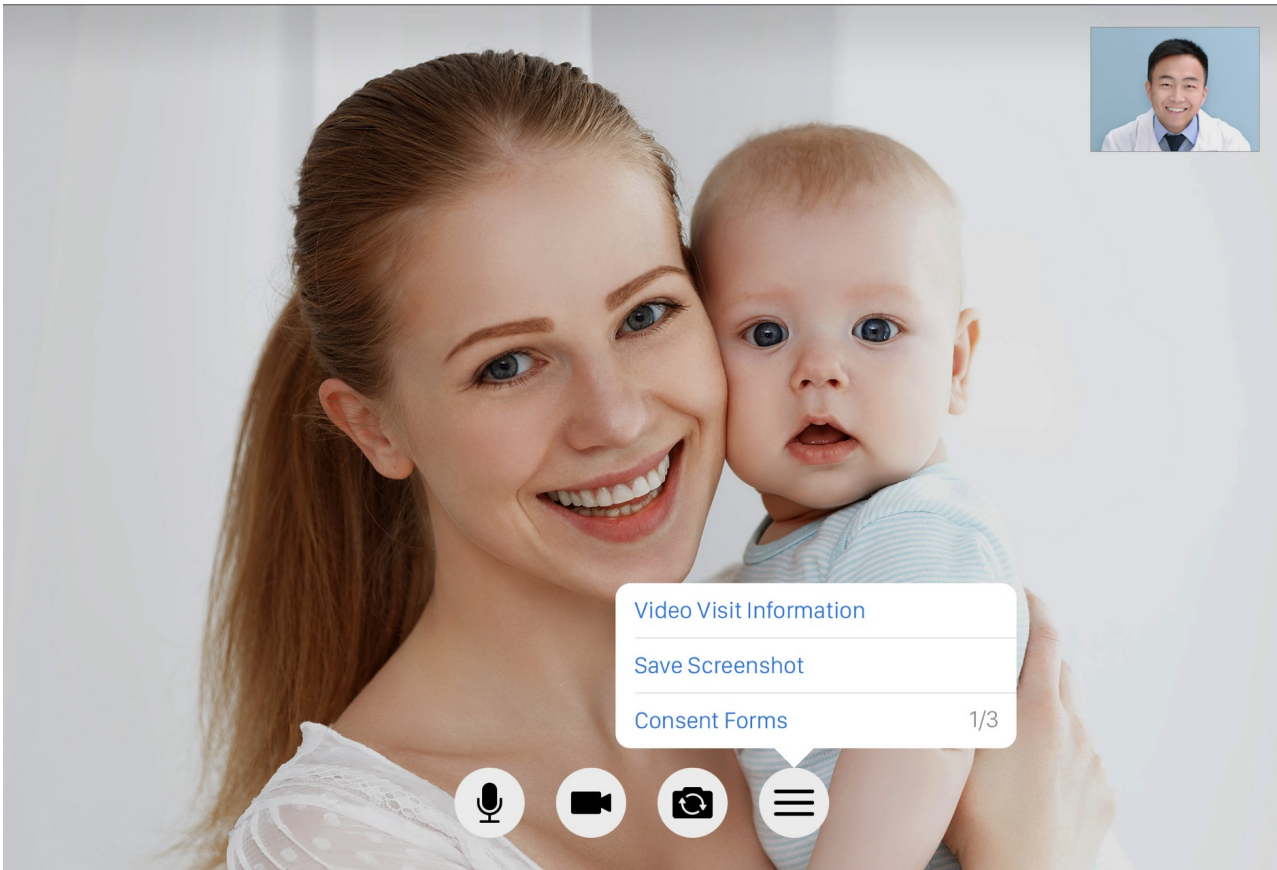
Close

Jenny (Jen) Harris 
Female 30 02/11/1990



Start Video Visit

3. Once the patient has joined, you can easily conduct the visit. You can use the () button to turn on and off your device's microphone. Similarly, the () will turn your camera on and off. You can use the back camera by tapping the () icon.



4. The menu icon (



) gives you access to:

a. Video Visit info which allows you to resend the visit links to the patient if needed.

Close **Video Visit Information**

<https://onpatient.com/login/?next=/telemedicine/video/c282beff1a694b169808ca63536e8063/> Copy

Resend Appt. Email Text Link to Patient

b. You can take a screenshot of your patient and save it to the patient's chart in their documents.

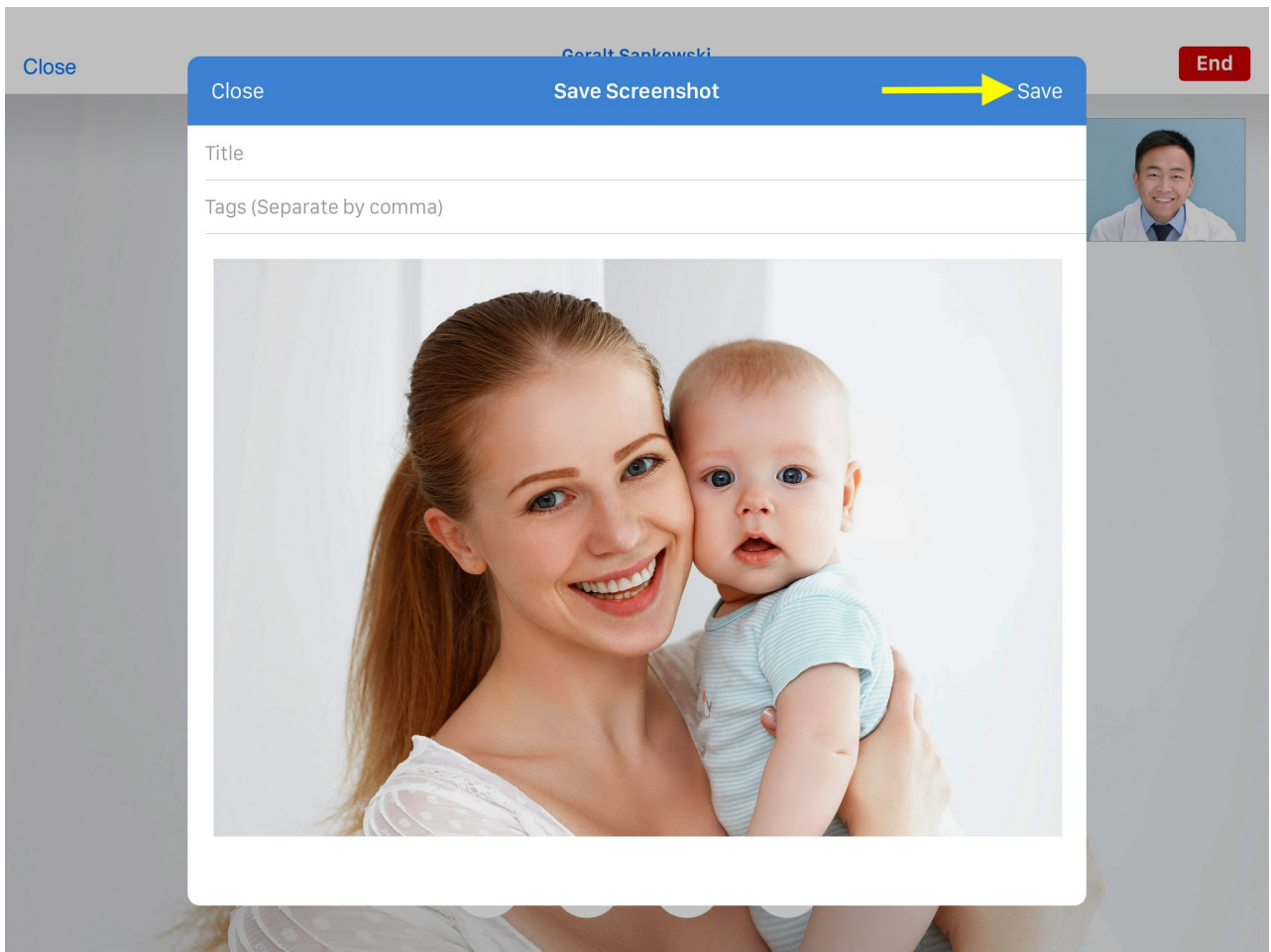
Close

Geralt Sankowski

Close Save Screenshot Save

Title

Tags (Separate by comma)



c. **Consent Forms** allow you to assign **uploaded** consent forms to the visit for the patient to sign.

Close

Consent Forms



HIPAA Data Use Agreement

Not Signed



Select Consent Forms



No Show Policy

























Telehealth Consent

5. You can also access the patient menu during the visit to review patient information or send a prescription. The patient will not see this menu. They will continue to see their provider on their device.

Close


Geralt Sapkowski
Male 11/10/2020

End

Patient	Actions
 Patient Information	 Send eRx
 Patient History	 Log Phone Call
 Face Sheet	 Check Insurance Eligibility
 Timeline	 Take Clinical Photo
 Problems 19	 Upload Files
 Medications 22	 Send Referral
 Allergies 6	 Data Visualization
 Labs	 Patient Education
 Patient Flags	 App Directory
 Appointment List	
 Family History	
 Growth Charts	
 Patient Tasks 	
 Communication History	



6. When finished, select **End**.

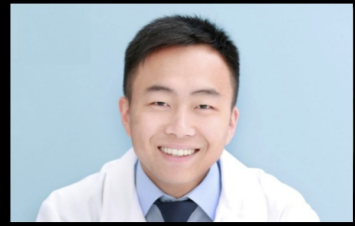
Jenny (Jen) Harris 
Female 30 02/11/1990

End

You will be taken back to the video visit start screen. Select **Close** to return to the EHR menu.

[Close](#)

Jenny (Jen) Harris 
Female 30 02/11/1990



Start Video Visit