Frequently Asked Questions

Virtual Care Network

June 10, 2020

Before getting onboarding

Q - What is Virtual Care Network?

Virtual Care Network is a HIPAA compliant telehealth application that enables patients & providers to share patient self assessments,health education guidelines, along with telemedicine and analytics features to empower providers to assess risk profiles and triage patient influx at medical practices and primary care clinics in response to the COVID-19 pandemic.

Q - How will Virtual Care Network help me in my organisation?
Virtual Care Network assists physicians/organizations to screen a high volume of population efficiently. The tool helps in segregation of high risk patients, autofills part of the CDC's PUI form and sends it to epidemiologists at the state health departments. Manage patients virtually, increase connectivity and send reminders.

Q - Is the patient data safe on this platform?
Yes, Virtual Care Network is a HIPAA compliant application where all the SMS, HD video calls and clinical data shared between patient & physicians is end-to-end encrypted under security protocols with third-party APIs

Q: Can I try the Virtual Care Network application before I buy?
Yes, you can try the **Virtual care network** free version for 30 days before buying.

Q - What do I need in my practice setup/organization to use this tool?
All you need is a desktop or a tablet or a mobile device & stable internet connection, to operate your practice via Virtual Care Network & you are easy to go!

Q: How to download the trial version to my work station.
You can browse our website https://innovaccer.com/telemedicine/ and click "**Get your free version**". Enter your personal information by clicking on "**Sign up**" to get the trial version.

Q: How do I install Virtual Care Network application on my workstation / Mobile?

- **Windows User -** https://innote-releases.s3.amazonaws.com/Covid-19/InNote-1.1.0.exe
- **Mac User -** https://innote-releases.s3.amazonaws.com/Covid-19/InNote-1.4.0.dmg
- **Web Application -** https://covid-assistant.innovaccer.com
- **Android User -** Play Store (InNote Assistant)
- **IOS User -** App Store (InNote Assistant)

Q: Who can get access to Virtual Care Network's InOffice tool?
There 3 personas of users who can get access to InOffice tool
- Admin
- Provider
- Medical assistant

Q: Who can get Access to the InNote tool?
There are 2 personas of users who can get access to the InOffice tool?
- Provider
- Medical assistant

Onboarding Journey/ InOffice

Q - How do I get started with the Virtual Care Network for free version?
Click on the "Start with 30 days trial" tab to begin your journey on the Virtual Care Platform. This will redirect you to the sign up page.

Q - How do I register on Virtual Care Network?
Click on the "Sign Up" tab, fill details in the form and select the type of setup you work in to register yourself on Virtual Care Network.

Q - Can I download InNote on my desktop/Tab?
Downloadable version of InNote is available for desktop and tablet devices. However, only the browser version is available to run this application on Mobile.

Q - What does the "Launch Now" tab do?
"Launch Now" tab enables you to open the InNote tool on your browser, to begin with taking/sending assessments, scheduling virtual visits, etc.

Q: What are the roles users can have?
The users can have the following roles:
- **Admin** - have access to all features of the admin portal and have access to organizational data.
- **Provider** - have access to all features of the admin portal minus the settings and have access to only their data.
- **Staff** - have access to all features of the admin portal and have access to their practice site data.

Patients

Q - How can I access all the patient information who took the assessment?
The “Patients” portal on Virtual care network tool gives you access to view and download all the patient records who took assessments. You can filter & sort them according to risk score/assessment date/visit date/virtual visit provider & also send bulk outreach

Q - Can I view information of a particular patient by name?
Yes, Under “Patients” tab you can search patients name to get access and stream through individual patient details and make informed decisions accordingly.
The user can do the following on the patients dashboard page:

Outreach

Q - How do I send bulk assessments to my patients/population?
Under the “Outreach” tab select “New outreach” where you can upload file in .csv, .xls or .xlsx format with the recipient names which can be sent to a huge volume of population.

Q: The bulk assessment feature is not uploading my file. What should I do?
A: Please make sure to download the template file and follow the correct format. You should have 4 columns with the following headers: First Name, Last Name, Phone number and email. Also, Please note, for the phone number, there are no dashes, spaces, or parenthesis between the numbers. (i.e. 2145551234).

Q: How will I know if my patients have received/read/filled the assessments?
Under “Outreach” you can check the status of all the deliverie/read/undelivered/filled forms and accordingly you can sort them by applying filters.

Dashboard

Q: What does the dashboard do?
Virtual Care network’s “Dashboard” does comprehensive analysis of user/organisation performance. This makes the administrative task easy by of

- Tracking day wise patient inflow
- Number of assessments sent & their response rate
- Identifies high risk population and its geographical distribution
- Number of virtual visits held, minutes spent on each call, etc with customizable dates.

Q: Will I be able to track the performance of each user on my network?

Settings

Q - Can I add multiple practice networks for a single user?
A: Yes, you can add multiple practice networks. Click on "Practices" under "Settings" to add your practice on it

Q - Can I add more users/team members on this platform?
A: Yes, you can. Go to "Settings" click on "Users" followed by "Invite Users" to add teammates on your Virtual Care Network..

Getting started with InNote

Q: Who can get the user access to the InNote tool?
A: There are two types of user personas available on the Virtual Care Network. The user personas are as follows:

- Provider Access
- Staff Access

Assessments

Q: What are the tasks I can perform on the Assessment page?
A: You can do the the following on the assessment page:

1. Take Assessment
2. Send Assessments
3. Search Patients
4. Conduct video conferencing with your patients

Q: How do I Identify the high-risk patients?
A: High risk patients are labelled with HIGH RISK in red on the patient name.

Q: Are there other risk scores also while conducting assessments?
A: Yes, there are a total of three risk models based on the assessment responses: HIGH, MEDIUM, and LOW.

Q: How serious are the risk scores and what are actions required in case a patient is assessed under High or Medium risk?
A: Patients with **High** and **Medium** risk scores are suspected to have eg: COVID-19. COVID-19 Assistant has a feature where you can send all **High Risk** patient's reports / forms to the designated state agency and a copy of the PUI report will be sent to the provider. The **Low** risk patients can self quarantine.

Q: Can I view all past assessments? If yes, how?
A: Yes, you can view completed assessments by clicking on the previous arrow icon. This will take you to all the past dates with the list of patients with their personal details and assessment scores.

Q: Is it necessary for my patients to have email access?.
A: Don't worry, the email address field is optional. You can continue with the COVID-19 assessment process.

Q: Can I search patients whose assessments are already completed?
A: Yes, COVID-19 has a search functionality on the assessment page. You can type the patient’s name in the search field. The names with the matching key words will display.

Q: How can I view the assessment responses?
A: You can click on the patient’s name whose assessment response you want to view.

Q: How can I view and download a consolidated patient's assessments report?
A: We have seperate admin portal from where you can download the consolidated reports

Send Assessments

Q: What is Send assessment feature?
A: The send assessment feature enables you to send the assessment link to the patients so that they can do the self-screening.

Q: I don't have a patient's phone number, what do I do?
A: Patient’s contact information is a mandatory field. If you don’t have the patient's patient phone number, COVID-19 application does not allow you to proceed for the next steps.

Q: How will I know whether a patient has completed the self-assessment?
A: A blue tick mark on the patient's name notifies that the COVID-19 assessment is completed

Q: Can I send assessments to multiple patients?
A: No, you can send a COVID-19 assessment link to one patient at a time.

Q: Is there a size limitation for bulk assessment files?
A: Yes, 3MB is the maximum file size.

Q: The patient did not receive a text message. What do I do?
A: Please ensure that the patient has cellular coverage on their mobile device.

Virtual Visits

Q: What is the workflow of the virtual visit?
A: The virtual visit flow is as follows:

- Once a virtual visit has been scheduled, it will show up in the scheduled tab.
- Once the patient launches the virtual visit via clicking on the link in the text message he/she received, the visit will be moved to the waiting room tab.

Q: How can I schedule an appointment?
A: You can schedule an appointment on Schedule New Visits of the application. Click the Virtual Visits tab and click Schedule a new visit. You are required to enter the patient's details with the preferred appointment date and time.

Q: Where can I see the list of all scheduled appointments?
A: You can view all the scheduled appointments on the Scheduled tab. On the Schedule tab you can view the list of appointments.

Q: How would I know that the patient has accepted the virtual visit request?
A: The “Waiting Room” tab displays the patients' names who have already joined the conference call. You can simply click the Join button to start a virtual visit.

Q: How will Provider get to know if the MA has finished her call?
A: Once the MA finishes call, she can transfer the video call to provider with “Ready for provider” tab and the provider gets soft notification for “Patient ready for virtual visit”

Q: How do I know about the missed video calls from patients?

A: An icon  notifies a missed call from a patient. You can view all missed calls on the Virtual Visits page and call them back from the same icon.

Q: How can I identify the High Risk patients that have requested for a video visit?
A: A High-risk patient requests a video visit, the video icon on the person’s assessment shows as red.

Q: How do I trace a patient’s Virtual Journey?
A: When a Visit is scheduled the patient’s name cart appears under the scheduled section, once the patient is ready for the call via link, the name card moves into the waiting room and after the visit ends the entire call record can be accessed in the Call log section.

Q: How can I view and download all Virtual Visits logs (record)?
A: “Download visit records” tab below the call log section gives you the privilege to customize dates for which you want to view and download call records of virtual visits.

Q: I have trouble with video and mic issues at the time of video call, what to do?
A: Ensure that the browser has mic and camera access or it’s not being used by any existing application. Close all applications which may use mic or video.

Q: What do I do when the video is not working for virtual visits?
A: You can do the following to troubleshoot:

- On desktop, make sure to give permissions for the InNote application to access the computer's camera and microphone.
- Please note, if another application with video capabilities (i.e Zoom) is running in parallel with the COVID application, the video may not work.
- On iPhones, please allow access to the camera and microphone by going to Settings-Safari-Camera-Allow and Video-Allow.

Q: The video is choppy. What do I do?
A: Please ensure that you are connected to WiFi for the best video quality

Q: I cannot hear any audio. What should I do?
A: Please ensure that no Bluetooth devices are connected to the device.

Q: How do I contact the state health department, if I find my patients with COVID-19 symptoms?
A: Once the COVID-19 assessment is completed. You can send all High Risk patient's reports / forms to the designated state agency by clicking the Send Form button. A copy of the PUI report will also be sent to the provider.

Messages

Q - Will I be able to chat with my patients over text messages?
A - Yes, “Message” tab on the InNote application lets you search the patient name you desire to chat with and enables real-time communication between the providers and their patients and vice versa. They can provide important information directly to their patients without delay.

Innovaccer support

Q: Where can I get the technical support?

A: Please contact innovaccer support at covid19support@innovaccer.com or call our support team at +1 888 98COV19 (+1 888 982 6819) if you do not see the correct phone numbers listed, if you are not a provider, or don’t find your NPI in the system.

Q: I forgot my email address.
A: If you don’t remember your email address, please contact our support team at covid19support@innovaccer.com or call our support team at +1 888 98COV19 (+1 888 982 6819).

Q: I have not received an OTP on my phone number.

A: You will receive a verification OTP on your phone numbers that is associated with our application.

Q: OTP is expired, how can I get a new OTP?
A: The verification OTP sent to you is valid for 5 minutes only. In case your verification OTP is expired, you can click on **Didn't get code? Request a new one** button at the bottom. You will receive a new OTP.