

Daphne Connect Patient Presenter SOP

1. Update Settings:
 - a. Click on the wheel to the right of your name in the upper right corner of the screen
 - b. Click on the box that says My Settings
 - c. Enter the cell number where you would like to receive notification texts and ensure that the box at the bottom is checked to “Notify when patient is ready in virtual visit”
2. Schedule a Visit (as usual in Daphne)
 - a. Option 1: Go to the calendar of the provider you would like for the patient to see. Click on the time you would like to schedule the appointment. Select the patient and ensure time and location are correct. Click save.
 - b. Option 2: Go to the patient’s chart. Under Encounters, click +Add. Under Encounter Type, select Medical. Under Visit Type, select Telemedicine. Ensure location and time are correct. Click save.
3. Enter the Encounter:
 - a. Go to the provider’s calendar. Click on the visit and select Add Encounter.
4. Enter visit information.
 - a. Follow normal work flow to enter details of visit, including vitals and any pertinent information.
5. Enter the Visit
 - a. On the right hand side of your screen, you will now notice a gray bar. Expand this bar by clicking on the icon of the box with arrows pointing in opposite directions.
 - b. Click Join Virtual Visit to join the visit. You will see a preview box that should show a live feed of your camera. Click on Join Visit.
6. Invite the Provider
 - a. Above your camera feed, you should see 3 boxes, +Add, Invite, and Leave. Click on Invite and select Provider. This will text the provider that you are ready to for them to join the visit.
 - b. If the provider does not join the visit within 5 minutes, please send them a text letting them know you have a patient ready for them to see.
7. Add Devices
 - a. Using the +Add button, you can select peripheral devices like stethoscopes and otoscopes to incorporate them into the visit to aid in the physical exam. Use the job aids for these devices when using.
8. Options for Viewing:
 - a. Use the icon of the square with the horizontal line in it to move the visit view down to the bottom of your screen. Click on this icon again (now a square with a vertical line) to move the visit back to the right side of your screen.

- b. Use the icon of the square with the + in the corner to open a new tab. You can now chart on one screen and see the patient in another screen if you prefer using 2 screens.
 - c. Use the icon of the square with 2 arrows pointing in opposite directions to go full screen for an individual window. Click on the square with a small box in the corner to go back to the original screen.
 9. Screenshot:
 - a. Click on the camera icon above the window to take a screenshot of the screen. This will automatically upload the picture into the chart under the Screen/Audio Captures Heading. You can also use this feature for the stethoscope which will allow you to record an audio clip.
 10. Complete the Visit
 - a. Once the provider is finished with the visit, click on Leave to end the visit.

Visit Flow:

1. Create the encounter in provider's calendar
2. Enter the encounter and input vitals and reason for visit
3. Join the virtual visit
4. Invite the provider to the visit
5. Add the peripheral devices when requested
6. Leave the visit when finished. You can re-enter at any time if needed.