

Daphne Connect Provider 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. Enter the Encounter (2 ways)
 - a. Option 1: A new icon will appear on the top next to the notification/DaphneMail/fax icons. This icon looks like a gooey cross. It will turn yellow when a patient is ready. Click on the icon and this will take you to the chart.
 - b. Option 2: Click on the encounter through your calendar or through the patient’s face sheet (how we usually open encounter).
3. 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.
4. 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.
5. 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.
6. Complete the Visit
 - a. Chart in the encounter as per usual. The new icon at the top will go away at the end of the day. Clicking on this new Daphne Connect icon will also serve as a “waiting room”. All patients will appear in this list with a time stamp of when they became ready.

Visit Flow:

1. Receive a text saying patient is ready for visit
2. Enter encounter using either option listed above
3. Click on Join Virtual Visit
4. Ensure that audio and visual settings are correct and click "Join Visit"
5. When you are finished, click "Leave". You can rejoin the visit at any time.