



Use Case Workflow
-Virtual Outpatient -
Loddon Mallee Regional Health Alliance

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Disclaimer

The information contained within this document is based on our current knowledge of the customer's collaboration environment. This document must be considered in the knowledge that our understanding of the issues and requirements may not be complete.

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1 Introduction

This document outlines the use case workflow for the virtual outpatient use case as demonstrated by Cheyne Mailhot from Cisco System using the Cisco Meeting Server, the Cisco Meeting App and Cisco Telepresence conferencing systems.

The outpatient consultation is a permanent space created on the Cisco Meeting Server. The space is administered by a Bendigo Health administrator using the Cisco Meeting App. Patients join the space from a PC or Mac using a standard web browser or from a mobile device using the Cisco meeting App.

2 Background

2.1 Roles

The following roles participate in the workflow:

- Clinician/Specialist
- Patient
- Administrator.

2.2 In person outpatient workflow

1. An appointment is scheduled for the patient consultation by the administrator.
2. The patient receives written notification of the appointment, (location, time).
3. At the designated time the patient present in person at the outpatient's clinic.
4. The administrator records the arrival of the patient and gathers related patient information (Medicare data and confirmation of consent to bill).
5. The patient takes a seat in the outpatient waiting room and awaits to be called for their appointment.
6. When the clinician/specialist is ready to see the patient, the patients is called and they make their way to the consultation room.
7. Clinician hands any requests for pathology or radiology test forms and prescriptions to patient.
8. When the consultation has finished, the patient is directed back to the administrator to schedule a next appointment and or make payment.
9. If a follow up consultation is required, the administrator schedules an appoint and notifies the patient before the leave the clinic. (Generally, a written appointment confirmation is given to the patient on leaving the clinic. A text or written reminder is sent to the patient prior to the meeting).

3 Pre-consultation Workflow

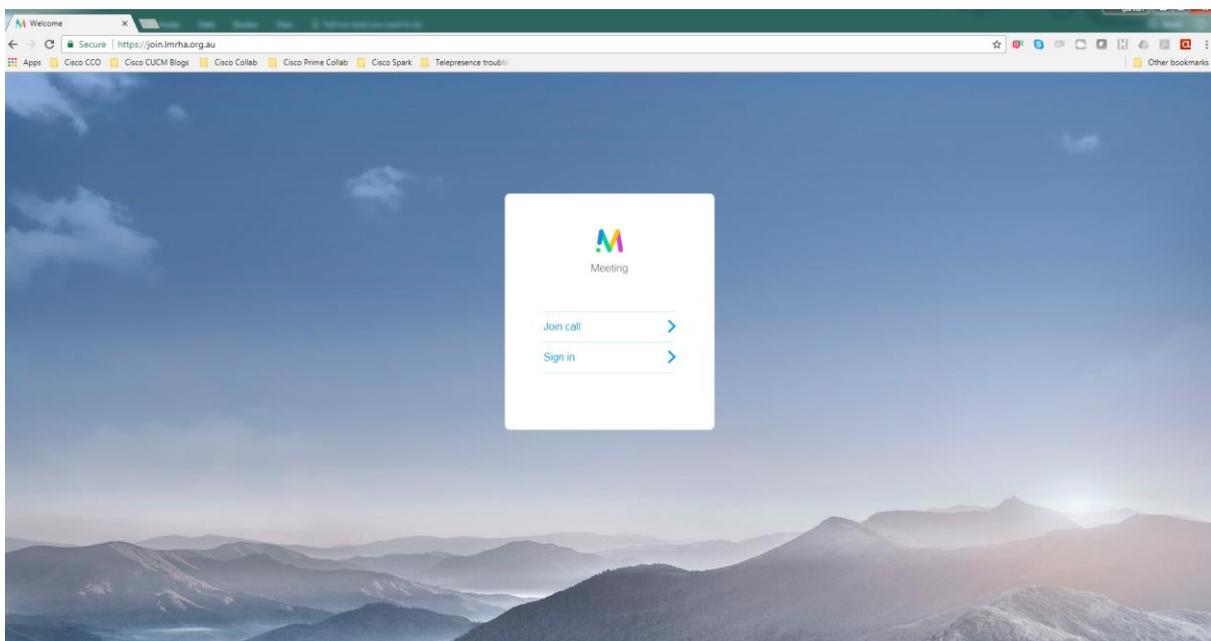
1. Create virtual consultation space

Prior to the consultation a virtual consultation space must be created on the Cisco CMS server.

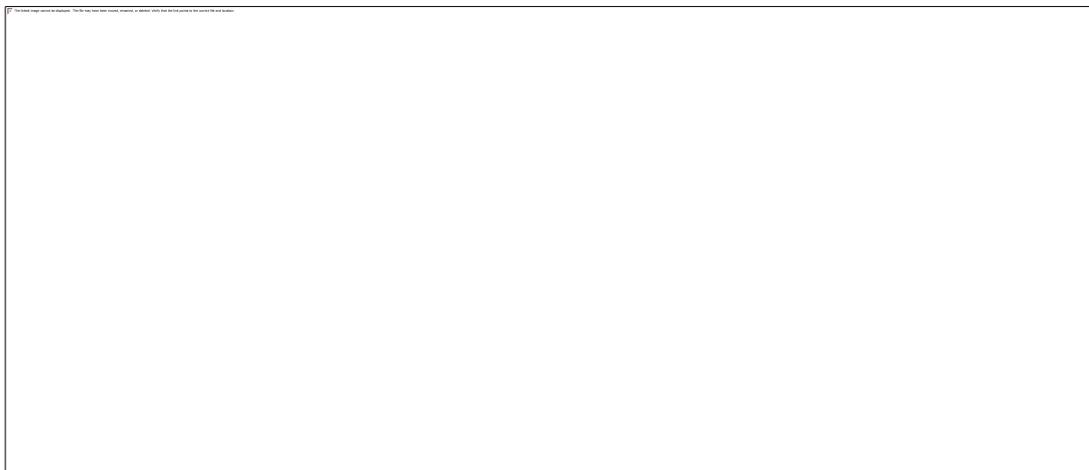
3.1.1 Role: Administrator (Bendigo Health staff member)

Sign into CMS server to create an outpatient consultation space

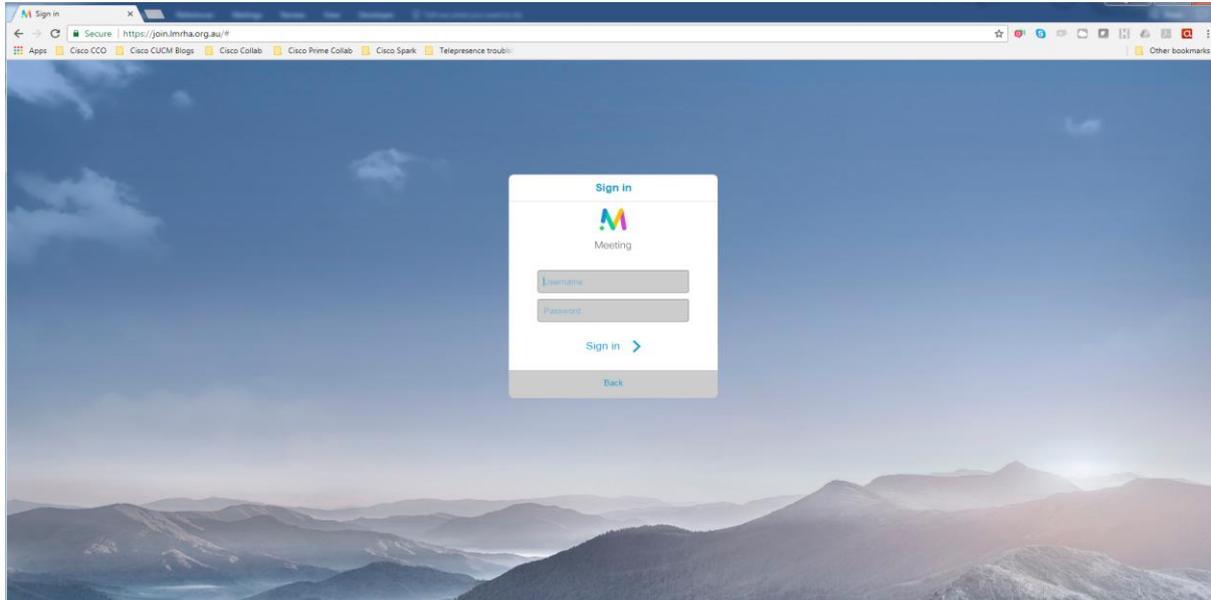
1. Using your web browser, browse to the following website <https://join.lmrha.org.au>
The following web page will be displayed.



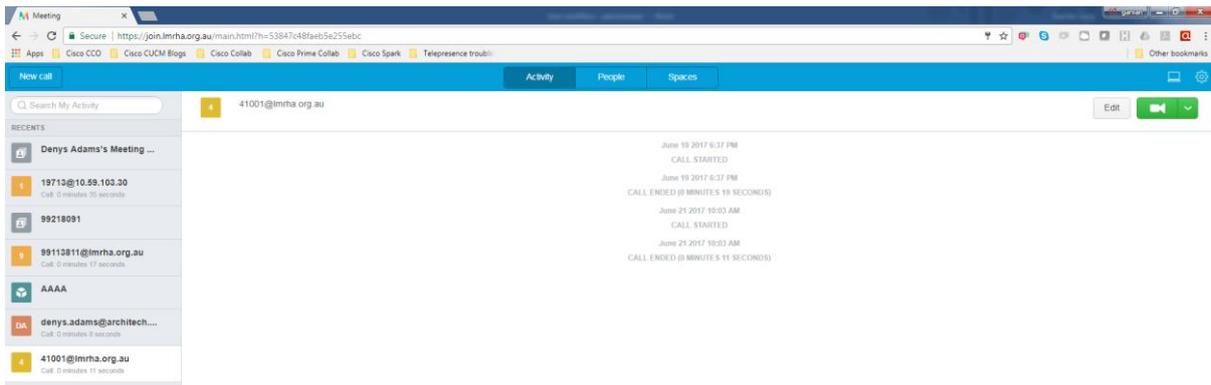
If you are using Google Chrome and do not see the Sign in button, you are running an older version of Chrome. You can upgrade Chrome by selecting the 3 dots icon at the top right of the screen, then select Help>About Google and select Update



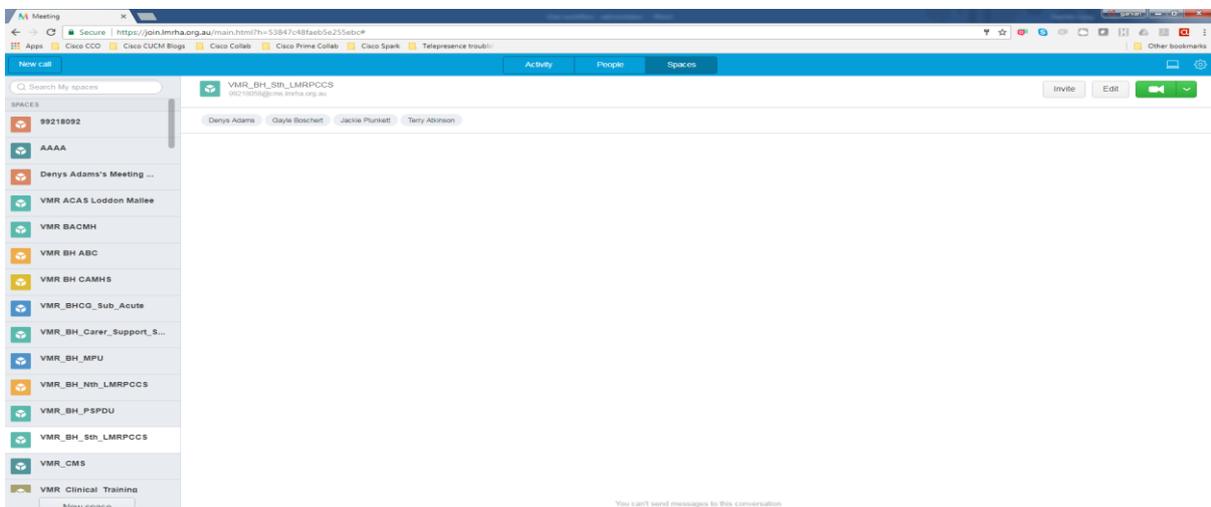
2. Select **Sign In**, then enter your username and password (your user name and password are the same user name and password as your Bendigo Health network login. Your user name must be entered a `userid@lmrha.org.au`)



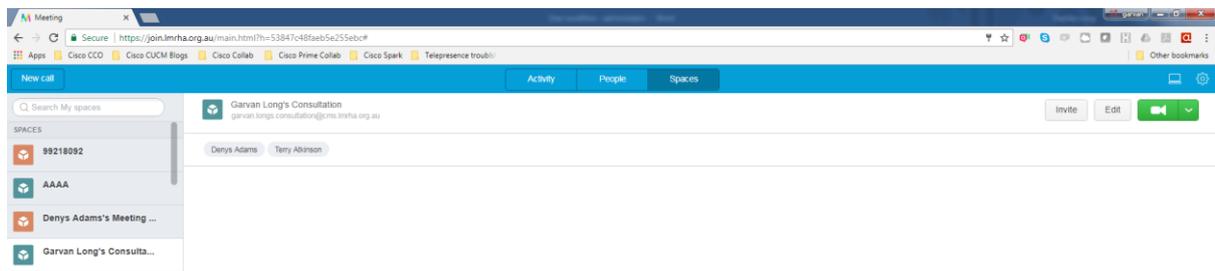
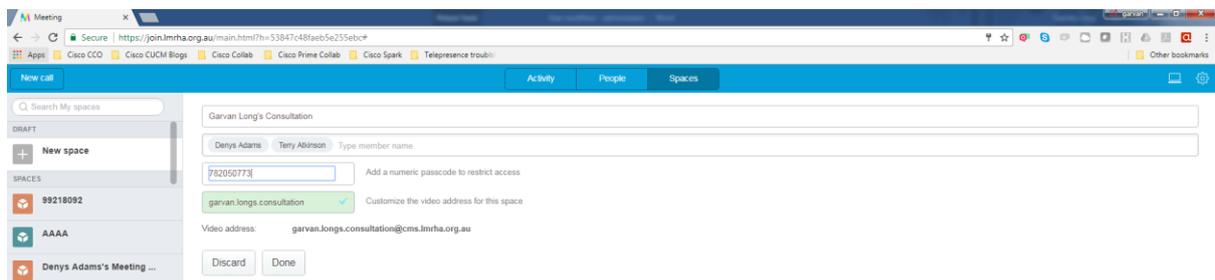
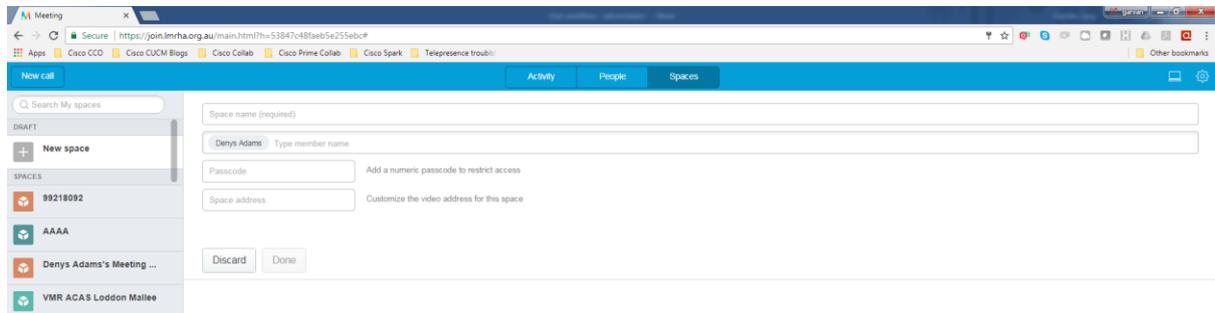
A page like the following web page will now be displayed.



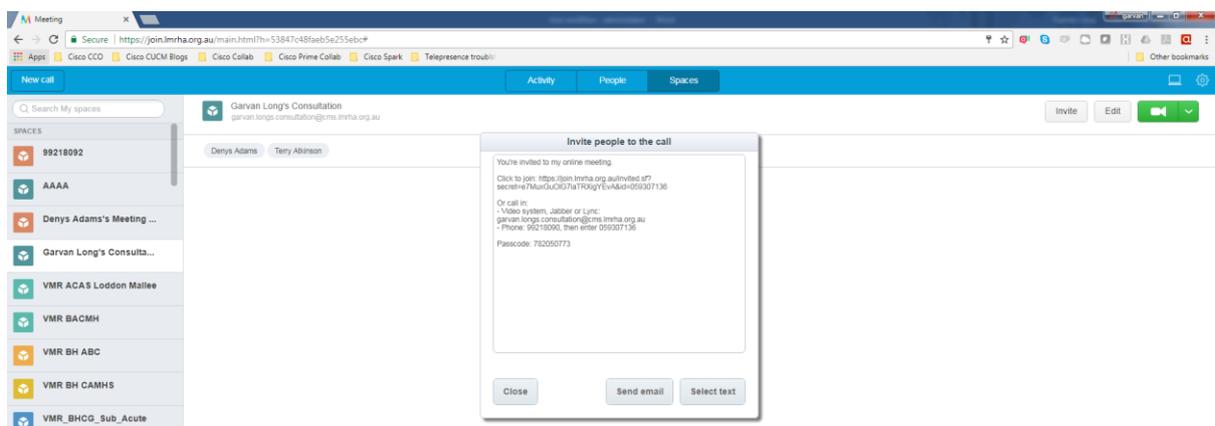
3. Select the **Spaces** menu from the top of the web page and then select **New Space** to create a dedicated space for the patient's consultations.



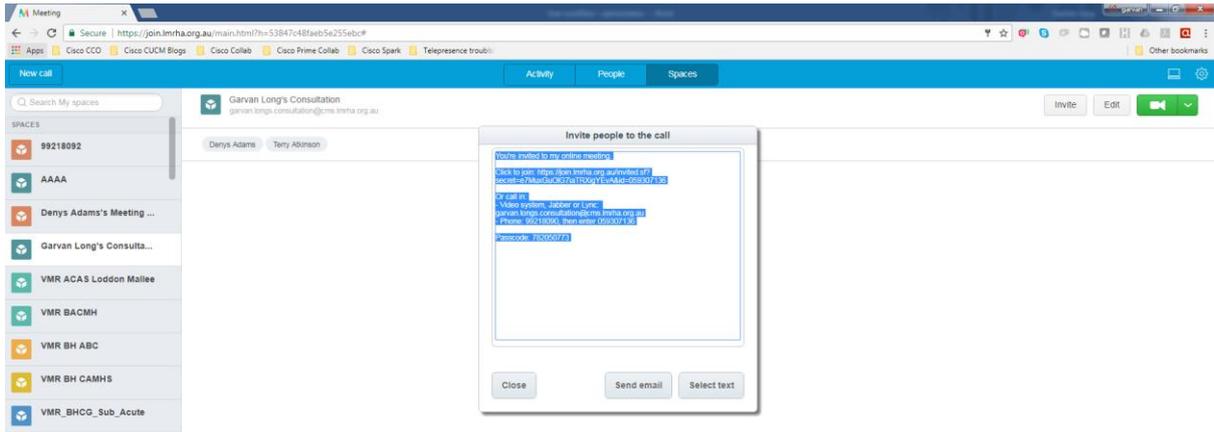
4. Enter a unique name for the consultation space, add colleagues (member name field) who will also need to access and manage the consultation space, enter a passcode and a space address and then select **Done**.



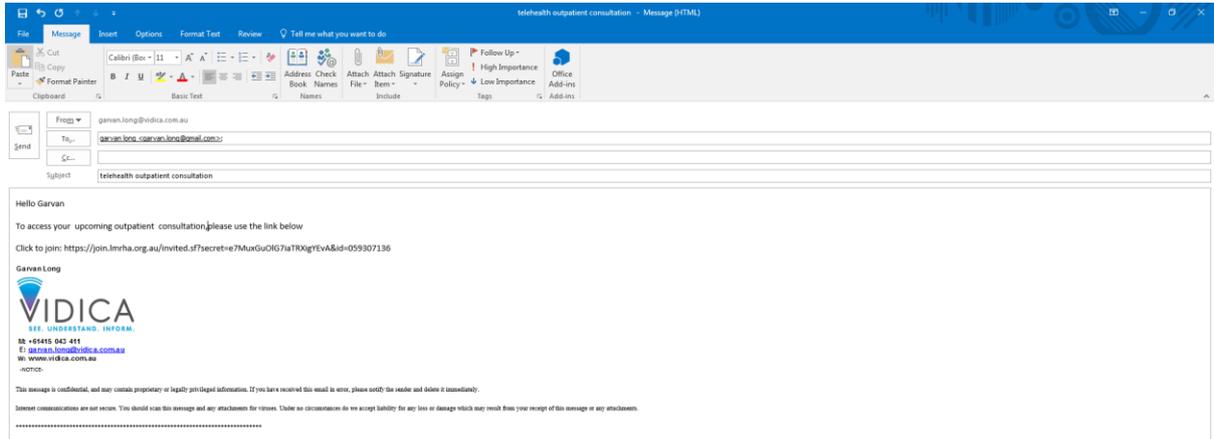
5. Select **Invite** to obtain the invite details for patients.



6. Click on the **Select Text** option then copy the text to your clip board (Ctrl+C or right mouse click and select Copy)



Open your email client and create a new email, add the patient as a recipient in the To field and then enter a subject and then paste (Ctrl+P) the invite content to the body of the email. Edit the content to include retail only the conference click to join link. (The conference link provides the patient direct access their consultation space from their web browser.



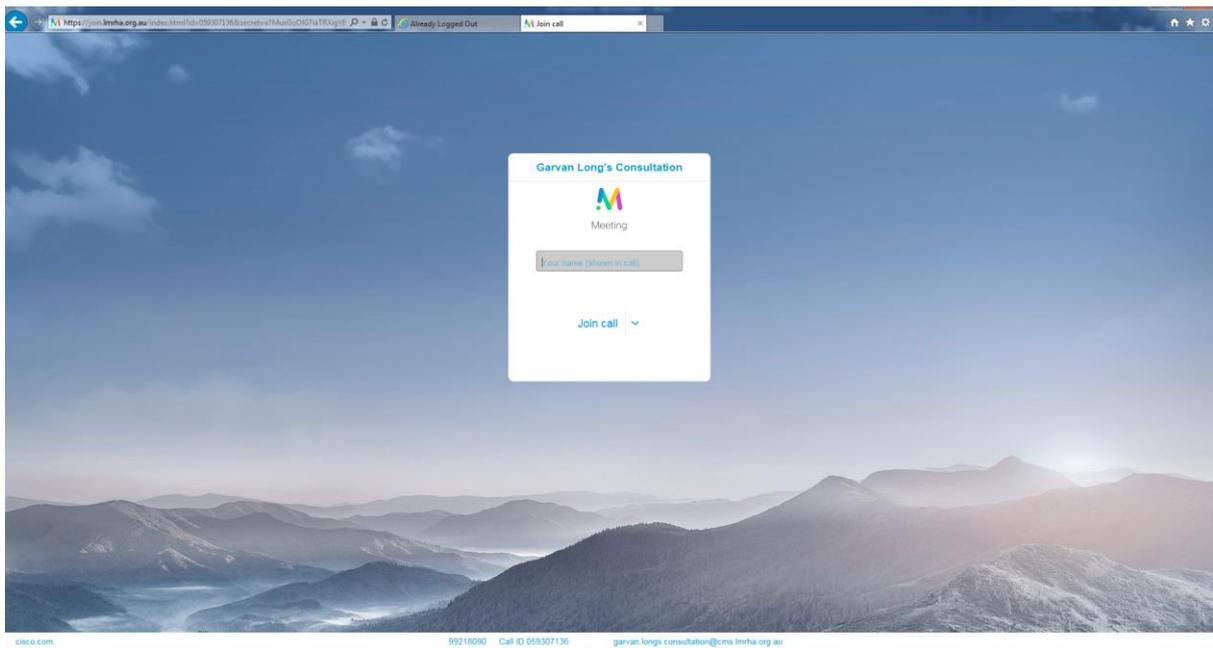
4 Consultation Workflow

4.1 Joining the consultation

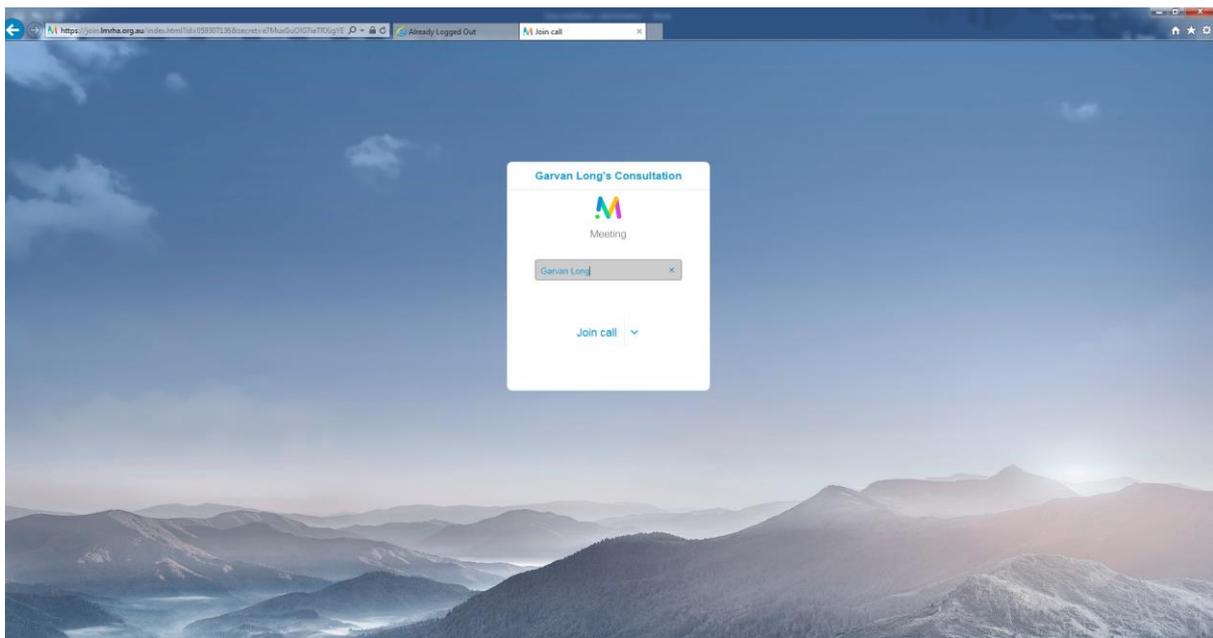
4.1.1 Role: Patient

To access your consultation space:

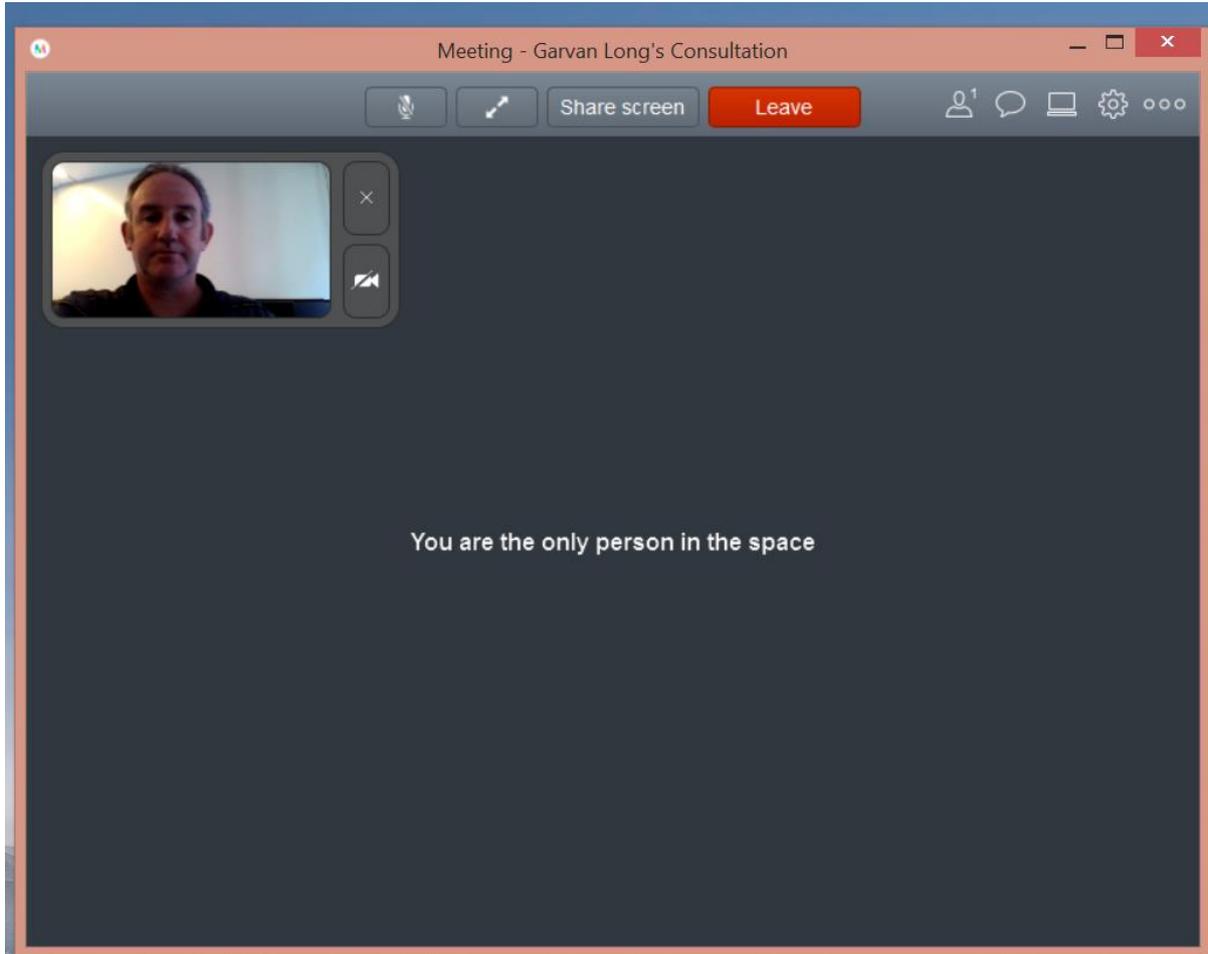
Click on link that has been provided to you previously via email. Your browser will open and present the following web page.



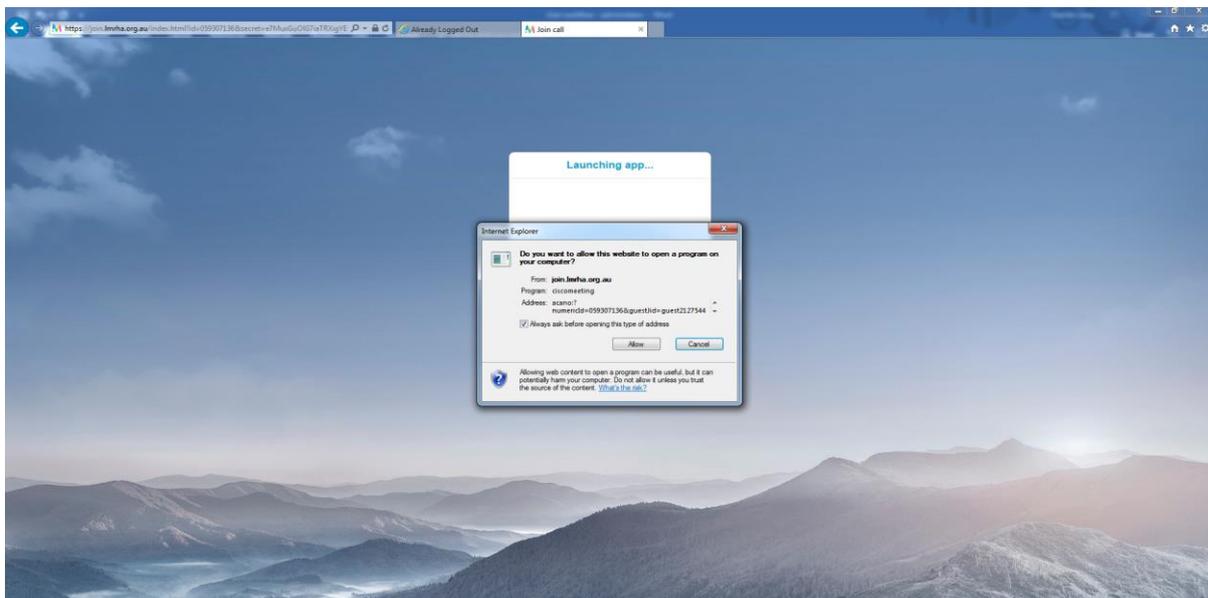
Enter your full name and then select **Join call**.



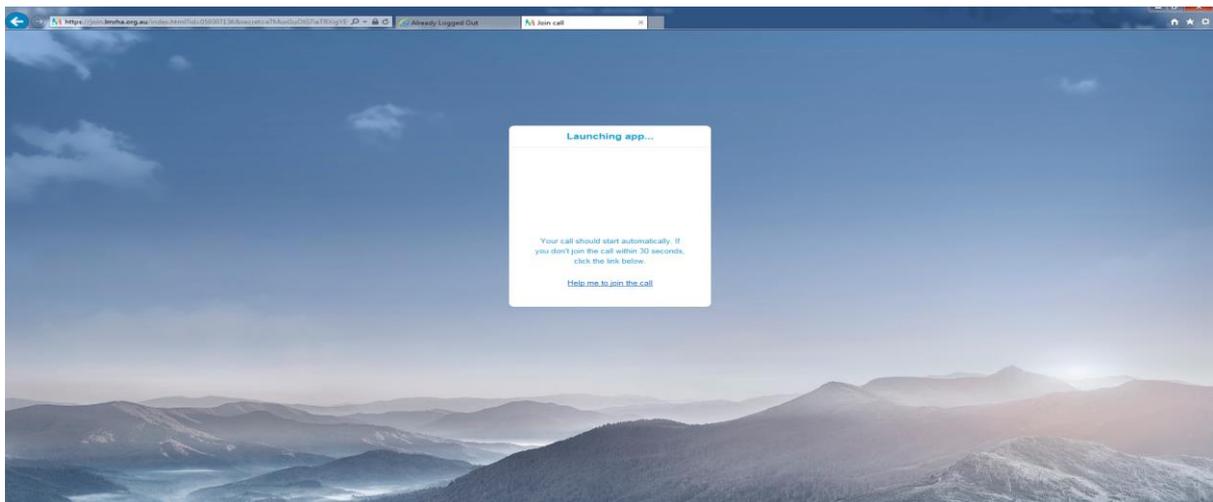
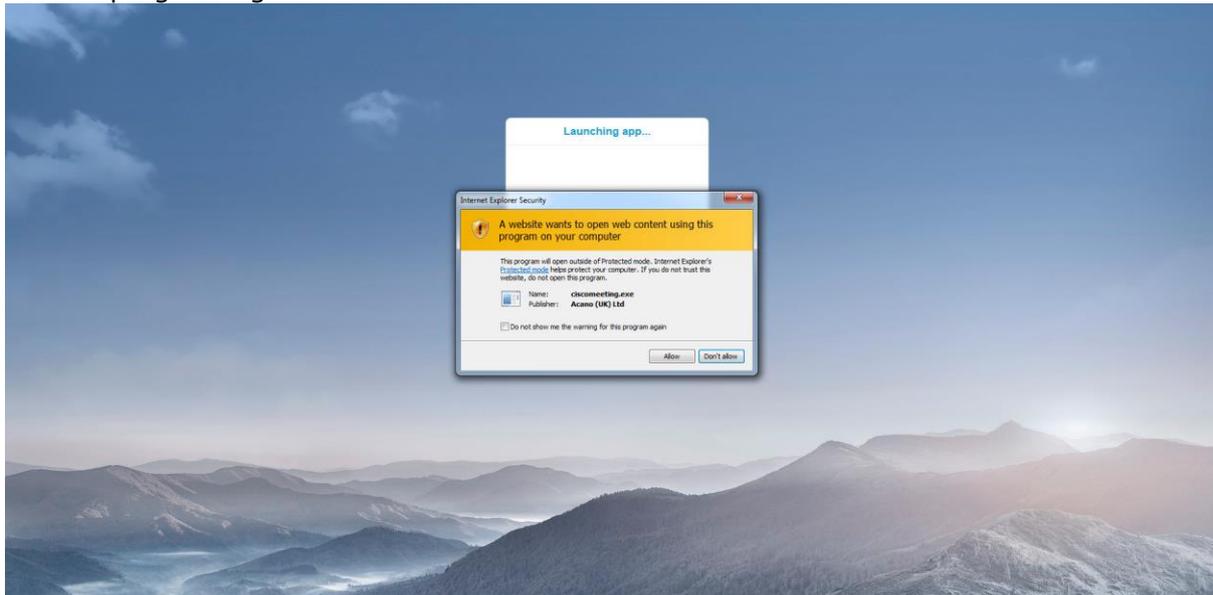
You will be automatically connected to your virtual consultation room; an administrator will join you shortly to facilitate your consultation. Please wait for you consultation to begin.



If you are using Internet Explorer and receive the following messages, deselect the Always Ask check box then select **Allow**



If prompted with the following pop up message, select the Do not show me the warning for this program again check box then select **Allow**



4.2 Completing administrative prerequisites

Prior to the consultation the administrator verifies the patient is ready for the consultation and has provided related test results and Medicare details.

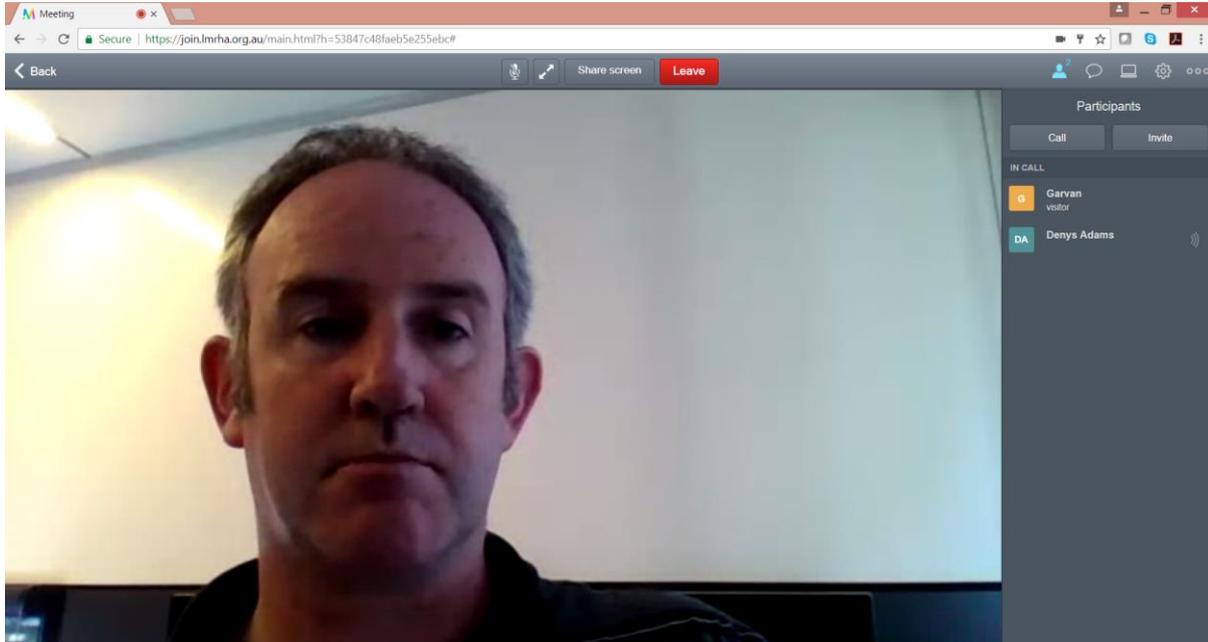
4.2.1 Role: Administrator (Bendigo Health staff member)

At the scheduled consultation appointment time the patient will join their consultation space, their presence will be indicated by their consultation appearing in the IN-PROGRESS list on the **Activity** menu. You will also see the patient listed as a visitor



Select the green camera icon to join the consultation space to speak to the patient,

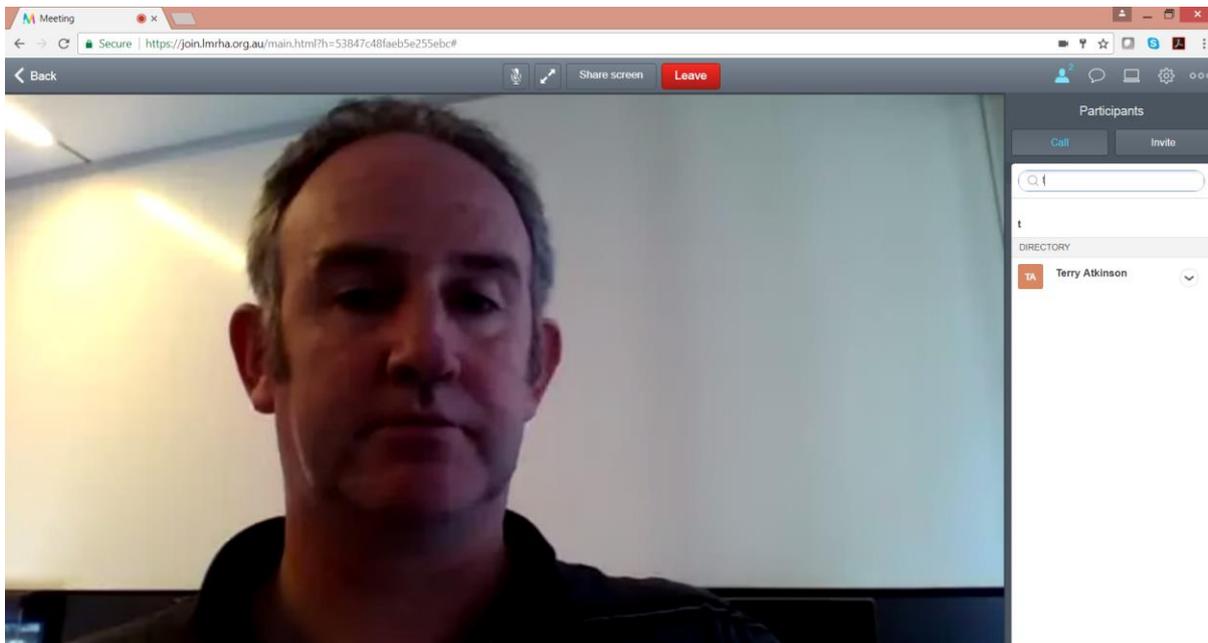
You will be connected to the consultation space and see the patient on the screen and listed in the participants list



4.3 Call the clinician to join the consultation

4.3.1 Role: Administrator (Bendigo Health staff member)

When the clinician has confirmed they are ready for the consultation select the participant icon and the select **Call**



Enter the clinicians name and locate the clinicians and place the call. When the clinician has joined the patient consultation you can leave the consultation by selecting the **Leave** button at the top of the screen.

4.4 Refer patient back to administrator

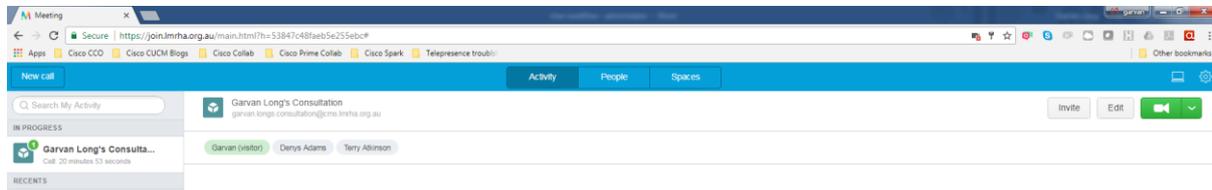
4.4.1 Role Clinician (Bendigo Health Staff)

When the clinician has completed the consultation, the clinician notifies the administrator the consultation is finished and details and follow up actions that are required before the patient leaves.

(Note: Clinician may place patient on hold and call administration to advise of completion of consultation or may use Jabber or CMA chat. To be discussed in use case testing 12/7/17)

4.5 Complete post consultation administration

4.5.1 Role: Administrator (Bendigo Health staff member)



To re-join consultation, select the consultation space and then click the green camera icon. You will see the patient in the consultation space to complete post consultation administration.

After completing the post consultation administrative process select the **Leave** button to leave the consultation. (The patient will remain in their consultation room until they select the **Leave** button).

4.6 Leave the consultation space

4.6.1 Role: Patient

To leave the consultation select the **Leave** button at the top of the screen

