

Workflow for Doximity “Doxyvisit”

- 1) Patient calls and asks to schedule a “Doxyvisit”.
- 2) The receptionist will schedule the visit (Doxyvisit) and let the patient know they will be called before and at the appointment time. Front office please see below for an example of what to say:

“I have your doxy visit scheduled at 3:30pm today with Dr. Jung. You will receive a call from one of our MAs prior to your appointment time so we can collect some information and then we will call you at your appointment time to check you in. May I please have a good cell phone number?”

- 3) The receptionist will need to write a good cell phone number on the billing sheet by the doctor’s name (or on a sticky note and stick it to the billing sheet) so when the doctor is ready to see the patient through Doximity, they can text the video link to the patient.
- 4) The receptionist will still collect the \$50 fee at the time they are scheduling the virtual visit.
- 5) The receptionist will still verify a good pharmacy and will also still tell the parent to go on our website and read the telemedicine consent.
- 6) The MA will call the parent before their appointment time to collect HPI and make sure the parent has read our telemedicine consent form before their appointment.
- 7) Once the receptionist calls the patient at their appointment time to check them in, they will inform the parent to have their phone ready and the physician will contact them momentarily.

“Hello, I am calling to check you in for your 3:30 appointment with Dr. Jung. You are now checked in so please have your phone ready. The doctor will text you when they are ready with the link. Please click on the link to start the virtual visit.

- a. If the patient does not pick up, try calling again in five minutes. After the 2nd call, if the patient does not call back within twenty minutes of their original appointment time, it is considered a no-show.
 - b. If the patient calls back after they are twenty minutes late, the front will follow protocol for no-show appointments.
- 8) The front will check the patient in and place the billing sheet in the area to be taken by an MA.
 - 9) The MA will attach the billing sheet to a room clipboard associated with the doctor and place the clipboard on the doctor’s rack.
 - 10) Once the patient is next on the doctor’s rack the doctor will take the clipboard into the room and text the patient. When the patient clicks on the link the visit will start.
 - 11) Once the visit is done, the billing sheet will go back up front and the receptionist will check them out.