

How to schedule a telehealth appointment

You're used to scheduling consults and appointments on behalf of clinicians and the care team. With Telehealth appointments, you will do the same. Now, you'll be scheduling their virtual room in Webex too.

Follow these steps to schedule a Webex telehealth appointment

1. If your clinicians use an EMR calendar, pick out a time that is available for the doctor and care team.
2. Sign in to your Webex site. If you don't know the URL, contact your IT admin.
3. Select Schedule a Meeting.
4. In the "Schedule for" drop-down list, select the clinician's name you're scheduling the meeting for.
5. Invite the patient as an attendee with their email address. If you will have any members of the care team join the consult, invite them too.
6. Enter the details for the meeting. If you want other health professionals e.g Nurse Practitioner to be able to start the meeting, Click "show advanced options" then tick "Let anyone with a host account on this site or anyone joining from a Cisco Webex cloud-registered video device in this organization host my meeting" check box.
7. Click the "Schedule" button to send the telehealth appointment invitation and join information to the care team and patient.
8. If your clinicians and care team use an EMR calendar, we suggest blocking their calendar at the time of the Telehealth appointment and copy/paste the Webex join details for their ease.