Registering Video Visits for Ambulatory Registration Staff

Summary: When using Doxy.me for video visits, follow the registration workflow as best practice.
Support: Help Desk at 231-935-6053 or Ambulatory Informatics at 231-392-0229.

Registration Staff

The day before the patient's video visit appointment:

1. Call the patient to remind them of their appointment.
2. Update patient demographics and registration information in your practice EHR.
3. Ask the patient to join the portal if not already established. Explain that this is where their visit information will be available for them to review.
4. Remind the patient that their visit will be initiated 15-20min prior to their scheduled visit time via text or email.
5. Indicate that the demographics and registration has been completed using your practice's preferred method.

The day of the patient's video visit appointment:

1. If the patient was contacted the day prior and registration was updated, check the patient in for their video visit.
2. If the patient **was not** reached the day prior, attempt to call the patient again to update patient demographics and registration information in your practice EHR.
3. Check the patient in for the video visit once registration has been completed.