

Qliq Virtual Visit Workflow

Leveraging the Qliq software for Virtual Visits and Messaging over a secure and encrypted system



Workflow Scenario

For use with non- face-to-face visits, Qliq software provides the patients and providers with a secure way to exchange information and complete clinical activities over an internet connection. For appointments scheduled as “TELE10”, “TELE15”, “TELE20” and “TELE30” in APM and TouchWorks, Providers are able to send an invitation for a patient to join the appointment via text – the patient is not required to register for or create a Qliq account in order to participate.



Provider Sign-up Process

HELLO Your Name Here

I am using **Qliq** for HIPAA compliant Secure Texting (text, images, documents, transcripts) on my smartphone and desktop. Please accept my invitation to join my **Qliq** Network for free so that we can securely communicate patient information.



Click to activate your account and follow the instructions to set up your password



Download the application for [Windows](#), [Mac](#), [iPhone](#), or [Android](#) now!



Touch "**qliq**" icon to launch **Qliq** App



Login to the **Qliq** App. Enter Your email [@pinehurstmedical.com](#) in the Email field and enter the password you have chosen during activation in the Password field.

Cheers,

User who invited you

User's Email Address

- Invitation sent via email
- Right-click the "Click to activate" link and select "Copy Hyperlink"
- Open Chrome or Safari and paste the link into the address bar to navigate to the page
- Configure your password – at least 8 characters, 1 Uppercase letter, a special character, a number and not easy to guess
- Download the Qliq App on your mobile device via your App store
 - *This step ensures you are able to receive alerts for conversations assigned to you*

NOTE: The Qliq Connect App is **NOT used for virtual visits**



Qliq Virtual Visit



- In Chrome or Safari, navigate to <https://webprod.qliqsoft.com/>
 - Save this as a Favorite in Chrome or Safari for ease of access
- Login using the account created during the signup process



EMAIL:

This value is required.

PASSWORD:

This value is required.

[Forgot your password?](#) | [Not a Qliq user?](#)



qliq Pinehurst Medical Clinic

< PINEHURST PROVIDERS TEST WIDGET

+ CHAT

No conversations found

Click the "Conversation Bubble" in the left toolbar

Waiting Room 0

Invites Sent 0

qliq Pinehurst Medical Clinic

< PINEHURST PROVIDERS TEST WIDGET SANFORD CARDIOLOGY HEATHER GLEN MID CAROLIN

+ CHAT

No conversations found

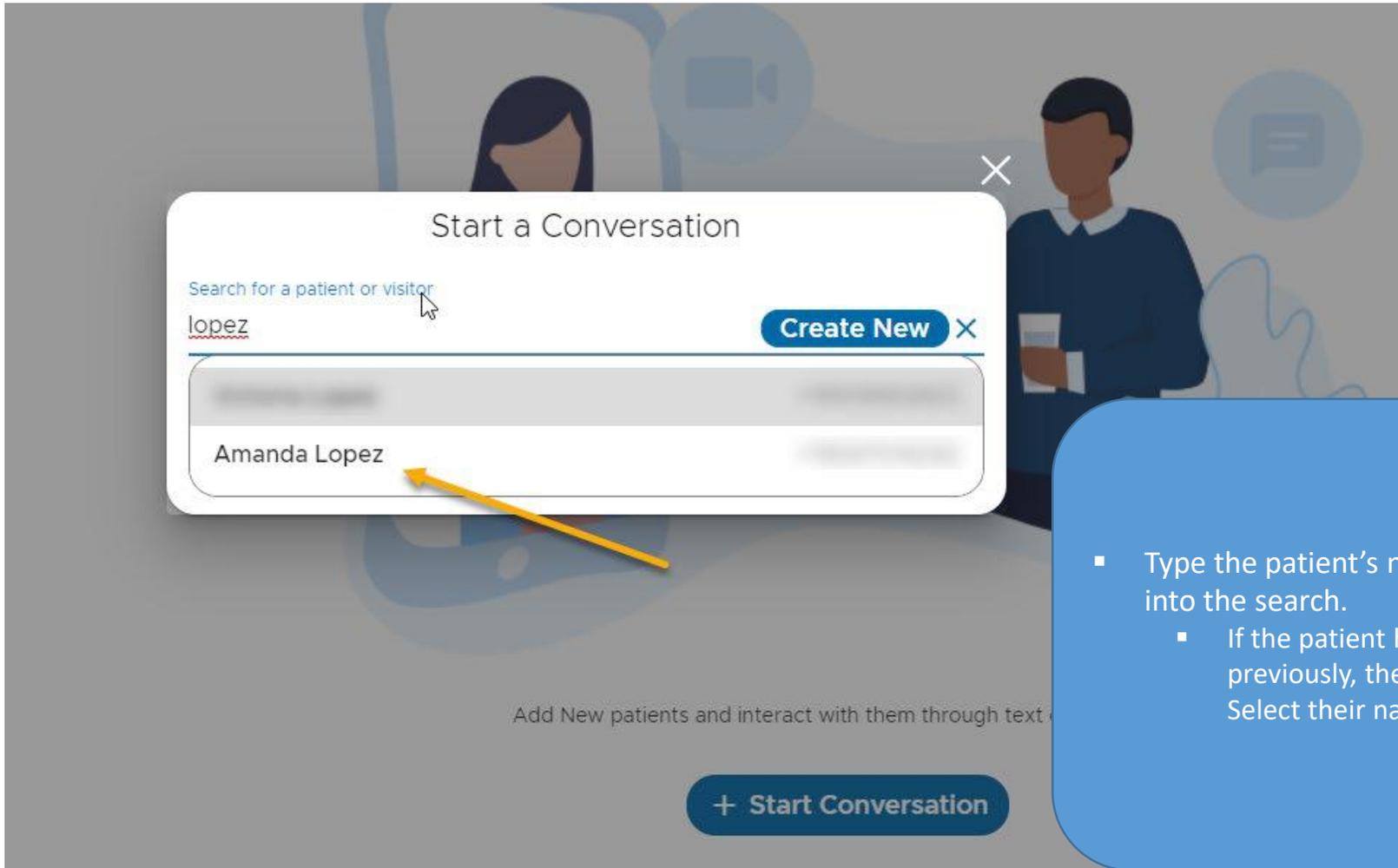
To invite a patient, click the "+CHAT" or the "+ Start Conversation" button

Waiting Room 0

Add New patients and interact with them through text or video

+ Start Conversation

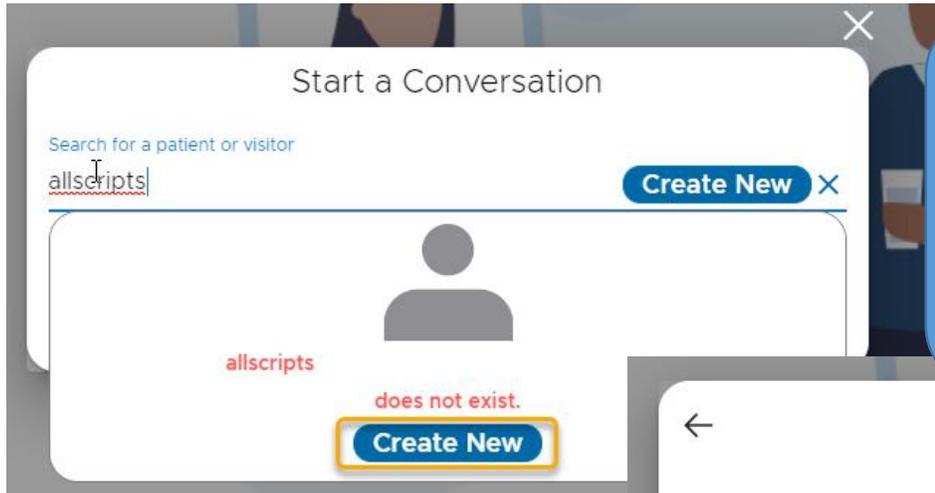




- Type the patient's name or phone number into the search.
 - If the patient has been added to Qliq previously, they will show up in the list. Select their name



Creating a Patient



Start a Conversation

Search for a patient or visitor

allscripts

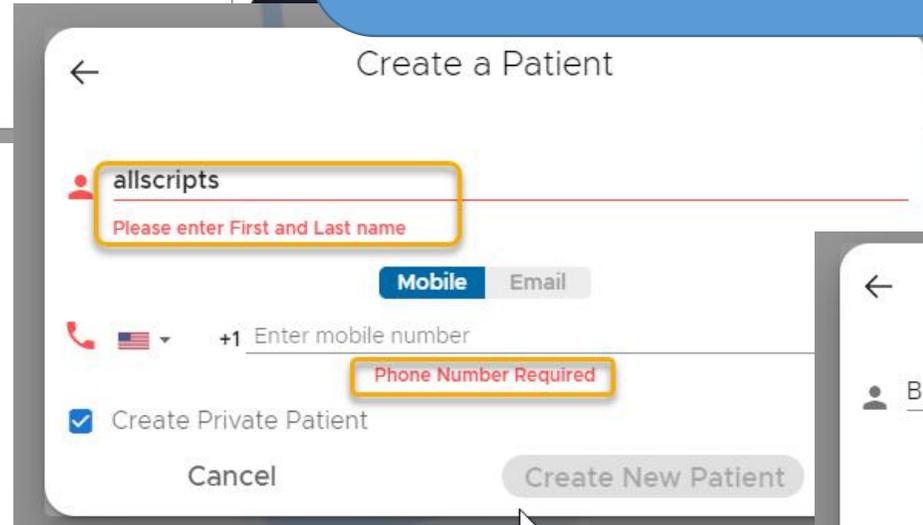
Create New

allscripts

does not exist.

Create New

- If they do not currently exist in Qliq, you will be prompted to enter the patient's first and last name and a phone number or email address
- Check the "Create Private Patient" and then select "Create Patient" when the button becomes available



Create a Patient

allscripts

Please enter First and Last name

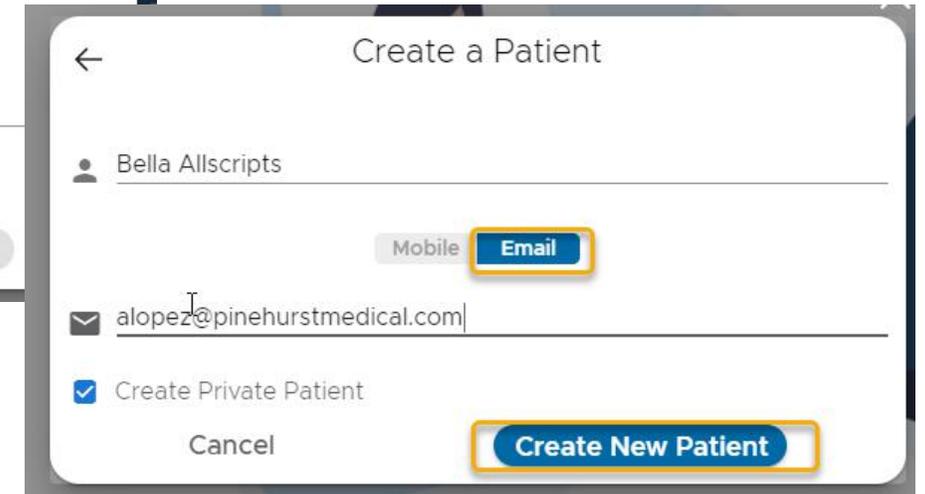
Mobile Email

+1 Enter mobile number

Phone Number Required

Create Private Patient

Cancel Create New Patient



Create a Patient

Bella Allscripts

Mobile Email

alopez@pinehurstmedical.com

Create Private Patient

Cancel Create New Patient



Starting the Visit (Conversation)

Check the "My Patients" box to have this patient added to your patient list

Start a Conversation

Search for a patient or visitor

Bella Allscripts +19102553053 alopez@pinehurstmedical.com

My Patients ?

Text subject Translate

Amanda Lopez from Pinehurst Medical Clinic wants to have a secure conversation with you. Please click the link to accept

No PHI here - this will be sent over SMS 120 / 250

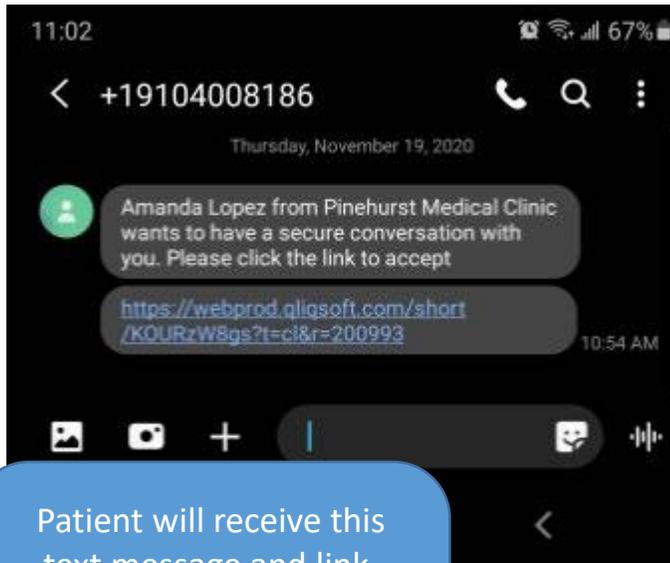
Bella Allscripts will receive the above text message followed by a link. If they click the link they will be redirected to a secure conversation.

Start Conversation

The patient will receive this text message when you click "Start Conversation"

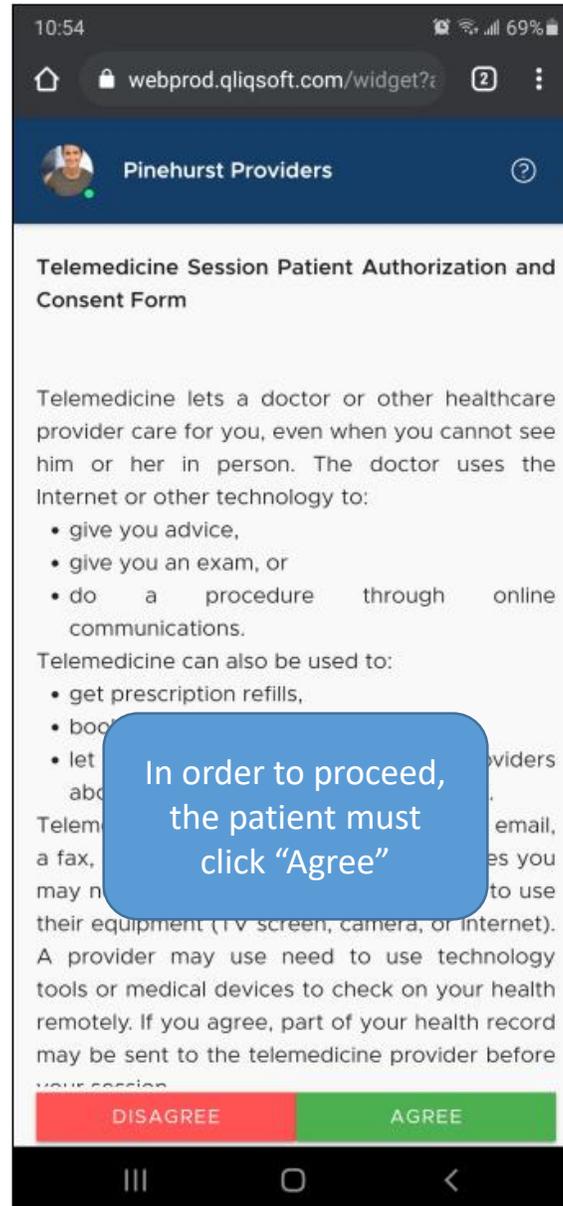


What the Patient Sees

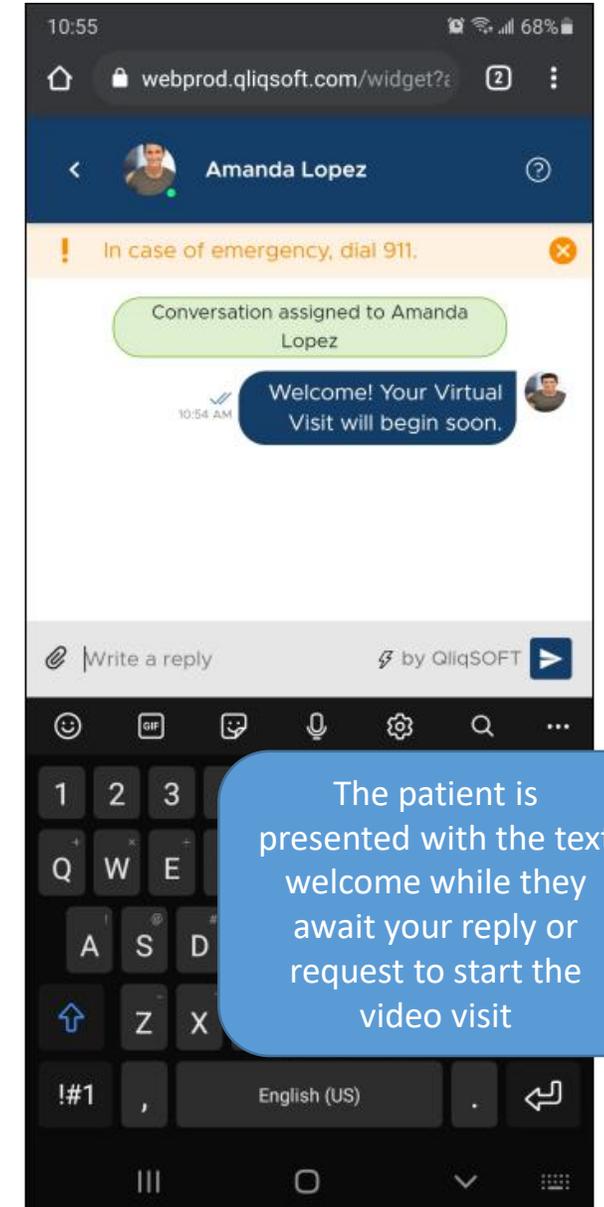


Patient will receive this text message and link.

Upon clicking the link, they are presented with the disclaimer



In order to proceed, the patient must click "Agree"



The patient is presented with the text welcome while they await your reply or request to start the video visit



What You See

The screenshot shows the Qlik chat interface for a virtual visit. At the top, the header includes "Pinehurst Medical Clinic" and navigation options like "PINEHURST PROVIDERS", "TEST WIDGET", "SANFORD CARDIOLOGY", "HEATHER GLEN", "MID CAROLINA GI", "EAST", "PITTSBORO", and "EMPLOYEE MES". The chat header shows the provider's name "Amanda Lopez" and a status of "Open". A notification bubble states "Conversation assigned to Amanda Lopez". A message from Amanda Lopez, dated "November 19, 2020 10:54 AM", says "Welcome! Your Virtual Visit will begin soon." The bottom of the screen features a "Write a reply" text input field and icons for QM, emojis, and a send button. On the left, a sidebar contains navigation icons and a list of "Waiting Room" (0) and "Invites Sent" (1).

When the patient agrees to the disclaimer, the conversation officially begins and you can send a text comment, form or emoji to the patient using the text field, form icon or emoji icons at the bottom of the screen – then select the paper airplane icon (or press enter) to send the comment, form or emoji



Select the camera icon to begin the video visit



Conversation assigned to Amanda Lopez

November 19, 2020 10:54 AM Amanda Lopez
10:54 AM
Welcome! Your Virtual Visit will begin soon.

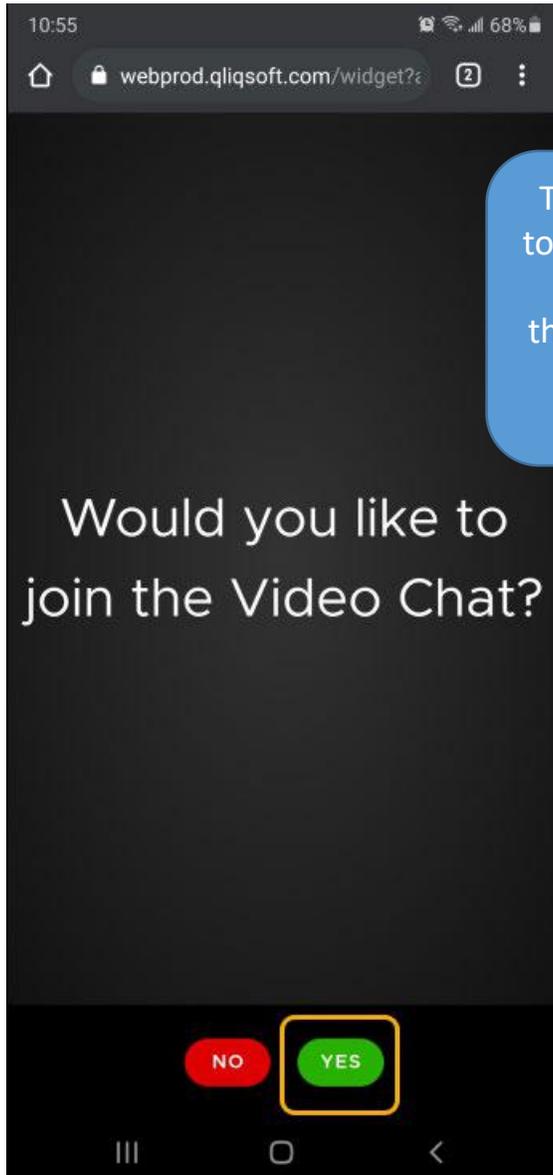
Would you like to start a Video Chat? YES NO

Conversation assigned to Amanda Lopez

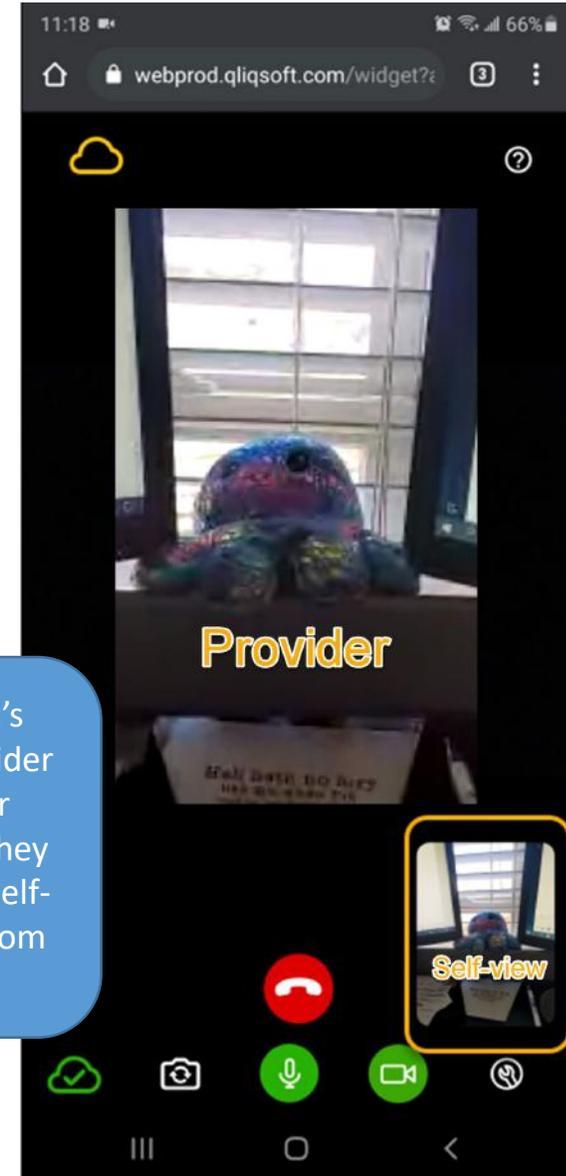
Select "Yes" to send the Video Chat invitation to the patient, so that you can see them and they can see you



What the Patient Sees



The patient is prompted to either accept or decline the video visit – when they select “Yes” they are brought into the conversation with you



On the patient’s device, the Provider is in the larger window, while they have a smaller, self-view in the bottom right



What You See

The screenshot displays a virtual visit interface. On the left is a chat window for 'Pinehurst Medical Clinic' with a conversation assigned to 'Amanda Lopez'. The chat history shows a welcome message and a question about starting a video chat, which was answered 'Yes'. A blue callout box over the chat area states: 'You still have the opportunity to send text communications, forms or emojis to the patient on the left side of the screen'. On the right is a video feed of 'Amanda Lopez' showing a patient's desk with a colorful stuffed animal. A blue callout box over the video feed states: 'There is no self-view for the Provider, just a view of the patient.' The interface includes a top navigation bar with a bell icon, date '2020-11-19', user name 'Amanda Lopez', and a 'Logout' button. A bottom toolbar contains icons for cloud, microphone, video, call, and a 'Dg+' icon.



Video Visit in Progress

Note Selector

ALLSCRIPTS, Bella B. 02-Feb-1943 (77 years) F AUDIT: 19-Nov-2020

Create New

Style: Note Unstructured Admin Forms

Specialty: Internal Medicine Visit Type: Video Visit_v

Owner: Test, Doctor MD

Documentation of the visit should occur on a "Video Visit_v" Note in TouchWorks

Reason For Visit

Text Template RFV

Patient has requested a video visit with Lopez, Amanda. She has been made aware that copay and/or deductible may be applied to visit.

11/19/2020

DISCLAIMER:
On March 11, 2020, the World Health Organization declared the COVID-19 (Novel Coronavirus) viral disease to be a pandemic. As a result of this emergency, a rapidly evolving situation, practice patterns for physicians, physician assistants, and nurse practitioners are shifting to accommodate the need to treat in conjunction with unprecedented guidance from federal, state, and local authorities which include, but are not limited to, self-quarantines and/or limiting physical proximity to others under any number of circumstances.

It is within this context (and with the understanding that this

My Favorites

- ★ Video Visit

Spell Check Apply Clear Text

In the "Reason for Visit" section, the "Video Visit" disclaimer Text Template should be included

Social History

- Vitals
- Depression Screening (P)
- Physical Exam
- Results/Data
- Assessment
- Plan
- Recommended Orders
- Health Management
- Counseling
- Discussion/Summary
- Message
- Verified Results
- Audit Details
- Signatures

Internal Medicine Encounter Charges

- Master Charge Search
- Established Patients
- Office Consult
- Smoking Cessation
- TCM
- Virtual Visits

Level of Service

SingleCharge

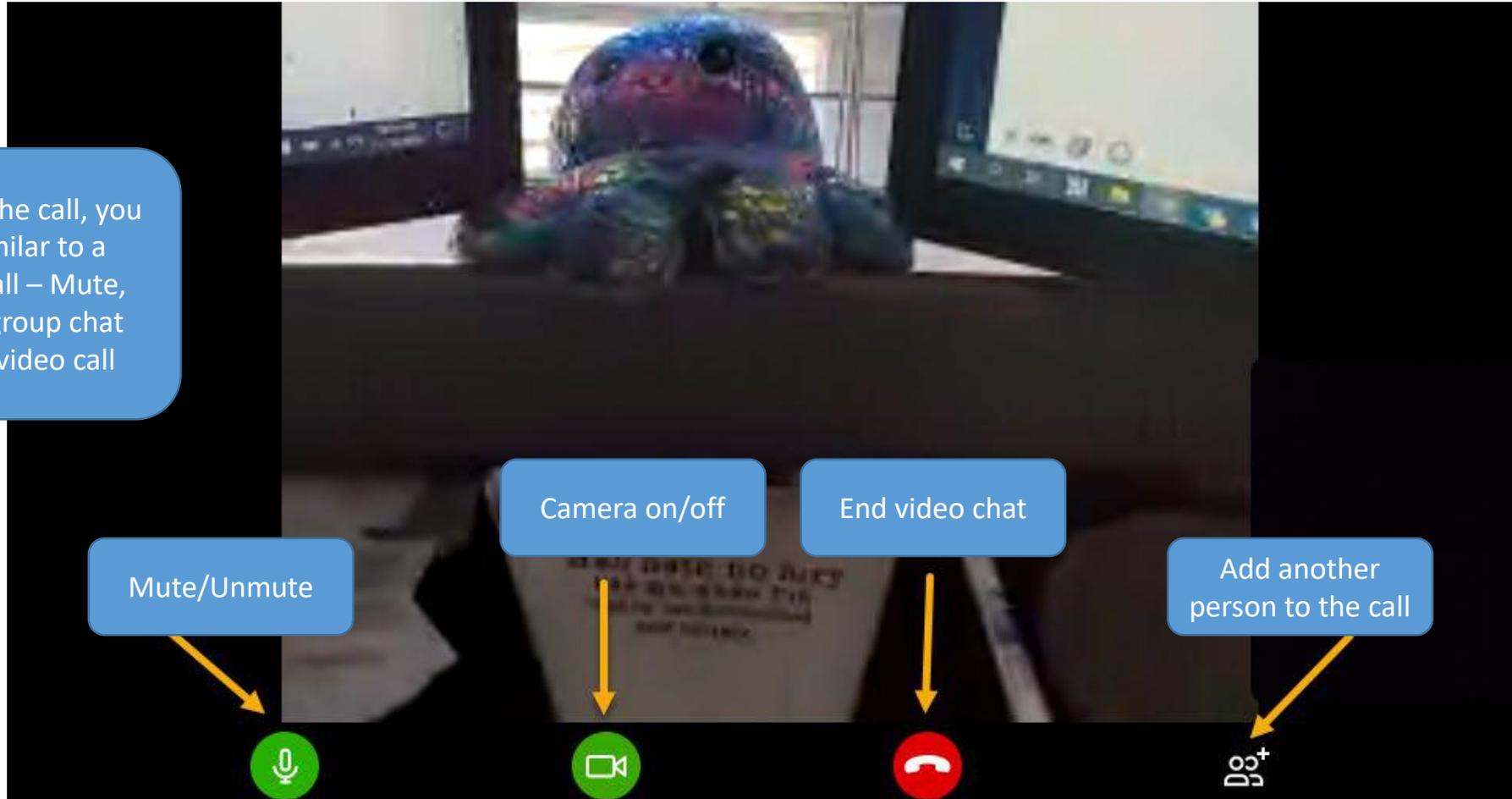
Virtual Visits

- (99421) Digital E&M 5-10 Minutes
- (99422) Digital E&M 11-20 Minutes
- (99423) Digital E&M 21+ Minutes
- (G2012) Virtual Check-In
- (99441) Telephone Visit 5-10 Minutes
- (99442) Telephone Visit 11-20 Minutes
- (99443) Telephone Visit 21+ Minutes

Complete the documentation as clinically relevant for the visit, including the visit charge in the "Level of Service" section of the note



Navigating within the call, you have options similar to a “regular” video call – Mute, Camera control, group chat feature and end video call



When you have completed the visit with the patient, select the end button to be returned to the conversation window



qliq Pinehurst Medical Clinic 2020-11-19 Amanda Lopez Logout

PINEHURST PROVIDERS TEST WIDGET SANFORD CARDIOLOGY HEATHER GLEN MID CAROLINA GI EAST PITTSBORO EMPLOYEE MES

Amateur Lopez Video chat ended after 1m ...

Mark this conversation as closed? Yes No

Conversation assigned to Amanda Lopez

November 19, 2020 10:54 AM Amanda Lopez
10:54 AM
Welcome! Your Virtual Visit will begin soon.

10:55 AM
Would you like to start a video chat?

10:56 AM
Yes

Video chat ended after 1m 50s

Waiting Room 0
Invites Sent 1

Write a reply

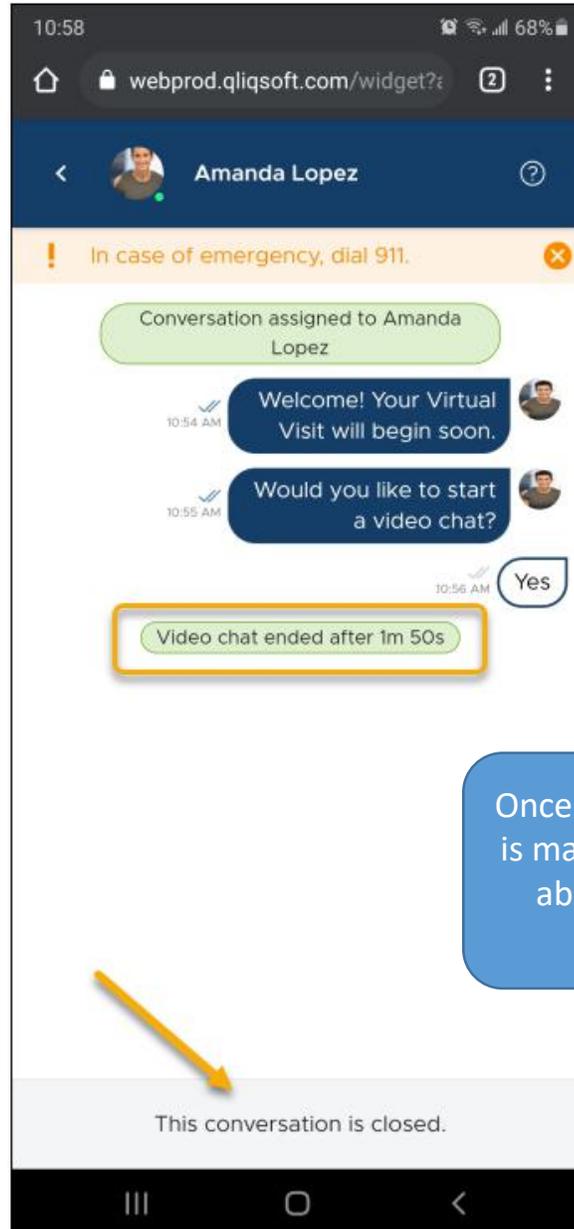
If you are finished with the patient's visit completely, close the conversation – this step **concludes the visit** and will *prevent any additional communication directly with the patient* – without starting anew conversation

Video chat ended after 1m 50s

After the video portion is ended, the conversation window is now full screen and displays the duration of the video chat

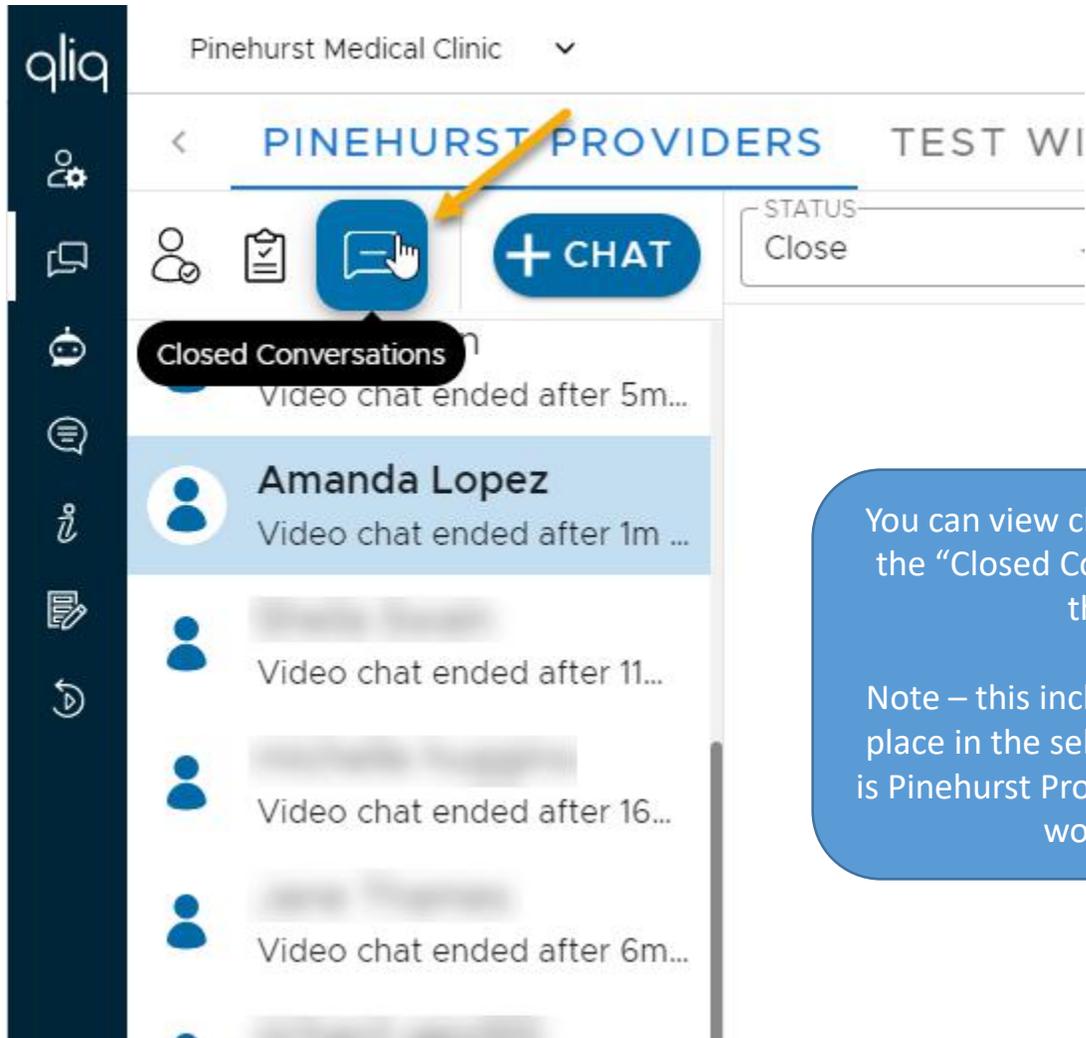


What the Patient Sees



Once the visit has ended and the conversation is marked as "Closed" the patient is no longer able to send text communications to you without a new invitation





You can view closed conversations by selecting the “Closed Conversations” icon to the left of the “+ Chat” button

Note – this includes all conversations that take place in the selected group (in this example, it is Pinehurst Providers) and only includes 7 days’ worth of conversations



This concludes the video visit

Be sure to Sign your note for the visit within the specified policy requirements



FAQs

- What if my patient does not have a smart phone with a camera? Can I still do a video visit?
 - Yes - you can enter the patient's email address and send them an invitation that way - they will click the link and follow the same steps as connecting via a smart phone.
- How long is the link active when the Provider invites the patient?
 - This is customizable by each widget. Currently, the link remains active for the patient to join the visit for **2 hours**.
- If a Provider ends the video chat but does not close the conversation, are there any considerations?
 - The patient would still be able to send messages in the chat until the conversation is closed.

If the patient leaves the conversation window open and does not exit, they can continue to message the provider for hours/days - until the conversation is closed.

If the patient closes the conversation window and attempts to access the conversation again, within the 2 hour window, they will still be able to message the provider.

If the patient closes the conversation window and attempts to access the conversation again, AFTER 2 hours have elapsed since the link was sent, they will get a "Link Expired" message and will not be able to message the Provider.

