

Virtual Consultation Appointments

June 2020

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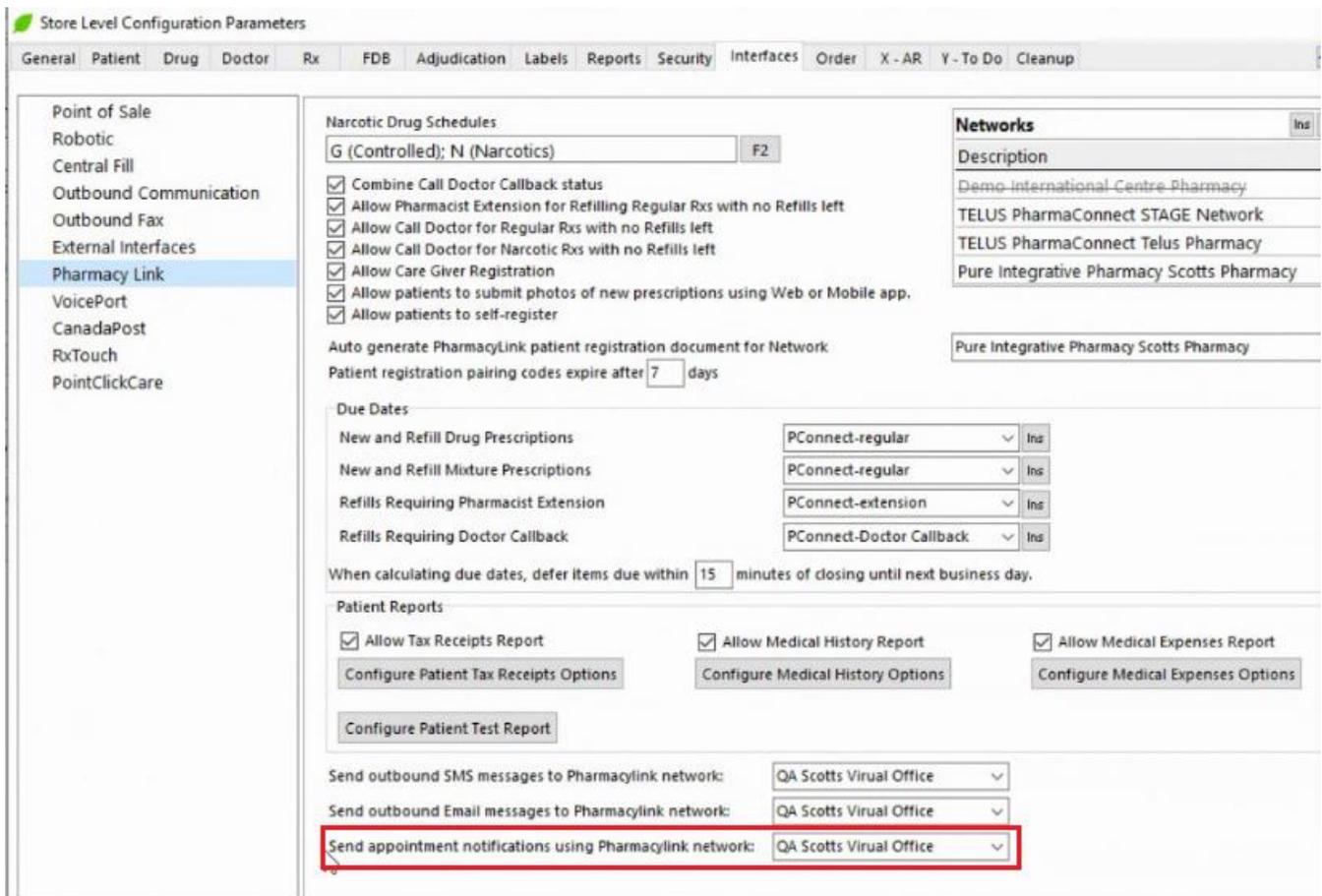
Section 1 – Kroll PMS

Virtual Consultation Appointments

This section explains how to create, modify, and delete virtual consultation appointments

Configuration

A Kroll representative must provision the section of **File > Configuration > Store > Interfaces > Pharmacy Link** to ensure the ‘Send appointment notifications using Pharmacylink network’ option is enabled.



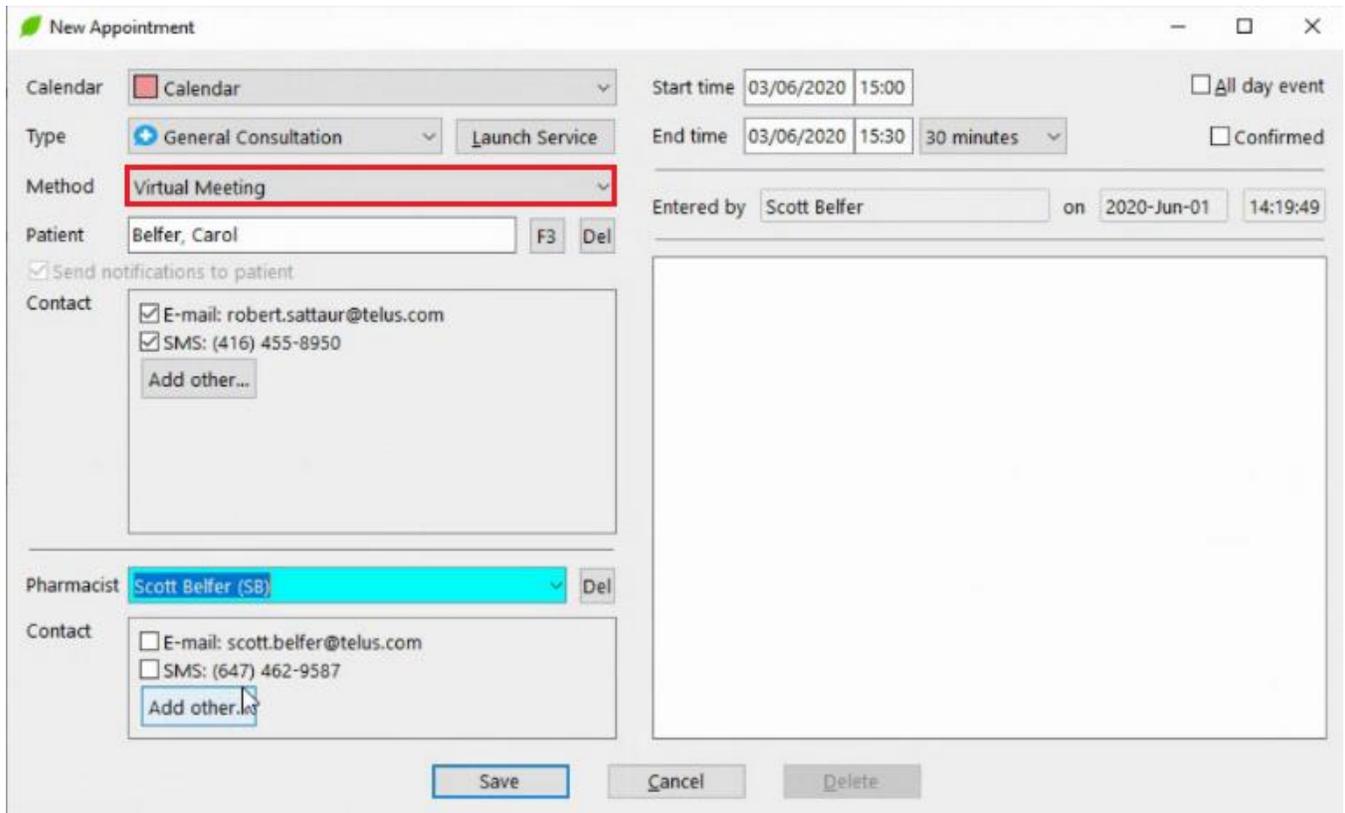
The screenshot shows the 'Store Level Configuration Parameters' window with the 'Interfaces' tab selected. The left sidebar lists various interface options, with 'Pharmacy Link' highlighted. The main content area is divided into several sections:

- Narcotic Drug Schedules:** Includes a dropdown for 'G (Controlled); N (Narcotics)' and a field for 'F2'. Below are several checked checkboxes: 'Combine Call Doctor Callback status', 'Allow Pharmacist Extension for Refilling Regular Rxs with no Refills left', 'Allow Call Doctor for Regular Rxs with no Refills left', 'Allow Call Doctor for Narcotic Rxs with no Refills left', 'Allow Care Giver Registration', 'Allow patients to submit photos of new prescriptions using Web or Mobile app.', and 'Allow patients to self-register'.
- Auto generate PharmacyLink patient registration document for Network:** Includes a field for 'Patient registration pairing codes expire after 7 days'.
- Due Dates:** Includes dropdowns for 'New and Refill Drug Prescriptions', 'New and Refill Mixture Prescriptions', 'Refills Requiring Pharmacist Extension', and 'Refills Requiring Doctor Callback', each with an 'Ins' button.
- When calculating due dates, defer items due within 15 minutes of closing until next business day.**
- Patient Reports:** Includes checkboxes for 'Allow Tax Receipts Report', 'Allow Medical History Report', and 'Allow Medical Expenses Report', each with a corresponding 'Configure' button.
- Send outbound SMS messages to Pharmacylink network:** Includes a dropdown menu set to 'QA Scotts Virual Office'.
- Send outbound Email messages to Pharmacylink network:** Includes a dropdown menu set to 'QA Scotts Virual Office'.
- Send appointment notifications using Pharmacylink network:** This dropdown menu is highlighted with a red box and is set to 'QA Scotts Virual Office'.

Setting up a Virtual Consultation Appointment

1. Select the Calendar tile from the Kroll Start Screen.
2. Click **New** or double click on the applicable calendar date.

- The New Appointment form will be displayed. Complete the form with the information necessary including contact information for both the patient and the pharmacist. Ensure that the 'Method' is set to **Virtual Meeting**.



NOTE: If the pharmacist has their email and SMS number populated in the Users and Groups screen, those credentials will be extracted directly into the Contact box of the Pharmacist. When selected the pharmacist will receive notifications about the appointment on the device that supports the contact method. This will allow the pharmacist to initiate the Virtual Consultation on either their smart phone, tablet, or laptop as long as the device has a camera and a microphone. If the pharmacist decides to initiate the consultation on something other than Kroll, then a Kroll workstation with Kroll active needs to be nearby in order to document what is needed.

- Click Save. The appointment is now synched and will be displayed in the Calendar view and the patient will receive a confirmation message via email and/or SMS.

Modifying an Appointment

1. Double-click the appointment you want to modify.
2. The **Edit Appointment** form will appear. Make the necessary changes and click **Save**. The patient will receive a notification via email and/or SMS that the appointment has been changed.

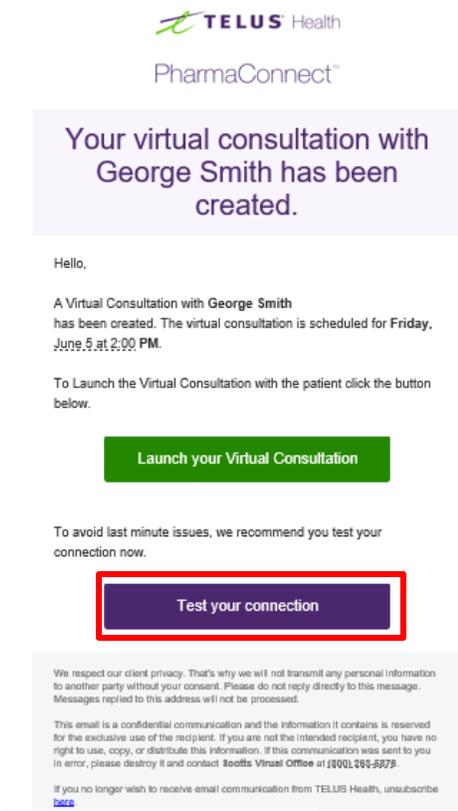
Deleting an Appointment

1. Double-click the appointment you want to delete.
2. The **Edit Appointment** form will appear. Click **Delete**.
3. A prompt will appear asking if you are sure you want to delete the event. Answer **Yes**.
4. The patient will receive an email and/or an SMS stating that the appointment has been cancelled, and the appointment will be removed from the calendar.

Section 2 – Using Virtual Consultation

Preparing for a Consultation

A couple of days before the Consultation – if you are planning on using another device (smart phone, tablet, laptop) to initiate the Consultation with the patient, ensure that it is compatible with the Virtual Consultation service. Test using the Test your connection button on the notice that you received on the device when setting up the appointment

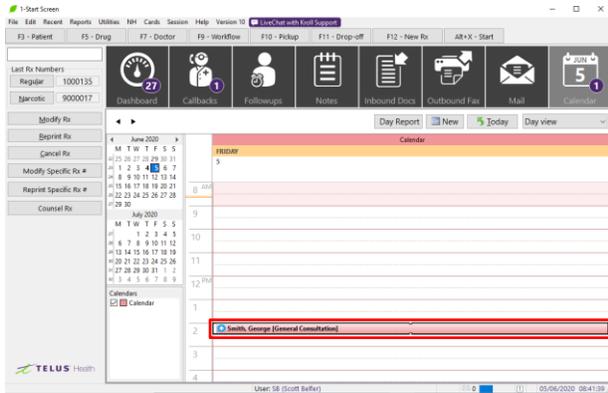


15-30 Minutes before the Consultation – ensure that a private area is available for you to conduct the Consultation. (NOTE: Please be reminded that you as a pharmacist are responsible for ensuring that all Standards of Practice are adhered to while conducting a Consultation using the Virtual tool.). Have all the tools needed at hand – access to a Kroll workstation, device for demonstration, etc.

Starting a Consultation – From Kroll

A few minutes before the Consultation is to start:

1. Click the Calendar icon on the Kroll Start screen.
2. Locate the appointment for the Consultation



3. Double click on the desired appointment. The Edit Appointment screen displays.

Edit Appointment
— □ ×

Calendar Calendar

Type General Consultation Launch Service

Method Virtual Meeting

Patient Smith, George F3 Del

Send notifications to patient

Contact E-mail: scott.belfer@telus.com
Add other...

Pharmacist Scott Belfer (SB) Del

Contact E-mail: scott.belfer@telus.com
 SMS: (647) 462-9587
 E-mail: scott.belfer@yahoo.ca
Add other...

Start time 05/06/2020 14:00 All day event

End time 05/06/2020 14:30 30 minutes Confirmed

Virtual Meeting Details

Pharmacist Meeting Id **X5C-RWA-QY9V** Pharmacist Language **en**

Pharmacist Meeting URL <https://dev.nonp-virtualvisit.telushealth.com/> Launch

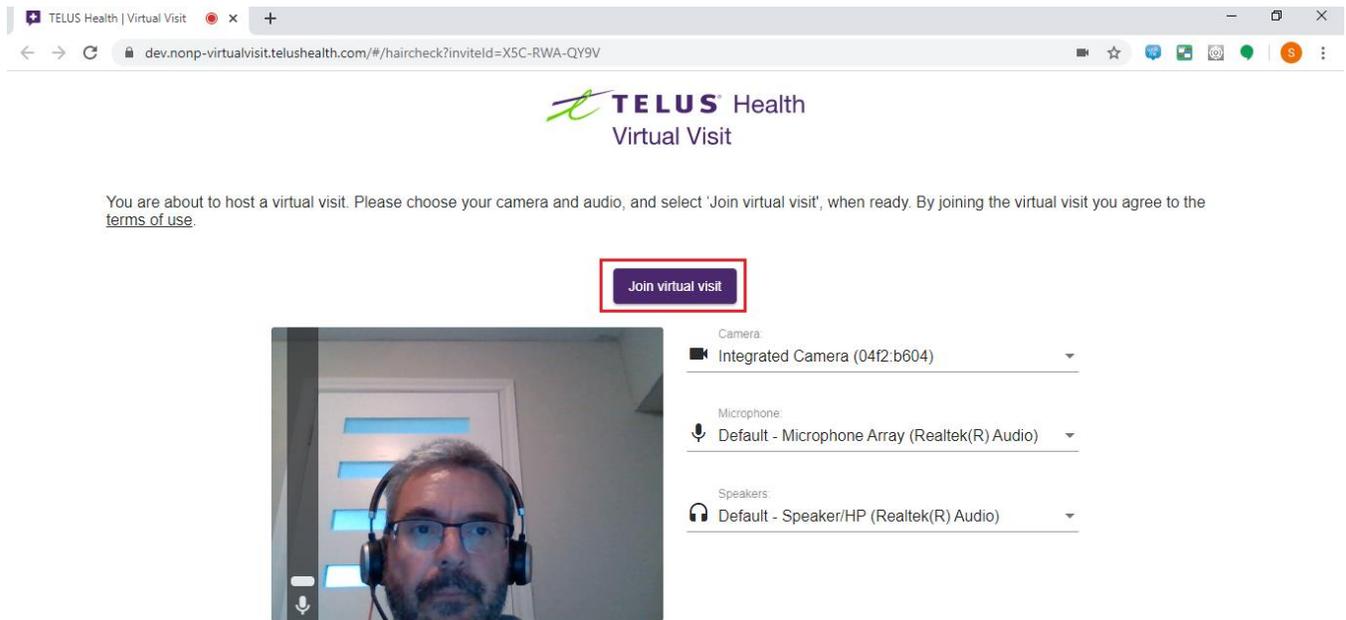
Patient Meeting Id **F2V-QJ2-5M7H** Patient Language **en**

Patient Meeting URL <https://dev.nonp-virtualvisit.telushealth.com/?invite...>

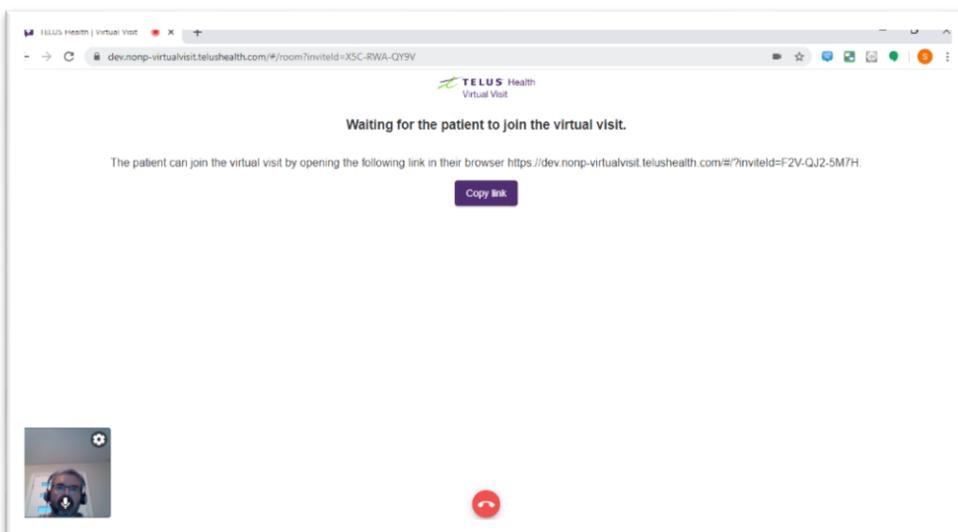
Entered by Scott Belfer on 2020-Jun-05 08:35:57

Save Cancel Delete

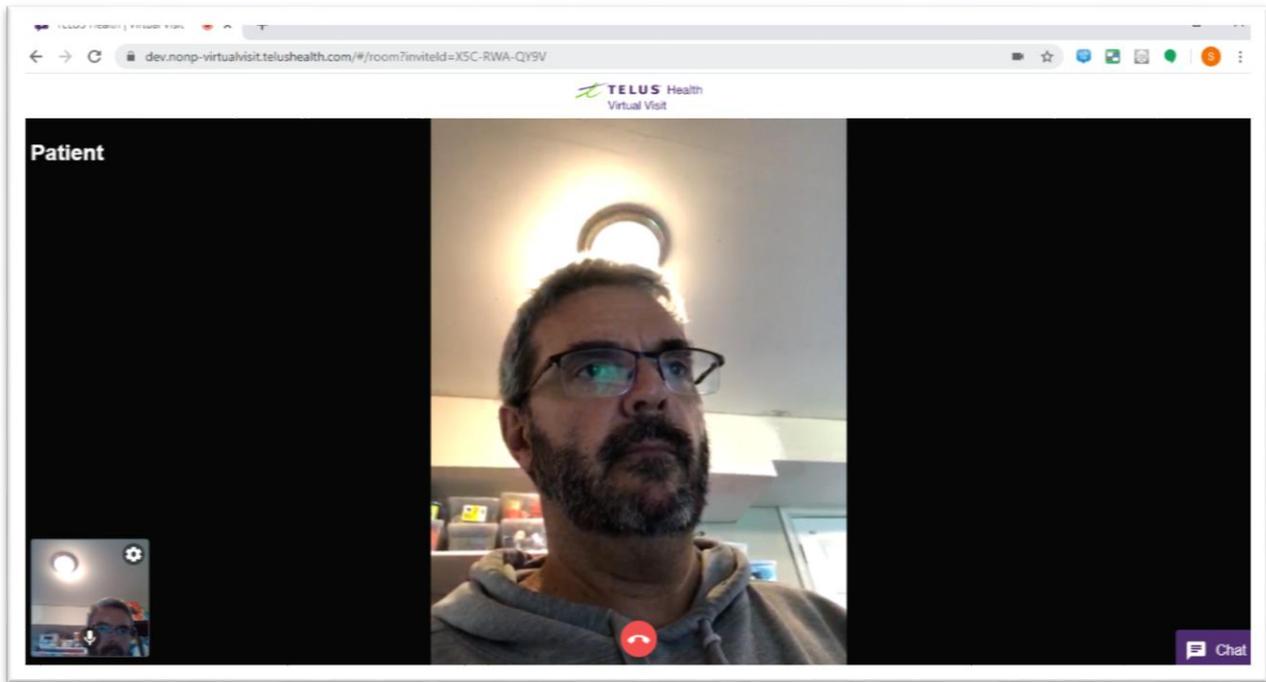
- Click the launch button located on the right side of the screen. The first screen of the Virtual Consultation will open in your supported browser in a separate window.



- When you are ready, click the Join Virtual visit button. The waiting room page displays.



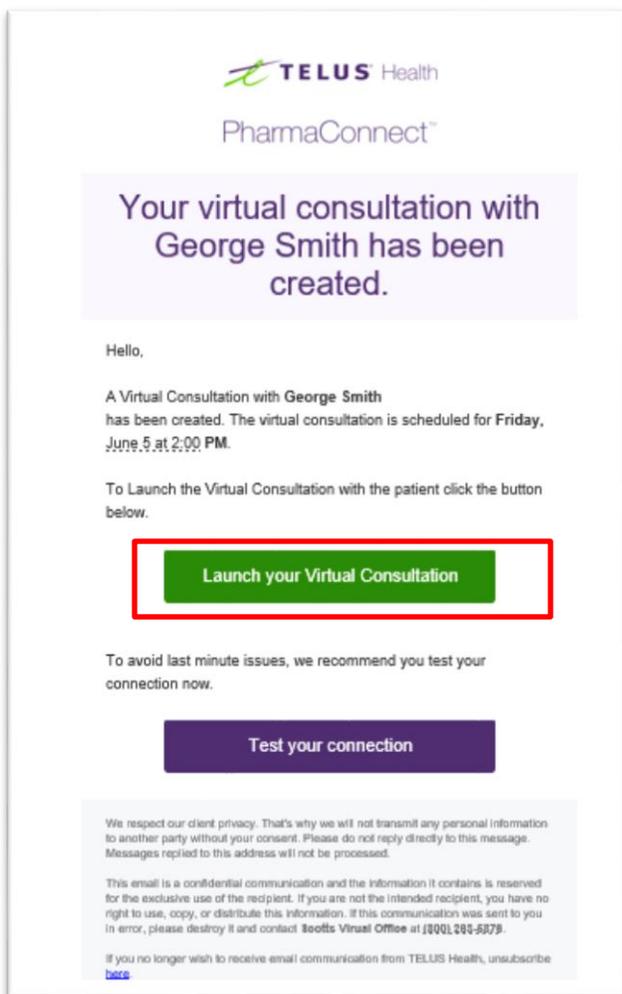
Once the patient has joined, the Virtual Consultation page displays.



6. You can now conduct your Consultation session. If needed you can use the Chat feature that is located in the lower right of the screen.
7. During the course of the Consultation, if access to Kroll is required, use Alt-Tab to switch windows.

Starting a Consultation – From another device

1. Have a session of Kroll available.
2. Display the Virtual Consultation notification on the device to be used.



3. When ready, click the Launch your Virtual Consultation button. The waiting room page displays.
4. The rest of the steps are the same as noted above when launching the Virtual Consultation from Kroll.

Ending a Consultation

When the Virtual Consultation has been completed, exit out of the browser to end it.