Connecting through Vidyo in PMOD



Thank You and Welcome!

- Thank you very much! We really appreciate your support in helping our patients and continuing with our mission of delivering world-class patient care!
- Please make sure you have the PennChart WarpDrive icon installed on your Penn-issued PC.



This will be the version of PennChart you must use or you will see you do not have access to connect to the patient. I will show a slide at the end to display that message.



Screenshot

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- Note the first section is called "Connect". You will click "Connect to Video" button
- This is what a screen looks like when both the provider and the patient are connected. You know this because it says in green both the patient and Dr. Duffy are connected.



Additional things to know...

- If your patient has arrived, it will have his/her name in green.
- If you open the chart and no one has arrived, I usually connect and wait 5 minutes. If they don't connect I call and ask them to connect.
 - If they can, I hang up and wait for them.
 - If they can't, then it's a telephone only encounter, make sure you use GTX modifier.
 - If they say the can, but for some reason they just don't connect or they can't make the audio connection work, I just call them, tell them to put me on speaker and we do the video visit that way. Its only happened to me once and I held up a sign to ask what number they wanted me to call. They had me call their house number.
- Don't forget to use the Doximity Dialer. It really is the best...



What it looks like if you are not in WarpDrive

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