Advance Community Health  
Front Desk Doxy.Me Mobile Check In Workflow (Updated 04/23/2020 (version 6)}

Day Before Visit

- PRR logs into Doxy.Me
- PRR calls patient to confirm appointment and determines telehealth or telephonic
- PRR begins Registration process (e.g., licensure, insurance card, pay stub, co-payments, any necessary slide paperwork etc)
- PRR sends the patient the Doxy.Me link via text message
- Is patient able to capture documentation via camera?
  - yes
  - no
- PRR instructs patient to email the documentation via the secured PRR email address, fax, or US mail (provide options in that order)
- Delete from desktop once printed
- PRR will instruct patient to use the wheel icon on their phone to select "Back Camera" so that the PRR can take a snippet of any documents. There’s an flip icon on the screen for this wheel part.
- PRR will use the Snipping Tool to snip/take image of the documents
- PRR will save the images to their desktop to print and scan into InDxLogic/Registration
- PRR will enter the patient’s phone number (xxx-xxx-xxxx) and click the "Send Message" button to send a text message to the patient

Day of Visit

- PRR calls patient to check in for visit. Have them log into Doxy.me and get collect co-pay if needed and make “Ready” on the schedule. Have patient logout of Doxy.me. Tell them to log in to Doxy.me 10 minutes before appt time. Provider will log into Doxy.Me (Jockey if no answer during PRR call. If no call by end of day then NO Show the visit)
- Patient view for entering payment in Doxy.Me
- Patient visit will be self-pay or self-declare if possible/extend expired slip
- Provider will complete the telehealth visit with the patient following standard workflow
- PRR should follow normal no-show standard work

Check in for visit

- PRR Completes the registration process, informs patient of call from provider tomorrow, and ends call
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Telephonic

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Telehealth

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