Indiana University Health

Video Visit Guidance for Clinicians for COVID-19

IU Health may communicate with patients in telecommunication platforms that would not normally be utilized. We recommend continued use of fully HIPAA-compliant platforms when possible, such as AmWell (our video visits vendor), Microsoft Teams, WebEx, and Diagnotes. If you cannot use a HIPAA-compliant application to communicate with a patient, you may use the non-public facing applications listed as approved below for telehealth remote communications with patients.

Facebook Live, Twitch, TikTok, and similar video communication applications are public facing, and **should not** be used in the provision of telehealth by covered health care providers.

AmWell is IU Health's preferred HIPAA compliant telehealth provider. We encourage this first and foremost. If that is not available, the following technology is permissible / not permissible:

Approved	Not Approved
• Apple Facetime • WhatsApp • Google Duo • Google Hangouts • Microsoft Teams • IUSM Zoom Healthcare • Doximity (iPhone only) • Doxy.me • Signal	• Facebook Live • Twitch • TikTok • YouTube • Instagram • Facebook Messenger • Snapchat • Skype (replaced by Teams) • Free Zoom accounts

The following guidance applies:

- At this time, providers are being rapidly enrolled in **AmWell** (IU Health's video visits vendor). If you need staff enrolled in AmWell, please contact your designated practice liaison who will coordinate provider enrollment with the IU Health Telehealth Team.

- If you cannot utilize a HIPAA-compliant platform to communicate with a patient, then you may use the non-public applications listed in the **Approved** Apps box above.

- Documentation of telehealth visits:
    - If you are using **AmWell**, you will be able to leverage scheduled appointments, a virtual waiting room and other embedded steps. If you're using AmWell to connect with your patient or if you can guarantee that you are on the correct encounter in Cerner, you will be able to enter orders in Cerner on the visit encounter for labs, orders and other needs.
    - If you are using another **Approved** App in the box above, your orders and other actions in the Cerner EMR will not be automatically tied to the encounter, and you will need to take steps to ensure they are documented and connected by:
        - Indicate in your Cerner EMR documentation that the visit is occurring virtually; a global virtual attestation autotext can be found in Cerner "=teleattest"
        - Limit placing any orders, unless you can confirm that you are on the correct encounter for that visit.
    - Your Physician Practice Leaders will have additional workflow and guidance documents.

Additionally, as matters progress and we want to conserve PPE, additional use cases for the **Approved** Apps in the box above may apply in situations such as: (i) communicating with team members and

patients in clinical settings when preferred platforms are not available; or (ii) providers would like to either call or video chat briefly with a patient (not a formal telehealth visit).