

Instructions on How to Promote Video Visits

Ask providers to think of video visits as the default appointment type for telehealth and:

1. When concluding an interaction with your patient, adapt the following script & make it your own. Say:

“Let’s do our next visit by VIDEO.” *That way, we can actually see each other and you don’t even have to leave your house! Do you have a smartphone, tablet, or computer with a camera?”

If yes:

“Great, our nurses will help you set it up.”

*Of course, do not offer video if you think it’s inappropriate for your patient. In person appointments should be offered for well child exams, immunizations, BP checks, and other issues requiring a physical exam.

2. **Communicate with your nurse/MA** in your discharge instructions to schedule a video visit. When they do their pre-visit telehealth calls, ask them to offer video to each patient if possible.

3. **Offer MyChart text/email sign up & promote its benefits** -- which now includes scheduling video visits. Nurses are supposed to do this but sometimes they forget. It’s now super easy to send patients a sign up link via text message or email (see optional Hot Tips attached for details).