**Video Visit Platform Upgrade *Coming Monday, September 13th***

***New Features include:***

* Ability for providers and patients to use smart devices, laptops, Macs, and PC desktops *that are equipped with headsets and cameras*

**When conducting a visit with a computer -**

* Ability for other participants, including family members, to join the visit
* Improved integration for interpreter services and scribes
* Screen share, whiteboard, and chat functionality

**\*In order to conduct visits using phone or tablet –**

* VidyoConnect software is required in addition to Haiku or Canto
* This software has already be installed on Yale managed devices
  + For personal devices you must download the VidyoConnect app from [Apple App](https://apps.apple.com/us/app/vidyoconnect/id1103823278), [Google Play](https://play.google.com/store/apps/details?id=com.vidyo.neomobile), or [PC/MAC Users](https://vvisit.ynhh.org/download.html?lang=en)
* When you click ‘Connect to Video’ from Epic a VidyoConnect screen will appear. **SIGN IN** with epic credentials (*Tip* – select *keep me signed in*) and then click **JOIN**
* The visit will begin

**Troubleshooting**

* Make sure all software on your device is up to date
* Call helpdesk for assistance (203) 288 HELP

**Please see attached Tips and Tricks for more detailed information and the workflow for laptops and PCs.**

**Available Training**

1. **Provider Training Sessions** 
   * Training will cover features available with new platform, documentation and billing, as well as video visit essentials
   * New –Providers will receive CME credit for attending
   * Open to all providers, residents, and fellows

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| Day | Time |
| Tuesday, Sept 15 | 12:00-12:45pm |
| Wednesday, Sept 16 | 12:00-12:45pm |
| Thursday, Sept 17 | 5:00-5:45pm |
| Zoom Link: <https://zoom.us/i/2583692711>  Zoom Call in Number: 203-432-9666  Meeting ID: 258 369 2711 | |

1. **E Learning** is available [here](https://sts2.ynhh.org/adfs/ls/IdpInitiatedSignon.aspx?SAMLRequest=jZJRb5swFIX%2FCvI7GBAJiRUiZY2mInUrarI%2B7GVyzCVYMtfU16TNvy8h3dY%2BrNrr1Tn3fD7XK5Kd6cVm8C0%2BwNMA5INyW7Bfy8Miz%2BdqEUpoFmE2a%2FJwWScyzA55DodMNfMsZcEjONIWC5ZGMQtKogFKJC%2FRj6M4jcN4GcbZPpmLdCmSNMpms58s2I4pGqWfnK33PQnOyVManbFtI%2BuOXNYNcUO8rPsStdfSQ73TR7QYSepfWPDVOgUTdsEaaQgu8ZUk0if4M6mc9VZZ80VjrfFYsMGhsJI0CZQdkPBK7Dbf7sSILw5XEYnb%2Fb4Kq%2FvdngUbInAXzhuLNHTgduBOWsGPh7u%2F5GdpAOG5lSfASI363mr0dCYPHUXKdry3zkvDiewb%2FUtnkMTU%2FedQ%2FdsL2Hp1UYupYvfO%2F7ld%2FuZn6%2F%2BmXfF3SdfYXnwfV5fbyhqtzpfuO%2Bn%2FnZxEyTTRddhMUjEg9aB0o6EeSzXGPt84GG9aMO%2BG8VB8fU39%2BBPXrw%3D%3D&RelayState=UkVUVVJOVVJMJTNkJTI1MmZsbXMlMjUyZmJhc2ljcG9ydGFsJTI1MmZhdXRvJTI1MmZhdXRvJTI1MmZsZWFybmVyJTI1MmZjb3Vyc2VzJTI1MmY3OGE0OGRlNC04YjZlLTQ2OTctODVmNC01N2E2OWVmNWU1ZTM%3D)
2. All **telehealth training materials and guidance** can be found at <https://telehealth.ynhh.org> or [Yale Medicine Telehealth](mailto:https://secure.its.yale.edu/cas/login?renew=true&service=https%3a%2f%2fmedicine.yale.edu%2fymadmin%2fforms%2f)