



Vidyo®

Real-Time Telehealth Workflows with Epic

Vidyo Integration Options to Meet Your Needs

Use Cases

- **Scheduled Video Visits:**
Whether a scheduled visit is for primary or specialty care, Vidyo/MyChart's click-to-connect technology provides a face-to-face experience.
- **Video Visits and Peer Consults:**
Complex patients require complex care. Vidyo-enabled Epic solutions drive real-time video/EHR collaboration with providers and clinicians.
- **Telestroke:**
Minimize door-to-needle time with real-time Vidyo/Epic access from any place, to any place, with any device.

Benefits

- **Reduced Readmission Rates:**
Post-discharge follow-ups are key to reducing readmissions.
- **Enhanced Clinical Scale:**
Clinicians can see more patients without spending less time per patient.
- **Improved Outcomes:**
Reduced time to diagnosis and treatment results in better patient outcomes.

Business Challenge

Telehealth technologies, such as real-time video communication, enable care to be delivered to a patient regardless of the physical location of either patient or care provider. Too often, however, these technologies require different workflows than when patient and clinician are in the same room. This presents a significant barrier to adoption and prevents the full realization of the many benefits of telehealth — for patient outcomes and satisfaction as well as care provider economics.

That's why Vidyo has partnered with Epic to enable real-time video interaction between clinicians and their patients or peers within the same workflow tools they already use for charting, accessing patient records, and managing care.

Vidyo Solution: More Ways to Connect

Vidyo has had a long-standing integration with Epic using the VidyoWorks™ APIs to provide directly embedded real-time video capabilities within the Epic experience. And now, Vidyo has a new way to connect: Using recently developed context-aware linking capabilities from Epic, Vidyo has created a turnkey integration for [VidyoConnect™](#).

Using either method of connecting (embedded or context-aware linking), patients can log in to MyChart, view their upcoming appointments, and tap a button to connect to the video-enabled virtual examination room.

Clinicians can also schedule real-time video appointments with peers and specialists for consultation or second opinions using the same integrated Vidyo clinician-facing applications. The simple click-to-connect user experience makes the technology transparent to the clinicians so they can focus on what matters — patient health.

Healthcare delivery organizations (HDOs) that desire a workflow that's comprehensively integrated into Epic environments should select Vidyo's deeply embedded integration. For health systems that want to retain the click-to-connect experience with an expanded set of healthcare capabilities such as built-in peripheral support, far end camera control, and multiparty consultation, our turnkey integration for VidyoConnect may be the appropriate choice.



“We launched a direct-to-consumer product in September 2016 utilizing Epic and Vidyo. With it, patients get access to one of our internal urgent care providers 24/7 and 365 days throughout the year. Even without much marketing of the program, we’ve had 500-plus patients use it since its inception.”

-UC Health

Anticipated Results

Our video communication platform fosters a personal connection between clinicians and their patients. Our clients can expect to feel more engaged and emotionally connected than when using any other digital medium.

By leveraging real-time telehealth workflows from the Epic and Vidyo combined solution, post-discharge video follow-ups reduce readmission rates. With the video-enabled Epic platform, clinicians can see more patients without spending less time per patient, which improves outcomes. For remote patient interactions, video reduces time to diagnosis and treatment, also resulting in better outcomes, right from the familiar Epic workflow.

Solution Details

The Vidyo-ready Epic telehealth workflows require both Epic and Vidyo infrastructure. Contact your Epic implementation executive, implementation director, or technical coordinator for licensing information and instructions on configuring Epic for Vidyo integration. The Vidyo infrastructure can be purchased and implemented through a certified Vidyo reseller or service provider.

Use Case	Epic Product	Supported Platforms	Epic Version Support
Scheduled video visits	<ul style="list-style-type: none"> Hyperspace MyChartMobile MyChart Web 	Android and iOS web browsers	2012, 2014, 2015, 2017, and 2018
Video visits and peer consults	<ul style="list-style-type: none"> Hyperspace Canto Haiku 	Desktop full client, iOS only	2012, 2014, 2015, 2017, and 2018
Telestroke	<ul style="list-style-type: none"> Hyperspace Canto 	Desktop full client, iOS only	2014, 2015, 2017, and 2018



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