



Vidyo®

Modernize your Vidyo-Epic Integration with Support from Professional Services

Migrate from Deep Integration to Epic Context Aware Linking



Use Cases

- Deliver timely consultations with high-demand specialists
- Support collaborative interdisciplinary care and rounding
- Whether a scheduled visit is for primary or specialty care, Vidyo/MyChart's click-to-connect feature provides a face-to-face experience
- Patients can join real-time video visits with the simplicity and convenience of a browser

Benefits

- Rapid and smooth deployment of your Epic CAL configuration
- Provides you with safety of mind so you can focus on your core business and anticipated results
- Review of the resources you have available for business continuity
- Access to the extensive benefits of an EPIC CAL integration including enhanced clinical scale, patient satisfaction, improved outcomes, and reduced readmission rates

Business Challenge

Our healthcare landscape is rapidly evolving presenting challenges to your ability to deliver premier clinical service. Virtual care has provided you with technological opportunities for your team to reduce costs, improve clinical outcomes, and enhance patient satisfaction.

Our partnership with Epic Systems delivers an immersive video interaction between your clinicians and their patients or peers. The interaction occurs within the same workflow they already use for charting, accessing patient records, and managing care.

Healthcare delivery organizations who are planning to move to Epic 2019 or later versions will also need to modernize their Vidyo integration from Deep Linking to Context Aware Linking. Your team may benefit from the support of an experienced professional services team who can streamline this transition.

Vidyo Solution

We understand you are working tirelessly to find innovative ways to enhance patient care, improve quality of service, and increase operational efficiencies. Our professional services team can enhance your impact by ensuring a prompt deployment of your migration to Epic CAL. Our project managers will lead your configuration, implementation, testing, and business continuity plans.

Our experienced professional services team will also ensure that your Vidyo infrastructure is working at optimal capacity—thereby providing the best video quality and performance for customers.

In addition, this deployment will unlock operational efficiencies through capabilities that include multiparty meetings, far-end camera control, H.323/SIP dialing capability, and support for an array of healthcare peripherals.



“By migrating to Epic Context Aware Linking with Vidyo our providers are now able to utilize interpretive services without leaving the conference. Our team has found this convenience to be very empowering.”

- Yale New Haven Health Systems

Anticipated Results

With the support of our professional services and training teams you will have the confidence that your migration from Epic Deep Integration to Context Aware linking is employed quickly and efficiently. This process will ensure your team of clinicians can easily create virtual appointments, document encounters, and take advantage of all the benefits of using Epic as their EHR.

Your clinicians can expect to feel more engaged and emotionally connected than when using any other digital medium. The simple click-to-connect user experiences make the technology transparent to clinicians so your system can focus on what matters most: patient care.

Professional Services Details

Our dedicated professional services and training teams will conduct the necessary project planning which includes but is not limited to the following benefits:

Complete Evaluation	Pre-Implementation	Implementation	Testing	Post-Implementation
<ul style="list-style-type: none"> Reviewing and if needed configuring your Epic environment for integration Deploying call detail records and usage reports to understand Vidyo applications in use Verifying application is active and the FDI record is defined within the Epic App Orchard 	<ul style="list-style-type: none"> Deploying and configuring the Vidyo tenant Ensuring Epic integration parameters have been configured within the Vidyo integration with CAL test tenant Confirm that the necessary network, firewall, SSL and DNS adjustments have been made 	<ul style="list-style-type: none"> Preparing the production environment for use with Vidyo Epic Integration with CAL Ensuring that the Epic environment is ready for go-live Verifying network and firewall settings Enabling support for cut-over and go-live support 	<ul style="list-style-type: none"> Reviewing the Vidyo Epic Integration with CAL use cases and testing scenarios (e.g. internal/LAN and external endpoint resources) Validating and/or troubleshooting of any issues with the Vidyo Epic Integration with CAL that arise as result of testing 	<ul style="list-style-type: none"> Understanding risk and dependencies which include client-side resource availability

Supported Epic Products	Supported Vidyo Endpoints for Context Aware Linking	
<ul style="list-style-type: none"> Hyperspace MyChart Mobile MyChart Web Canto Haiku 	Full app experience: <ul style="list-style-type: none"> VidyoConnect for Desktop (Windows, Mac) VidyoConnect for Mobile (Android, iOS) 	Browser-based video with native WebRTC: <ul style="list-style-type: none"> Desktop browsers (Chrome, Safari) Mobile browsers (Chrome on Android, Safari on iOS)



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