



Vidyo®

Vidyo Visits with Epic Context Aware Linking

Integrated Real-Time
Telehealth Workflows

Use Cases

Scheduled Video Visits

Whether a scheduled visit is for primary or specialty care, Vidyo/MyChart's click-to-connect feature provides a face-to-face experience

Ad Hoc Video Visits

Patients can join real-time video visits with the simplicity and convenience of a browser

Telestroke

Minimize door-to-needle time with real-time Vidyo/Epic access from any place, to any place, and with any device

Benefits

Enhanced clinical scale

Enable clinicians to see more patients without spending less time per patient

Increased patient satisfaction

Easy-to-join video visits drives patient adoption and use

Improved outcomes

Reduce time to diagnosis and treatment for better patient outcomes

Reduced readmission rates

Post-discharge follow-ups are key to reducing readmissions

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 patients and clinicians are physically in the same room. This presents a significant barrier to adoption and prevents the full realization of the many benefits of telehealth – for both 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

Vidyo has created a turnkey integration of VidyoConnect into the most popular Epic solutions such as Hyperspace, Canto, Haiku, and more using context-aware linking. Context-aware linking provides the well-known "click-to-connect" Vidyo experience from within your Epic workflows, but also gives Epic users a robust set of features and capabilities that have not existed in previous Vidyo/Epic integrations.

Clinical users have the ability to easily create virtual appointments, document encounters, and take advantage of all the benefits of using Epic as their EHR. Using VidyoConnect through context-aware linking, clinicians can:

- Conduct multiparty meetings for peer consults or video visits including a patient's family
- Moderate video visits with easy-to-use controls to invite others, disconnect participants, and mute/unmute participants' audio and video
- Use advanced capabilities including far-end camera control and a robust array of healthcare peripherals



“We launched a direct-to consumer product 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.”

-UCHealth of Colorado

Anticipated Results

Our video communication platform fosters a personal connection between clinicians and patients. Our clinical users can expect to feel more engaged and emotionally connected than when using any other digital medium. The simple click-to-connect user experience makes the technology transparent to clinicians so they can focus on what matters: patient health.

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

Solution Requirements
<p>A Vidyo-ready Epic telehealth workflow requires both Epic and Vidyo infrastructure, which can be deployed in the cloud, on-premises, or as a hybrid. 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.</p>



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