Telemedicine
User Guide

If you have questions, please call 417-269-TMED (8633) or 1-888-805-8956
Thank you & welcome!

Thank you for choosing CoxHealth Telemedicine services! We hope you find this guide helpful in assisting you through your telemedicine visit. If you have a question or issue at any point during your telemedicine appointment, please call a CoxHealth Telemedicine Representative at 417-269-TMED (8633) or 1-888-805-8956.

Table of Contents

Facts & Scope of Services
- DirectConnect ................................................................. 3
- OccMedStat ............................................................... 4

A Step-by-Step Guide through Your Visit
- Step 1: Assess Severity of Illness or Injury ......................................... 5
- Step 2: Submit Visit Request & Wait to be Contacted ............................... 6
- Step 3: Sign-in to your Vidyo Account .................................................. 7
- Step 4: Answer Call & Enter Exam Room .............................................. 8-9
- Step 5: The Exam .................................................................. 10

How to load Vidyo to your computer or device
- VidyoMobile ........................................................................ 11
- VidyoDesktop ..................................................................... 11-13

How to Switch Cameras
- Step-by-Step Instructions .......................................................... 14
- Screen Shots ...................................................................... 15

Frequently Asked Questions
- Getting to Know your Vidyo Tool Bar ........................................... 16
- How to Adjust Computer Volume Settings ..................................... 16
- Check your Speaker or Microphone ............................................. 17
DirectConnect Scope

DirectConnect is CoxHealth’s direct-to-consumer (that’s you!) telemedicine service that connects you with a provider to address minor illnesses or health concerns. Please see below for a list of non-emergent items you may have addressed using DirectConnect. Services and tests noted with an * require a medical assistant on-site.

Facts & Scope of Services

Things We Can Address via Telemedicine

- Acne
- Athlete’s foot
- Bladder infection (females)*
- Bronchitis*
- Cellulitis*
- Cold Sore
- Diarrhea
- Dermatitis
- Ear infection*
- Eczema*
- Fever*
- Hives
- Influenza
- Insect bites & stings
- Laryngitis
- Lice
- Minor burns
- Minor cuts & scrapes
- Minor rashes & blemishes
- Motion sickness
- Minor skin conditions
- Nausea
- Pink Eye
- Poison ivy
- Ringworm
- Rosacea
- Shingles*
- Sore throat
- Styes
- Stomach flu
- Strep test*
- Sunburn
- Swimmer’s ear*
- Upper respiratory infection
- Urine pregnancy test*
- Vomiting*

DirectConnect Facts

Q: Who is eligible to receive services through DirectConnect?
A: DirectConnect is available to employees and their dependents 18 months and older.

Q: Who are the providers that will deliver my care through DirectConnect?
A: DirectConnect is staffed by nurse practitioners.

Q: What are the hours of operation for DirectConnect?
A: Daytime Hours: Monday – Friday: 9:00am – 5:00pm
   Evening Hours: Thursday: 5:00pm – 9:00pm
   Sunday: 5:00pm – 9:00pm

Q: Will my primary care physician have access to the information from my visit?
A: Yes, your CoxHealth PCP will have access to any information that is documented in your medical record from your DirectConnect visit.
OccMedStat

OccMedStat offers interactive occupational medicine consultations for injured workers. Our highly trained team of occupational medicine physicians will assist with identifying and coordinating the most appropriate plan of care for non-emergent workplace injuries. Please see below for a list of non-emergent items that may be addressed via telemedicine.

- Allergic reactions – if tongue or mouth is swollen, go to the nearest ER
- Bruises
- Minor burns
- Minor scrapes (affecting the top layers of skin only)
- Muscle strains
- Sprains
- Rashes
- Corneal abrasions (debris went into the eye but was washed out) – if there is anything stuck in the eye, go to the nearest ER

OccMedStat Facts

Q: Who is eligible to receive services through OccMedStat?
   A: OccMedStat is available to injured employees working for companies contracted to receive CoxHealth Telemedicine services.

Q: Who are the providers that will deliver my care through OccMedStat?
   A: OccMedStat is staffed by physicians specializing in Occupational Medicine.

Q: What are the hours of operation for OccMedStat?
   A: Monday – Friday: 8:00am – 5:00pm
Is it an Emergency?

CoxHealth is proud to offer telemedicine services for non-emergent illnesses and work injuries. If this is not an emergency, proceed to step two. If there is an emergency, please call 911 or go to the nearest emergency room. If you are experiencing a head injury, chest pain, shortness of breath, third degree burns, or lacerations (cuts) where you can see the underlying structures of the skin, please call 911 or go to the nearest emergency room. Please see below for a list of emergency rooms near you.

**Springfield**

**CoxSouth ER**
3807 S. National Ave
Springfield, MO 65807
417-269-4083

**CoxNorth ER**
1423 N. Jefferson Ave
Springfield, MO 65802
417-269-3139

**Monett**

**CoxMonett ER**
801 Lincoln Ave
Monett, MO 65708
417-235-3144

**Branson**

**CoxBranson ER**
545 Branson Landing Blvd
Branson, MO 65616
417-348-8646

**Joplin Area**

**Freeman West ER**
1102 W. 32nd St
Joplin, MO 64804
417-347-1111

**Freeman Neosho**
113 W. Hickory St
Neosho, MO 64850
417-451-1234
Login to Vidyo

To begin your visit, you must submit a visit request by opening a web browser and entering the following link:

https://www.coxhealth.com/telemedreg

Once you have accessed the CoxHealth Telemedicine Registration page, please review and sign the online consent to treat form. Click “submit” once you have agreed to treatment. **After you complete and submit your registration, a CoxHealth Telemedicine Representative will contact you within 10 minutes of submission.** If you are not contacted within this time or you do not see the image below on your screen, please call 417-269-TMED (8633) or 1-888-805-8956.

**Submission complete.**

Thank you for using CoxHealth Telemedicine services. A CoxHealth Telemedicine representative will be contacting you at the phone number you provided within the next 10 minutes. If you are not contacted within 10 minutes, please call 417-269-TMED to speak with a representative. Thank you!

Common web browsers:

- Internet Explorer
- Firefox
- Google Chrome
- Safari (Mac)
How to Log In to Vidyo

While you are waiting for a Telemedicine Representative to contact you, please login to your Vidyo account by double-clicking the desktop icon and entering your login information. If you are accessing Vidyo from home or a personal device, the Telemedicine Representative will provide you with a username and password when he or she calls you. If you are accessing Vidyo from the device at your employer’s office, enter the unique username and password given to you prior to the visit. If you have an issue, wait for the representative to contact you and help you with the process. For instructions on how to install VidyoDesktop, see page 11 of this guide.

Enter username, password, and then click the Log In button. If you are at home or using a personal device, wait for the Representative to contact you with your login information.
How to Enter the Room

Once a CoxHealth Telemedicine Representative contacts you, provides login information if necessary, and ensures you are logged in, he or she will open a virtual room and provide the access PIN. Click on your assigned room and enter the four-digit PIN then click OK. Once the correct PIN has been entered and you click OK, you will enter the virtual exam room.
Medical History & Wait for Provider

Your representative will join you in the room to obtain a brief medical history and verify your video and audio are working.

After the Telemedicine Representative has collected your information, he or she will exit the room and connect you with the provider. **The provider will join the room within 20 minutes.** If the provider does not enter the room within 20 minutes, please stay on the video call and contact a CoxHealth Telemedicine Representative at 417-269-TMED (8633) or 1-888-805-8956.
**DirectConnect – Illness**

1. The provider reviews your medical history
2. The provider performs any necessary exams or testing (testing with MA on-site only)
3. The provider suggests a plan of care
4. The provider reviews the plan with you
5. The provider gives you an opportunity to ask questions
6. Telemedicine call ends

**OccMedStat – Work Injury**

1. Your supervisor discusses the event with the provider
2. You and the supervisor review the event details with the provider
3. The provider reviews your medical history with you only – your supervisor exits the room for this
4. The provider reviews a plan of care with you and your supervisor
5. The provider gives you and your supervisor the opportunity to ask questions
6. Telemedicine call concludes

If you become disconnected from the call at any point, please call **417-269-TMED (8633)** or **1-888-805-8956** to speak to a CoxHealth Telemedicine Representative and be reconnected with the provider.
**Download Vidyo to Your Tablet or Smart Phone**

For **iOS**: Download the free VidyoMobile app from the Apple App Store  
For **Android**: Download the free VidyoMobile app from Google Play

**Download Vidyo to Your Laptop or Desktop**

1. Type [https://telemed.coxhealth.com](https://telemed.coxhealth.com) in your web browser  
2. Click “Download Vidyo Desktop”  
3. Click “Save” on the pop-up window at the bottom of your screen  
4. Click “Next” – located at the bottom of the VidyoDesktop Setup window  
5. Agree to the Vidyo Terms of Use  
6. Click “Finish” at the bottom of the “Completing the VidyoDesktop Setup” window  
7. Enter [https://telemed.coxhealth.com](https://telemed.coxhealth.com) into the Vidyo Portal box  
8. Enter username and password to login
Welcome to the VidyoDesktop Setup

Setup will guide you through the installation of VidyoDesktop.

It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to restart your computer.

Click Next to continue.

License Agreement

Please review the license terms before installing VidyoDesktop.

If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install VidyoDesktop.
Completing the VidyoDesktop Setup

VidyoDesktop has been installed on your computer.
Click Finish to close Setup.

VidyoDesktop Setup - Log in

VidyoPortal: https://telemed.coxhealth.com
Username:
Password:

Log in

Forgot your password?

Welcome. Please log in to your VidyoPortal...
How to Switch Cameras if You Have Two

Please note, if you are using your personal device (laptop, phone, tablet) you will not need to switch cameras. Switching cameras is only required for telemedicine visits on your employers designated computer and if you have both cameras. The larger camera is used for an overall view of you and the room. The speaker is also part of the larger camera. The small camera is used for viewing items closely – such as cuts, bites, and rashes. You may have to switch between these cameras during your visit. While the provider or telemedicine representative will be available to help you, please refer to these instructions and screen shots if you need additional assistance.

1. Click the settings icon on your Vidyo toolbar (it looks like a small gear). Please refer to page 12 of this guide should you need help navigating your Vidyo toolbar.
2. You should see both cameras listed under the “Camera” section of the settings window. Click on the camera that is not highlighted by the gray bar until it is highlighted.
3. Once that camera is highlighted, click Apply
4. Click Save
5. This should change which camera is being used. To change back, simply click on Settings in your toolbar again to highlight a different camera to use.
1. Click on Settings Icon

2. Click on the camera that is not highlighted in gray

3. Click Apply

4. Click Save
If you are having technical issues, the Telemedicine Representative will help you fix the problem. Here are a few quick suggestions to follow if you are having issues.

**Q: What if I can’t hear the provider or the provider can’t hear me?**

**A:** Check your Vidyo toolbar to ensure your microphone is not muted and your speaker volume is at the proper level.

**A:** Check your computer settings to ensure the volume is not muted and at the proper level.

**Q: What if the picture is blurry?**

**A:** The Representative will walk you through how to fix this.

**Q: What if I lose the connection?**

**A:** Call 417-269-TMED (8633) or 1-888-805-8956 to speak to a Representative.

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**Your Vidyo Toolbar**

![Vidyo Toolbar Diagram]

**Your Computer Volume**

Be sure the speaker icon at the bottom right of your computer screen does not have a red symbol on or next to it. If the speaker icon does have a red symbol, click on it and click the blue speaker icon until the red symbol is no longer visible.

- **Muted** = Red Symbol over speaker icon
- **Unmuted** = No Red Symbol
How to Check the Speakers & Microphone

If you still cannot hear the provider or they cannot hear you after checking your computer settings and the Vidyo toolbar settings, check your Vidyo devices to make sure the correct speaker/microphone is being used. See the instructions below on how to do this. It is very similar to checking/switching cameras. If it still does not work after changing devices, call a Telemedicine Representative at 417-269-TMED (8633) or 1-888-805-8956.

1. Click on Settings Icon on Vidyo Toolbar

2. Click on the speaker/microphone that is not highlighted in gray

3. Click Apply

4. Click Save