Getting Started with MUSC Virtual Specialty

Review Virtual Specialty Resources

- Provider and patient videos and flyers
- VS FAQ for PCPs
- VS Provider profiles

Setup CareLink with MUSC

 CareLink provides direct, real-time, view-only access to the electronic medical records of patients who are referred to MUSC Health

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Referral

- Faxed to Virtual Specialty at 843-985-9849
- Call Virtual Specialty at 843-792-7097

Patient Experience

- Patient is contacted by VS team to schedule appointment
- A few days ahead of appointment, the VS team contacts patient to prep for appointment and address any technology gaps

Post Virtual
Specialty Visit

- PCP receives notification of after visit note
- Carelink provides PCP insight into upcoming VS appointments, missed appointments, and more

Ongoing Reporting

• Using ILH identifier, MUSC will provide monthly VS volume, timeliness, and patient satisfaction data

VIRTUAL SPECIALTY PCP WORK FLOW

02

Introduction to Virtual Specialty

Resources

- Provider and patient videos and flyers
- VS FAQ for PCPs
- VS Provider profiles

CareLink Set Up

End to End Visibility

- Provides visibility into MUSC's instance of Epic
- PCP receives notifications about appointments
- Access to patient notes and more

Referrals

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- 843-792-7097 843-792-7097

monthly reporting on volume by PCP as well as patient satisfaction data

Reporting

ILH PCP Virtual Specialty Flow Chart

Close the Loop

 PCP receives notification of after visit note Post Virtual
Specialty
Visit

Concierge-level

- Patient is contacted directly to schedule appointment
- Patient is contacted to prep for appointment and address technology questions.

Patient Experience