

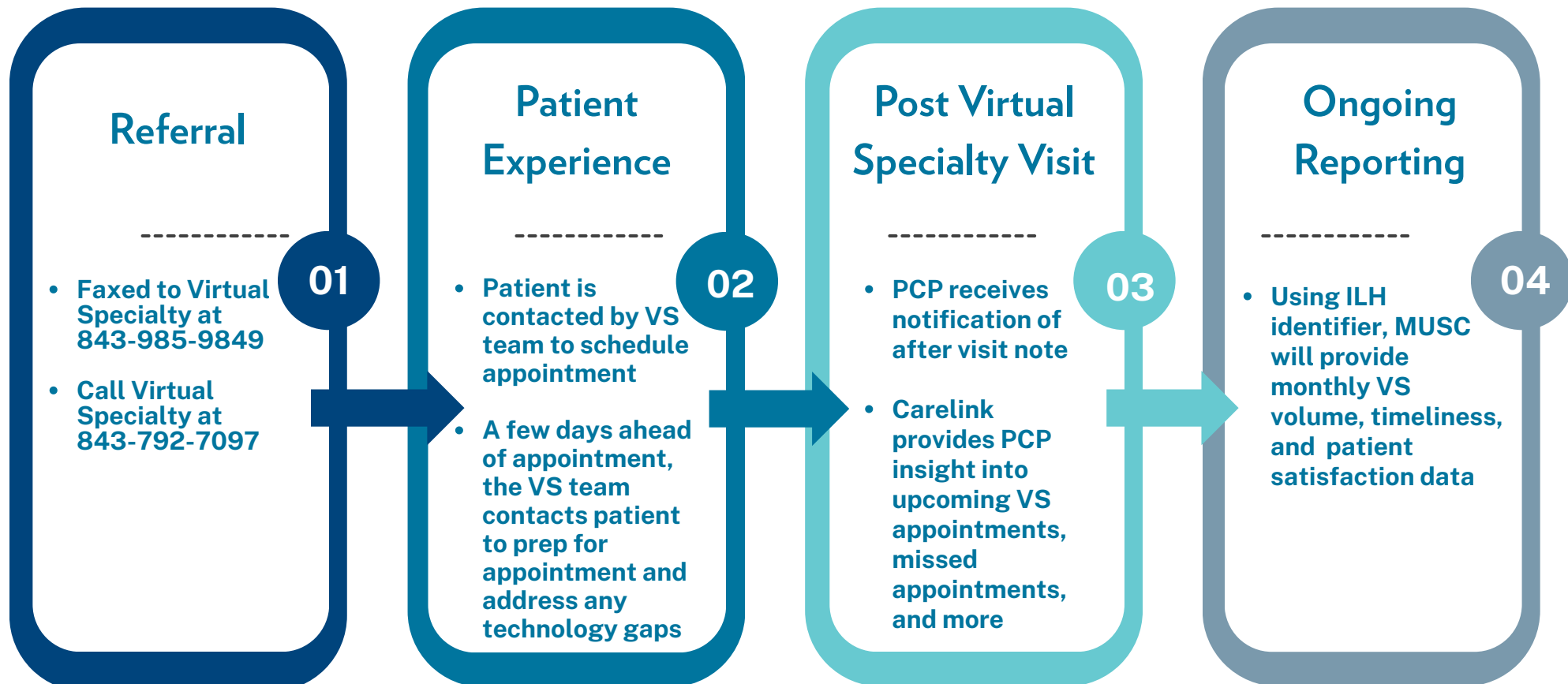
Getting Started with MUSC Virtual Specialty

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



VIRTUAL SPECIALTY PCP WORK FLOW

ILH PCP Virtual Specialty Flow Chart

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

Multiple Options

- Through Epic via Carelink
- Faxed to 843-792-7097
- Call VS at 843-792-7097

Patient Experience

Concierge-level

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

Post Virtual Specialty Visit

Close the Loop

- PCP receives notification of after visit note

Reporting

Continuous Improvement

- Using ILH identifier, MUSC will provide monthly reporting on volume by PCP as well as patient satisfaction data