



QUICK START GUIDE: Athena Provider Visits

Last updated 1/29/20

Visit Preparation

- ☐ Utilize Test My Device feature:
connect.ottohealth.com/video/test
- ☐ Review Devices & Connection Guide:
[See page 3](#)
- ☐ Ensure camera & microphone are ready:
ottohealth.com/techsupport



To view additional user guides, visit:
ottohealth.com/athena-training-materials-4pldRVEOu596P

Provider Profile Setup

These steps are optional and allow you to customize notifications and share documents.

- ☐ To confirm profile and account details:
click then click

In-Visit Features



CHAT: You and your patient can use chat messages to exchange information such as medical phrases/terms, helpful website links, and more.



DOCUMENT PASSING: Share documents with your patient, such as education materials. You can upload documents on-the-fly, save frequently used documents in your OTTO Profile for easy retrieval, or choose from the library shared across your practice. Patients can download the documents during the visit and/or get them in an email following the visit.

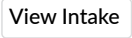


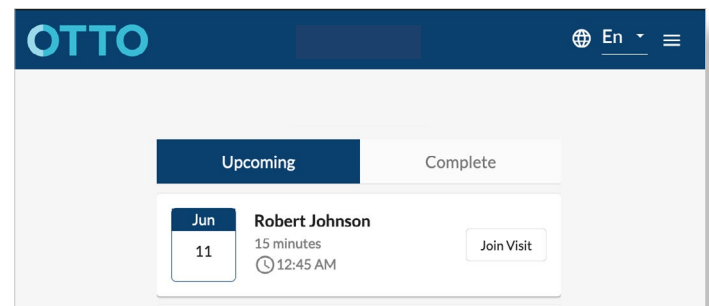
SCREEN SHARING: Share content from your computer screen with your patient to jointly review information, such as EHR documentation or lab results. Screen sharing is **ONLY** available on **Google Chrome** and **Firefox** browsers when you attend your Virtual Visit on a computer. All mobile devices and Safari do **NOT** support screen sharing at this time.



Use these icons to turn
your camera and
microphone ON/OFF

Conducting Your Virtual Visit

1. While in your EHR inbox, locate your patient's Virtual Visit.
2. When your patient has joined the Virtual Visit, the appointment will be marked **ready for provider** in Athena.
3. Navigate to connect.ottohealth.com and log in.
4. Click  to see your patient.
 - a. To view patient intake responses before the visit, click  in OTTO.
 - b. While in the visit, you will see the state where the patient is located next to the patient's name and date of birth*.
 - c. Use chat, document passing and screen sharing, by clicking the corresponding icon at the bottom of the screen.
 - d. You can document alongside your Virtual Visit in your EHR as you would normally.
5. Be sure to click  when you are finished.
 - a. If prompted, review patient payment amount, and click  to continue processing payment.
6. The encounter will be **Checked Out** in your PM system. Complete charting in your EHR to finalize the encounter.
 - a. To locate the time spent in visit, copy of your chat transcript and patient intake questions, click on the document located in the patient's chart.



If you are using OTTO Clinical Admin Users at your practice, you may notice some additional icons on your **Upcoming Visits**. You can hover over the icons for more information.

-  Indicates Patient is *active* in the visit.
-  Indicates another practice user is *active* in the visit.
-  Indicates another practice user *has been* in the visit and left.



* Use this information to confirm the patient's location is in accordance with your medical license and/or billing regulations



DEVICE & CONNECTION GUIDE

Last updated 1/29/20



COMPUTER/
LAPTOP

- Update your browser to the **most recent version**.



Please note: Internet Explorer and Microsoft Edge are NOT supported.



GOOGLE
CHROME



FIREFOX



SAFARI



ANDROID

- Update your device to the most recent operating system (**version 8 or later**).



GOOGLE
CHROME



IPHONE/IPAD

- Make sure you are using an **iPhone 6, or later**.
- Update your device to the most recent operating system (**version 11 or later**).



SAFARI

INTERNET & WIFI

- We recommend using a secure and private internet connection (or cellular service on your mobile device). If you are in a corporate office, firewalls often block the video connection. Turn off WiFi and refresh your page on a cellular device, or try another secure WiFi network on your computer.

TO JOIN VIST

- Provider login: connect.ottohealth.com.
- Patients join via emailed or texted link.
- **No app needed.**

AUDIO & VIDEO

- Device must have **front-facing camera**.
- Allow browser access to **camera and microphone**.
- Earphones **must have a microphone**.
- Turn device volume up.

NEED HELP?

- Run a quick test prior to your Virtual Vist: connect.ottohealth.com/video/test
- Visit the tech support page: ottohealth.com/techsupport