OTTO Health - Provider Virtual Visits
Frequently Asked Questions
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OTTO Health and NextGen Integration

What is OTTO Health?
- OTTO Health is a telehealth platform that integrates with NextGen EHR and PM systems, enabling providers to have real-time, synchronous video visits with their patients, without disrupting clinical workflows.

What does the NextGen and OTTO integration include?
- Scheduling integration means that Virtual Visits scheduled within NextGen seamlessly flows in to OTTO, without extra work on providers or practice staff.
- Virtual Visit patients are automatically checked IN and OUT of the PM system based on when they join and leave the visit in OTTO, making it easy for staff and providers to view the status of an appointment.
- Providers are able to document and chart their visits in their NextGen EHR as they normally do.

What do I do if I need immediate help during a virtual visit?
- Please contact OTTO Health Customer Support at **(720)-510-2910** or email [support@ottohealth.com.](mailto:support@ottohealth.com)

What do I do if I have OTTO Health questions not answered in this FAQ document?
- You may have some expert/super users at your own practice who may be able to answer your questions. If not, please contact OTTO Health Customer Support at **(720)-510-2910** or email [support@ottohealth.com.](mailto:support@ottohealth.com)

Device Requirements

What device requirements exist to complete a successful Virtual Visit?
- You need access to a computer or device with a connection (internet, Wi-Fi, or a cellular network), microphone, and front-facing camera.
- Many providers choose to use their clinical workstations to conduct their virtual visits. See this FAQ on how to best handle that approach. If you choose to use a personal device to conduct your visits, keep in mind the following requirements:
  - If you are using a **computer**, you can use the following web browsers: **Google Chrome**, Firefox, or Safari.
  - If you are using an **iOS** *mobile* **device** (e.g. iPhone), you must use the **Safari** browser.
    - iOS Software should be v11 or later; iPhone 5s or later
  - If you are using an **Android** *mobile* **device**, you must use the **Google Chrome** browser.
    - We support most Android devices, v8 and later

Account Settings

How do I set up my OTTO Health account?
- When your practice is ready to begin using Virtual Visits, OTTO Health will send you an enrollment email that contains a link to access your account. When you follow that link, you will be prompted to create a password. Your password must contain at least 6 characters, including at least one uppercase letter, one lowercase letter, and one number.

Why have I not received my enrollment email from OTTO Health?
- Be sure to check your email spam and junk folders. You may need to update your spam settings to allow your email inbox to receive messages from OTTO Health. If you still haven't received an email, please notify your OTTO Health representative for assistance.

How do I log in to OTTO to access my visits?
- After you set up your account for the first time via the enrollment email, you can log in at www.connect.ottohealth.com using your email and password.

What if I forgot my password or need to change my password?

- If you forgot your password, navigate to www.connect.ottohealth.com and click **Forgot Password** at the bottom of the login screen. You will be prompted to enter your email address. You will receive your password reset link in an email. If you do not see your reset password link, please check your junk/spam folder before contacting support.
- To change your existing password, navigate to www.connect.ottohealth.com and login. Click on the menu icon at the top right-hand corner of the screen and click on **Profile**. On the **Account** tab, click the **Change Password** button and follow the steps provided. You will need to verify your existing password before changing your current password. See this FAQ if you forgot your password.

How do I update my email? Will changing my email update my username?

- Yes, your username is also the email in your OTTO Health account profile. If you update your account email address, your username will also change.
- To change your email, click on the menu bar on the top right corner of the screen, click on **Profile** then **Account.** You will need to verify your new email in the link provided to complete the process.

Why is my account information not saving?

- When making changes to your profile, be sure to follow all the required steps and click the **Update** button before navigating away from each profile section.

How are appointment reminders and notifications set up?

- All of your OTTO Health Virtual Visits will be viewable from your NextGen schedule. However, if you would like additional reminders about your appointments, you can set up reminders and notification preferences in your OTTO Health account. Navigate to the menu bar on the top right-hand corner of the screen and select **Profile**, then click on **Account**. Scroll down to **Notification Settings** and choose your desired notification settings.

Scheduling Virtual Visits

How do I schedule a Virtual Visit?

- To schedule a Virtual Visit, follow your standing scheduling workflows in your NextGen PM system.
  - Be sure to use the **Virtual Visit** event type.
  - The **patient must have a valid email address in NGE** demographics section. OTTO sends an email to the patient with a link to access the virtual visit, so without an accurate email address, the patient will be unable to join the visit.
- Once the appointment is scheduled in NextGen with the virtual visit event type, it will appear in the OTTO Health platform.

Can patients self-schedule with their NextGen providers?

- No, Virtual Visits are scheduled only by your care team, directly through your NextGen system. Patients do not have the ability to schedule their own Virtual Visit appointments at this time.

Can I reschedule/cancel my appointments within OTTO Health?

- No, for now all scheduling will take place inside your NextGen Healthcare PM system and flow into OTTO. If you need to cancel or reschedule an appointment, you or your staff should do so in NextGen, and the changes will propagate in OTTO.
- Please note that OTTO Health does not charge patients any fees for cancelled or no-show visits, although you may choose to enforce your own practice policies.

Managing and Conducting Virtual Visits

How do I see upcoming appointments?

- You can see upcoming Virtual Visits in NextGen as well in OTTO. In NextGen EHR, navigate to your Inbox to view your upcoming appointments for the day and locate the desired Virtual Visit. In OTTO, navigate to www.connect.ottohealth.com to log in. Your upcoming Virtual Visit appointments will display in the OTTO Health platform. If you do not have any upcoming Virtual Visit appointments, nothing will appear.
- If you are looking for an appointment outside the defaulted date range in OTTO, you can choose the *Show More* button to look further into the future.

How will I know when the patient has joined the visit?
- Open your appointments inbox in NextGen to view your upcoming appointments. The status will be indicated as **KEPT** when the patient has opened the visit link and joined the video. If the visit is marked as **BOOKED,** they have not yet joined the Video Visit. In OTTO, your *Join Visit* button will turn green indicating the patient has joined the video and is waiting for you to join.

How do I join the Virtual Visit?
- When you are ready to join the visit, log in to OTTO Health at www.connect.ottohealth.com. You should see the green Join Visit button indicating the patient is already in the virtual room. Click the **Join Visit** button, and you will be connected to your patient's visit.
  - Remember to access the OTTO site using a supported browser on your local machine (in other words, outside the NextGen remote desktop/virtual desktop window).
- If you would like to have your EHR open alongside OTTO to review the patient's chart and/or document the visit, you can resize/tile your windows to fit on your screen. Remember, your NextGen EHR will be in a separate window from your OTTO window, so you can resize the two windows to align side-by-side.

Which browsers are supported?
- Click here to see supported browsers.

How do I document during the Virtual Visit?
- OTTO does not alter your documentation/charting process. You will continue to document/chart your visit according to your normal clinical workflows.

How do I end the visit?
- When you are finished with the Virtual Visit with your patient, click the red **End Visit** button at the bottom of the visit screen. You will be prompted to confirm that you want to **Complete Visit**. Once you do that, the visit will move into a Completed status in OTTO, and will mark the patient as checked out in your EHR.

What if the connection is dropped during the visit?
- If the connection is lost, log back in to OTTO Health and click on the Join Visit again to go back into the visit. The visit will display in your upcoming appointments tab in OTTO until the provider manually completes the visit.
- Your patient will also be able to rejoin the visit using the visit link sent to their email. The visit link remains active for the entirety of the Virtual Visit and expires when the visit has been ended by the patient and the provider.

Billing & Payments

Are Telehealth visits reimbursed?
- Telehealth legislation is changing rapidly. We recommend using a resource such as the Center for Connected Health Policy to get up to date information about telehealth regulations that impact you.
- For specific telehealth reimbursement and billing questions, please consult with your billing, legal and compliance teams.

What is the patient copay for a telehealth visit?
- Practices will still determine visit copay just as they do today for in-office appointments. This will be based on the reason for the visit.

- Currently, OTTO does not collect copay as part of the Telehealth workflow. If there is a copay associated with a visit, the practice should payment either in advance of the visit or following the visit.

Security

Will I need to sign into OTTO if I am signed into NextGen?
- Yes, for now you will need to input your OTTO credentials before accessing your virtual visit. You can log in by navigating to the OTTO web platform in a browser outside of your NextGen desktop. For a faster sign on experience, allow your web browser to save your credentials.

Is my information secure?
- Yes, the OTTO Health platform adheres to the strict privacy requirements mandated by the Health Insurance Portability and Accountability Act (HIPAA) to keep your Protected Health Information safe and secure. All communications on the platform including images, videos, and documents are encrypted to make them unreadable and unusable if a message is intercepted outside of the provider's private network, either accidentally or maliciously. OTTO Health uses an AWS HIPAA secure data center.