

## Telehealth for Providers in PIMSY

### Summary:

Smoky Mountain Information Systems (SMIS) has partnered with *SecureVideo* in order to offer Telehealth within PIMSY for our clients.

Telehealth allows long distance patient/clinician contact and care, advice, reminders, education, intervention and monitoring. Patients are scheduled in the MY SAL Calendar as they would be within PIMSY. Your patients will need an email address in their PIMSY profile so the Telehealth system can send them a notification (invite) to participate in a Telehealth video session.

PIMSY Telehealth is HIPAA compliant and no videos are stored in the PIMSY system.

### Buttons, Fields and Instructions:

**Edit SAL**

Subject: AAA Client, Video ((909) 576-9891), Supervision w/ LCSW (C) Check Availability

Start time: 8/22/2016 9:00:00 AM User Name: System Administrator

End time: 8/22/2016 10:00:00 AM User Group: \*\*\* N/A \*\*\*

Duration: 60 All day event  Status: Scheduled

Client Name: AAA Client, Video T Client Group: \*\*\* N/A \*\*\*

Billing Code: Supervision w/ LCSW (000) SAL #: SA-VA-73657

Division: \*\*\* N/A \*\*\* Note #:

Location: Client #:

Room: Group Note #:

Note Group Note Client Take Payments Statement

Released  Release For Review  Billable Balance Due: Pending

Remarks:

Background: Orange Recurrence Docs

Save Close Delete

Click on the indicated button above from a **MY Sal Calendar** appointment window.

An invitation is sent to the patient which will instruct them to access a “waiting room” where they will be directed to the *SecureVideo* conference with you.

## Patient Invitation:

**PIMSY EHR Session Invite**

Dear Jessica Day,

Ian MacDonald has invited you to a videoconference hosted by PIMSY EHR.

WHEN:  
**Wednesday, August 24, 2016 at 7:00 AM (Eastern Time)**

WILL YOU ATTEND?

TO JOIN:  
To join the session, just click here:  
[Join Session](#)

You can also join the session by going to [pimsyehr.securevideo.com](http://pimsyehr.securevideo.com), clicking "Videoconference" and entering **951-536-095**. You can read more on how to join a session by [clicking here](#).

QUESTIONS?  
If you have any questions about this session, or have any problem when you try to join, please contact **Ian MacDonald** at **(828) 507-1563**.

TECHNICAL SUPPORT  
If you need technical assistance, please call **Technical Support** at **(888) 540-2829**. Or, you can send an e-mail to [support@securevideo.com](mailto:support@securevideo.com).

SecureVideo.com Message ID: 182fea3d-25e9-4d04-88f1-e8350eaabb5c

The patient receives a **REMINDER** email before the session begins:

**PIMSY EHR Session Reminder**

Dear Sally Edwards,

This is a friendly reminder that your session with Linda\* Brandon starts in less than two hours.

WHEN:  
**Thursday, August 25, 2016 at 11:00 AM (Eastern Time)**

SESSION PARTICIPANTS:  
Linda\* Brandon (Organizer)  
Sally Edwards (Has not confirmed yet)

You have not yet Confirmed this session. Could you please click one of the below buttons right now to do so?

WILL YOU ATTEND?

TO JOIN:  
To join the session, just click here:  
[Join Session](#)

## Participant Waiting Room:


PIMSY. Videconference Support Member Login

Ian MacDonald

Wednesday, 8/24/2016

7:00am (ET)

(828) 507-1563  
[Add to Calendar](#)

 **Please RSVP Now**

[Enter Waiting Room](#)

## Create a Session

When you click on the Telehealth icon in the appointment window, a new window appears with the patient's required information for the session.

Telehealth: Client Details

Need Help?

Session Start Time: 2016-08-23T15:03:10.6820000

Full Name: Aaron Abingdon

Email Address: aaron5@gmail.com

SMS Number: 938-234-3238

Screen Resolution: High

Notification Type: Email

[Go to Session](#)

Click on **Create** to begin a session.

When the session has been created, click on **Go to Session**.

Telehealth: Client Details

Need Help?

Session Start Time: 2016-08-23T15:03:10.6820000

Full Name: Aaron Abingdon

Email Address: aaron5@gmail.com

SMS Number: 938-234-3238

Screen Resolution: High

Notification Type: Email

[Go to Session](#)

This opens a window in your default browser.

PIMSY

Videoconference Support Member Login

### Login Now

Email Address: E-Mail Address

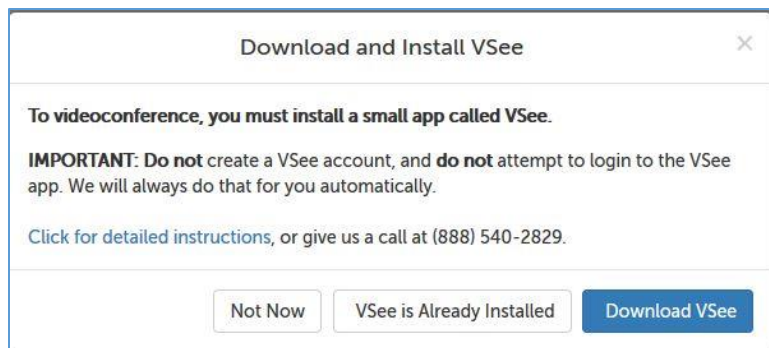
Password: Password

[I Forgot My Password!](#)

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Enter your email address (Provider) and the password assigned to you by the PIMSY Support Team. Click **Login**.

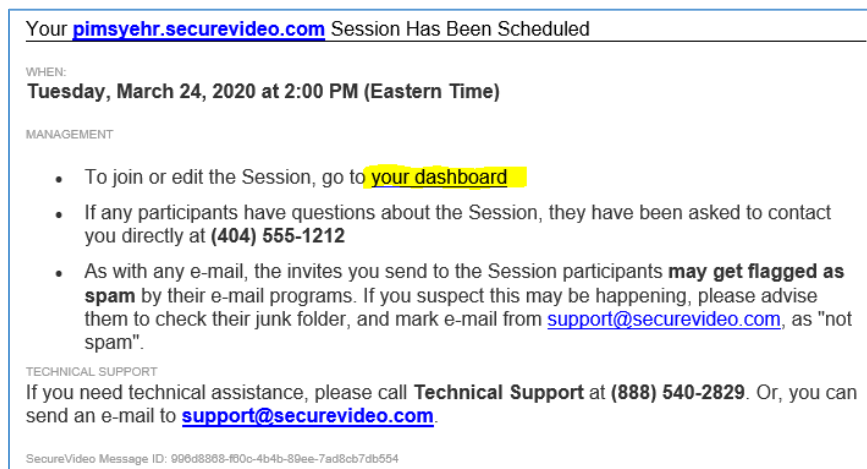
The first time you log into a Telehealth session, you may be required to download a small program called **Vsee**. Go ahead and follow the instructions.



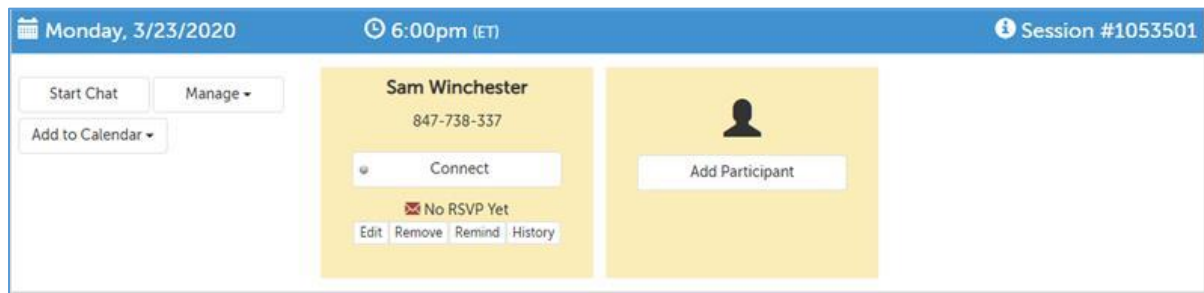
**NOTE:** The actual video is not stored in PIMSY. You can be in a Telehealth session and access PIMSY at the same time. If you have the video session window and PIMSY open simultaneously, you can create notes during your video session just as you would normally in PIMSY when you are face-to-face.

### Hosting a Group Session

Once you have added the first participant and you receive an email with the session information, click on **your dashboard** and log in with your PIMSY credentials.



Click on **Add Participant** on the right to invite more attendees (*you will need their email address*).



We generally recommend 6 participants (including the host) or fewer on a call, as 6 participants is generally the point at which it becomes difficult for the average computer and connection speeds to support.

If one or more of the participants will be using a tablet, the call will be limited to 5 or fewer participants, and if one or more of the participants will be using a smartphone, the call will be limited to 4 or fewer participants.

For additional information, you can also refer to *SecureVideo* tips for holding a group session: <https://hub.securevideo.com/Knowledge/Details/108>

***Related Articles:***

- [My Sal Calendar](#)
- [Telehealth for Clients](#) (PDF)

If you cannot find what you need in this article, please contact Support ([email](#)) or call **877.334.8512 ext. 3**.