**Provider Training for Coast Guard Care Anywhere**

**May 26, 2021**

Welcome to Coast Guard Care Anywhere. We have prepared the following agenda and checklist for each USCG Health Care Provider being trained today. You should have received a pre-training package, which included access to pre-training videos and a recorded demonstration of the platform. If you have not reviewed the pre-training package, please be sure to do so at the conclusion of the training. We will be recording today’s training and distributing the recorded video after the training is complete. Let’s get started…

**Reminders**

1. When you’ve logged into the live training session, please mute your microphone. We will be pausing periodically throughout the training for Q&A at which time you can go off mute.
2. At any time, please feel free to post your questions in the chat within the live training session.

**Preparation Questions**

**Where do I go to access this application?**

You should have access to both the Certification “Playground” Environment and the Production Environment.

**Certification “Playground” URL:** <https://virtualhealth-cert.viinetwork.net/>

In this playground environment feel free to create test patient accounts and practice scheduling and conducting video visits.

**Production URL:** <https://coastguardcareanywhere.net>

This will redirect you to: <https://virtualhealth.viinetwork.net> (the vendor application)

The production environment is where you will interact with real patients.

This service is hosted on the AWS GovCloud.

**Do I need to download anything onto my mobile device or computer to use this?** No, this application is web-based and is responsive (i.e., app less experience) so it works on your laptops and mobile devices (phones and tablets).

**Do I need to use a specific web-browser to access this application?** Yes, here is a list of our Supported Browsers. Please download one of the following browsers prior to using this application. If you try to join a video visit using an unsupported browser, the platform will display an alert. This platform is supported on modern web browsers, including:

Apple OSX

* Chrome (Version 85.0 or Greater, 64 Bit)
* Edge (Version 85.0 or Greater, 64 Bit)
* Safari (Version 14.0 or Greater, 64 Bit)
* Firefox (Version 81.0 or Greater, 64 Bit)

Windows OS

* Chrome (Version 85.0 or Greater, 64 Bit)
* Edge (Version 85.0 or Greater, 64 Bit)
* Firefox (Version 81.0 or Greater, 64 Bit)

iOS

* Safari

Android Mobile

* Chrome

It is a good idea to update your browsers when updates are made available. This helps improve security and experience.

**Do you have any device recommendations to deliver the best possible experience?** The application is fully responsive and is compatible with all devices.

* Laptop / Desktop w/ Built-In Webcam
* iPad / Android Tablets (Profile / Landscape View Is Best)
* iPhone / Android Phone (Responsive, Consolidated Screen)

**Can the USCG access** [**https://coastguardcareanywhere.net**](https://coastguardcareanywhere.net) **from CG1 network for use with patients and other providers?** YES, you can access the site from CG1.

**What do I need to login and access this service?**

1. Internet Connection (Hotspots work too)
2. Your Username = USCG Email Address
3. Your Password (You will create this upon receiving an Activation Email, post training).
4. Your Mobile Device for Multi-Factor Authentication (i.e., your mobile phone number **MUST** be registered to your account)

**How can I test that my video service is going to work before an actual video visit with a real patient?**

We have that covered. On a supported browser (listed above), please copy and paste the following URL into the browser. Minimally, your browser must allow access to your microphone in order to join the call.

<https://pexip.uscg.viinetwork.net/webapp/conference/USCG12345678@pexip.uscg.viinetwork.net?pin=1704576817>

**Who do USCG Health Care Providers call for technical support?**

* Support Number (870) 70-48273 or “(833) 70-GUARD” for Tech Support.
* This number covers both providers and patients for technical support.

**Who do patients call for technical support?**

* Support Number (870) 70-48273 or “(833) 70-GUARD” for Tech Support.
* This number covers both providers and patients for technical support.

**Platform Definitions**

|  |  |
| --- | --- |
| Term | Definition |
| Organization | An entity within the platform that is made up of patients, providers, resource groups, and pathways. |
| Pathway | A virtual care workflow and experience for patients and providers. |
| Activity | A patient or provider facing task, e.g., education, assessment, asynchronous video visit, etc. |
| Registered Patient | A person that has a platform account with a username and password and role of Patient. |
| Registered Provider | A person that has an account with a username and password and a role of Provider. |
| Pathway Assignment | A Registered Patient that is enrolled into one or more Pathways. |
| Resource Group | One or more Registered Providers formed to play specific roles within a Pathway. |
| Resource Type | The specific roles within a Pathway, e.g., Care Coordinator, Behavioral Health Specialist, Physician, etc. |
| Pathway Activity | An Activity that is assigned by the workflow. |
| Provider Activity | An Activity that can be used at any time and used more than once by a Registered Provider. |
| Patient Activity | An Activity that can be used at any time and used more than once by a Registered Patient. |
| Priority Level | A triage process that weights the Registered Patient’s Pathway Assignment. |

**Training Flow**

Step 1: Account Activation

* Receive activation email
* Click link
* Create password
* Enter cell phone number
* Receive 4-digit login code on your cell
* Enter login code

Step 2: Create / Manage Schedule

* Set Up a Schedule
* Manage Availability
* Manage Appointments
* Scheduling a Video Visit
* Joining a Video Visit
* Then create your own schedule/availability
* Supplemental Information Provided: Watch The Following Training Videos (Shared by LCDR Clark)

Step 3: Resource Groups (*i.e.,* Care Teams Assigned To Patients)

* About
  + Resource Groups are the provider care teams assigned to each patient
  + The resource groups are named after each facility
  + Providers can be members of multiple resource groups
  + Providers can be added/removed from the resource groups
  + Example: You want to schedule an appointment with a psychologist but there are none in your resource group. All you have to do is add a “mobile” psychologist to your resource group. After the call, you can easily remove the psychologist.
  + Providers can change their Resource Type (role) within each resource group
  + Patients can be assigned to one or more resource groups
  + Will come in handy when they are transferred
  + The purpose of Resource Types (roles) within Resource Groups
    - Minimally, every resource groups needs to have at least member with a resource type of “Scheduler”
    - When patients request to have a video visit, **ONLY** Resource Group Members with the resource type of **SCHEDULER** will be assigned the visit request activity.

Step 4: Patient Care List/Patient Details Tour

* Filters

Step 5: Patient Experience Tour

Step 6: Daily Routine (What you need to do)

* Providers
  + Conduct/Manage Video Visits
    - You’ll receive an email notification when video visits get scheduled.
    - You’ll receive a REMINDER email and sms notification at a configurable time X minutes before every appointment. This notification will contain a link that will launch you into the video call (after authentication).
    - You may be invited by another provider to join a live call with or without the patient
  + Filter Patient Care list for unread messages
* Schedulers
  + (New) Filter Patient Care List for Visit Requests
    - Schedule appointments
  + (Old) Filter Patient Care List for assigned provider activities
    - Schedule appointments
  + Filter Patient Care list for unread messages

**My On-Board Checklist**

“We are not ready unless we’re all ready.” After the training, please complete the following on-boarding checklist and email LCDR Leslie Clark a confirmation that you have satisfied each item on the checklist. [Leslie.R.Clark@uscg.mil](mailto:Leslie.R.Clark@uscg.mil).

If you have any technical trouble with the checklist below, please call:

Technical Support Number (833) 476-6269 or “(833) IronBow” for Tech Support.

|  |  |  |
| --- | --- | --- |
| Item # | Item |  |
| 1 | Downloaded Your Chosen Supported Browser(s) | ☐ |
| 2 | Confirm <https://coastguardcareanywhere.net> Login Screen Appears | ☐ |
| 3 | Confirm Video Feed Loads On This Test URL: [CLICK HERE](https://pexip.uscg.viinetwork.net/webapp/conference/USCG12345678@pexip.uscg.viinetwork.net?pin=1704576817) | ☐ |
| 4 | Confirm You Received Your Activation Email from the System (Post Training) | ☐ |
| 5 | Confirm You Can Access / Login to Your Account on the System | ☐ |
| 6 | Confirm You Have Received and Reviewed Your Pre-Launch / Pre-Training Package | ☐ |
| 7 | Confirm You Have Sent Your Schedule Template for Video Visit to Your Scheduler | ☐ |
| 8 | Login and Confirm Your Schedule Availability Is Correct | ☐ |