

# TELEMEDICINE

## CONTENTS

<b>Overview</b>	<b>2</b>
<b>Making Telemed Booking from Online Booking</b>	<b>2</b>
<b>Making Telemed Booking from VetlinkPro</b>	<b>4</b>
<b>Start Telemed Booking From VetlinkPRO</b>	<b>5</b>
<b>Telemedicine Setup</b>	<b>6</b>
<b>Contact CFL to Enable Telemedicine</b>	<b>6</b>
<b>Create an OAuth App for VetlinkPRO Telemedicine</b>	<b>6</b>
1) Register Your App	6
2) App Information	7
3) App Credentials	7
4) Information	7
5) Features	8
6) Scopes	8
7) Activation	8
<b>Zoom Users Management</b>	<b>9</b>
1) Create a Developer Role for Accessing APIs	9
<b>Online Booking Portal Setup</b>	<b>11</b>
<b>VetlinkPro Telemedicine Setup</b>	<b>14</b>
<b>Attaching a Video from Zoom</b>	<b>15</b>
<b>Check Space Requirements</b>	<b>15</b>
<b>Attaching via the Clinical History</b>	<b>15</b>
<b>Attaching Video via VL2ATTACH</b>	<b>15</b>

## OVERVIEW

Telemedicine appointment can be made from Online Booking or in VetlinkPro which create a linked meeting in Zoom. The meeting can then be started directly from the VetlinkPro Appointment.

**Note:** Telemedicine is not available for Consult room type columns.

## MAKING TELEMED BOOKING FROM ONLINE BOOKING

1. On the client side, the client can select the appointment type for their booking. Select [Telemedicine Consult](#).
2. Choose the service to book. Depending on what Appointment Type they select only services of that type will be displayed to select.
3. Enter other details as required.
4. If you have enabled terms and conditions the client must accept Terms and Conditions. (They must click the link before they can tick the check box).

The screenshot shows the 'BOOKING INFO' tab of the VetlinkPro online booking form. The form has four tabs: 'BOOKING INFO' (active), 'TIME SLOT', 'YOUR DETAILS', and 'CONFIRMATION'. The 'BOOKING INFO' tab contains the following fields:

- Branch: Demo
- Appointment Type: Telemedicine Consult
- Service: Consultation
- Staff: Any staff
- Num of Patients: 1

Below these fields is a checkbox labeled 'I agree to the Terms and Conditions.' with a link to 'Terms and Conditions'. The text below the checkbox reads: 'Telemedicine consultations have limitations so please read our terms and conditions before proceeding.' A red 'NEXT' button is located at the bottom right of the form.

5. A list of available appointment slots will be displayed for. Only free slots for staff that have a telemedicine enabled will be available. Choose the slots as per the normal online booking process.

08 Nov 18 - 10 Nov 18			
	Thu 08	Fri 09	Sat 10
Ms. Penelope Pittstop	15:15	08:00	09:00
	15:45	08:15	09:15
	16:15	08:30	09:30
	16:30	08:45	09:45
	19:15	09:00	10:00
	19:30	09:15	10:15
	19:45	09:30	10:30
		09:45	10:45
		10:00	11:00
		10:15	11:15

6. The client can then enter their details or log into their account to book the appointment.
7. Once the booking has been made your customised [Appointment Request/confirmation](#) message will be displayed / emailed.

A link will be added in the email that will take the client to the waiting room area of Zoom, where they can wait until the vet begins the video consult, upon which the client will be brought into the meeting,.



**BARRYS POINT VET CLINIC**  
Imaginary Vet Clinic

### Barrys Point Vet Clinic (Demo) - Appointment Request Received

Dear John Smith,

Your Telemedicine booking has been accepted; we will contact you if there is any change. Please click on the link below to start your zoom telemedicine consultation a few minutes before your appointment. The Vet and/or the nurse will be with you as soon as they can. Please note that you will need a device with an internet connection and either speakers, microphone and a webcam, or a headset with a microphone and accompanying webcam. Alternatively, you may use your mobile device such as a phone or tablet which has an in-built camera. For large animal or field consults a mobile device is ideal. Please do let us know well in advance if you cannot make your appointment.

[Click here to start the Telemedicine consult.](#)

This is an automated email. Please do not reply directly to this email. If you have any enquiries please contact [support@cfl.co.nz](mailto:support@cfl.co.nz).

Appointment details:

Fluffy

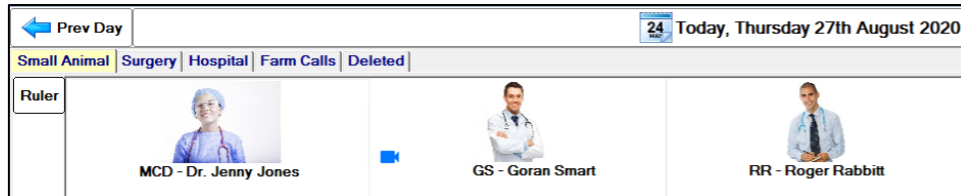
Tele-Medicine Consult 30

Tue, 05 May 20, 12:00 - 12:30

Please note that all Tele-medicine Consults have to be pre-paid.

# MAKING TELEMED BOOKING FROM VETLINKPRO

1. To indicate that telemedicine booking can be made for a staff member a small blue camera icon will appear at the top of the staff column.



2. Make the appointment as normal and tick the Telemed Apmt box before finishing it.

Appointment Details - Small Animal - Thursday 27 Aug 2020

**Client**  
Swap Joe Bloggs

**Appointment For**  
Swap Fluffy [??] Cat, Abyssinian, () [GS]

**Details**  
Reasons: Consultation  
Notes: [Empty]  
Req Staff: GS - Goran Smart  
Start & End Time: 5:00 p.m. - 5:15 p.m.  
Duration: 00:15  
Source: [Empty]

**Ask Client if the following are still correct**  
Phone Nos: 094892280(W) - W, 02141234567(M) -  
Address: [Empty]  
F2: Change

**Balances**  
90 Days: \$413.87  
60 Days: \$16.04  
30 Days: \$16.72  
Current: \$49.54  
Total: \$496.17  
Open: \$0.00  
Batched: \$0.00  
Total: \$496.17

Telemed Apmt ☐

3. You can pre-configure appointment reminders messages that are specific for telemedicine including the link for the telemedicine appointment.

**Computer Fanatics Veterinary Hospital**

Dear Joe Bloggs ,

This is a reminder of your upcoming telemedicine consultation. Please click on the link below to start your zoom telemedicine consultation a few minutes before your appointment. The Vet and/or the nurse will be with you as soon as they can. Please note that you will need a device with an internet connection and either speakers, microphone and a webcam, or a headset with a microphone and accompanying webcam. Alternatively, you may use your mobile device such as a phone or tablet which has an in-built camera. For large animal or field consults a mobile device is ideal. Please do let us know well in advance if you cannot make your appointment.  
[Click here to join the Telemedicine consult.](#)

Appointment details:

Fluffy	Consultation	Thu, 27 Aug 20, 17:00 - 17:15
--------	--------------	-------------------------------

*Please read the Terms and Conditions on our website, please cancel the appointment if you disagree with these.*

**Please note that all Tele-medicine Consults have to be pre-paid.**

Example default email from telemed appointment (message is customisable by user)

- The appointment will be made and a small blue camera icon will be added to appointment to indicate it a Telemedicine appointment.

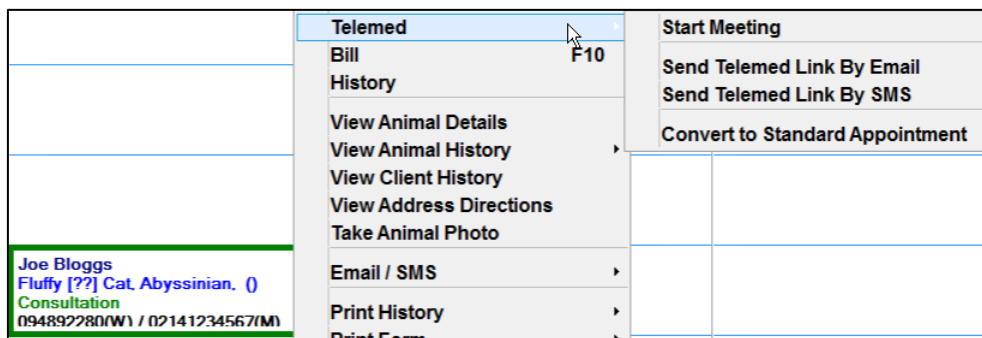


**Note:**

- If you move a telemedicine appointment to another time the time if zoom will be adjusted as well.
- If you move the appointment between staff and both staff are enabled for telemedicine the booking will moved to the correct account in zoom as well.
- If the telemedicine appointment is moved to a staff member without telemedicine the booking will be removed from zoom.

## START TELEMED BOOKING FROM VETLINKPRO

- To start the telemedicine appointment right click on the appointment and go to Telmed then Start Meeting.
- If the client no longer has the booking link you can also resend the Telemed Link by Email or SMS from here as well.



# TELEMEDICINE SETUP

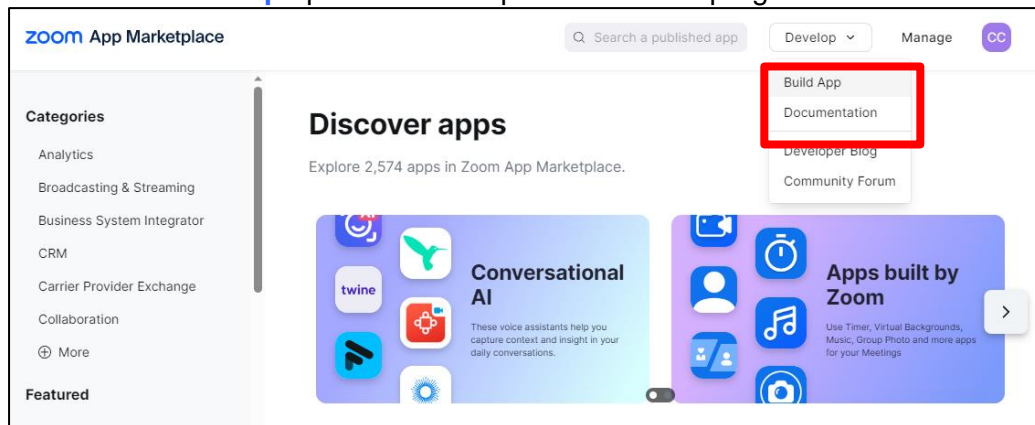
## Contact CFL to Enable Telemedicine

Please contact [sales@cfl.co.nz](mailto:sales@cfl.co.nz) to enable the Telemedicine module. If you don't already have a Zoom account, please don't purchase a plan until you have spoken to CFL.

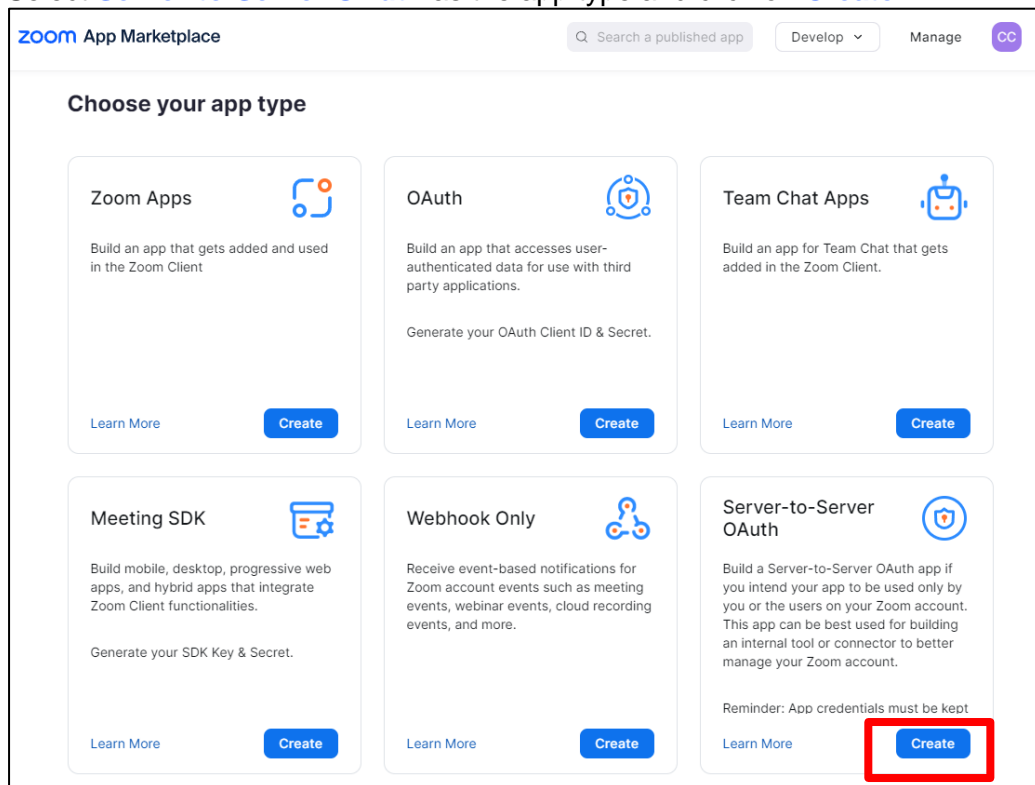
## Create an OAuth App for VetlinkPRO Telemedicine

### 1) Register Your App

- A. Sign in using your [Zoom Admin Account](#) and visit the [Zoom App Marketplace](#).
- B. Click on the [Develop](#) option in the dropdown on the top-right corner and select [Build App](#).



- C. Select [Server-to-Server OAuth](#) as the app type and click on [Create](#).



## 2) App Information

- A. Enter an **App name** and click **Create**.

## 3) App Credentials

- A. Copy the **Account ID**, **Client ID** and **Client Secret**,  
B. Email those to VetlinkPRO Support (support@vetlinkpro.com) to set up the Telemedicine feature

**App Credentials**

Use the credentials to access Zoom APIs from your app. Make sure to securely store the credentials. Do not store them in public repositories.

**App Credentials**

Account ID  Copy

Client ID  Copy

Client Secret  Copy Regenerate

[< Back](#) Continue

## 4) Information

- A. Add information about your app, such as a short description and developer contact information (name and email address required for activation).

## 5) Features

- Copy the **Secret Token** and send it to VetlinkPRO support.
- Click **Continue**.

## 6) Scopes

- Choose **Add Scopes** to search for and select all the options in the following scopes: **Meeting**, **Recording** & **User**.

## 7) Activation

- Your app is all set to make requests to any Zoom APIs for VetlinkPRO Telemedicine features. Please note that if you **Deactivated your app**, your app will not be authorized to make VetlinkPRO Telemedicine requests.



## Zoom Users Management

### 1) Create a Developer Role for Accessing APIs

- A. Login to your Zoom Admin Account at [zoom.us](https://zoom.us) and navigate to **Admin > User management > Role**. Then click on **Add Role**.

The screenshot shows the Zoom Admin console interface. The left sidebar contains the navigation menu with 'Roles' highlighted. The main content area displays a table of roles. A red arrow points to the '+ Add Role' button in the top right corner.

Role Name	Description	Number of Members
Owner	The account owner has full privileges to manage a Zoom account.	1
Admin	Admins have many privileges to manage a Zoom account.	0
Member	Members can access essential Zoom video meeting functions without account management privileges.	0
Developer		1

- B. Enter **Developer** as the Role name and click on **Add**. Once the role is created, click on the **Edit** button of the Developer role.

The screenshot shows the Zoom Admin console interface after creating a new role. The left sidebar contains the navigation menu with 'Role Management' highlighted. The main content area displays a table of roles. A red arrow points to the 'Edit' button for the Developer role.

Role Name	Description	Number of Members	Actions
Admin	Admins have wide range privileges to access and manage a Zoom account.	0	<a href="#">Edit</a>
Member	Members have access to basic Zoom video meeting functions but no account management privileges.	0	
Developer			<a href="#">Edit</a> <a href="#">Delete</a>

- C. In the **Role Settings** tab, scroll down to the **Advanced features** section and tick the **Zoom for developers** and **Marketplace** options.

Advanced features		View	Edit
<b>Zoom for developers</b> Build and publish apps on Marketplace	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>H.323/SIP room connector</b> View or edit H.323/SIP room connector	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Meeting connector</b> Setup token and environment for meeting connector	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Hybrid</b> Setup token and list proxy Zone Controller	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Branding</b> View or edit customized pages or email templates	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Security</b> View or edit user password requirements and other security settings	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Single Sign-On</b> View or edit SSO configurations for Zoom account	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Integration</b> Integrations are moving to App Marketplace	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Marketplace</b> Manage and install Marketplace apps for the Zoom account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

- D. In the **Role Members** tab, click on the Add Members button to add users to this role for using VetlinkPRO Telemedicine feature.

[< Back to Roles](#)

**Developer**

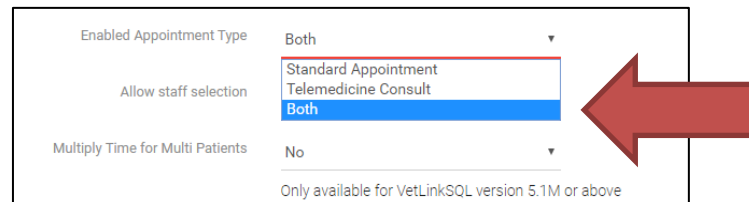
[Role Settings](#)
[Role Members](#)

<input type="checkbox"/>	Email/Name ID	First Name	Last Name	Type

- E. Please email those Zoom User IDs to VetlinkPRO.

## Online Booking Portal Setup

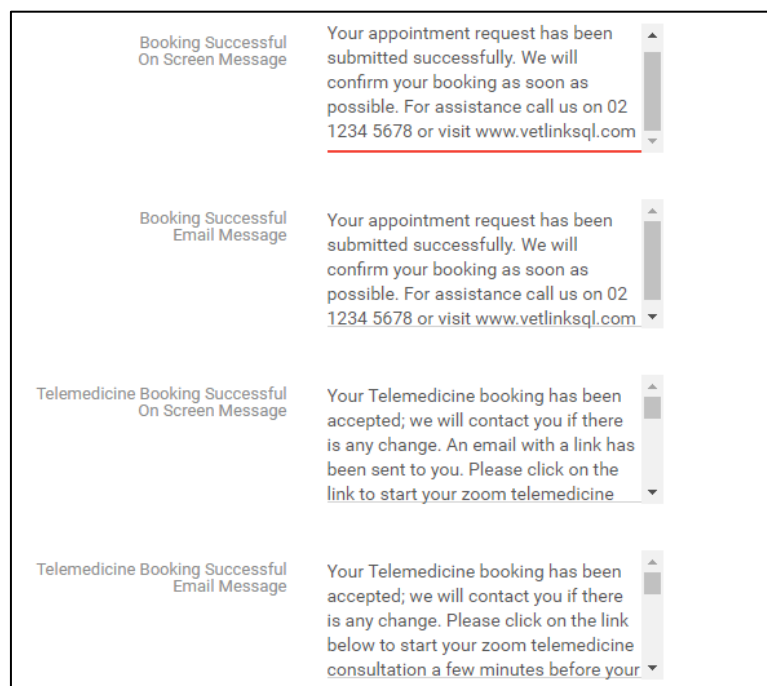
- On the admin site, under the **Defaults** tab, there is a new option called **Enabled Appointment Type**. This allows you to decide what appointment type clients can book:
  - In-clinic Appointment
  - Standard Consult
  - Both



Enabled Appointment Type	Both
Allow staff selection	Standard Appointment Telemedicine Consult Both
Multiply Time for Multi Patients	No

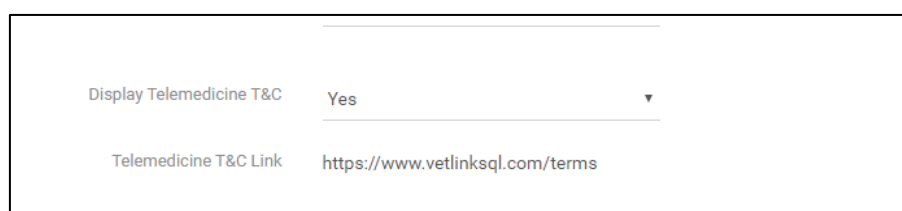
Only available for VetLinkSQL version 5.1M or above

- Further down the screen, the **Booking Successful** message has been split into four options:
  - Booking Successful On Screen Message
  - Booking Successful Email Message
  - Telemedicine Booking Successful On Screen Message
  - Telemedicine Booking Successful Email Message
 Alter the message depending on what information you want to give your clients.



Booking Successful On Screen Message	Your appointment request has been submitted successfully. We will confirm your booking as soon as possible. For assistance call us on 02 1234 5678 or visit <a href="http://www.vetlinksql.com">www.vetlinksql.com</a>
Booking Successful Email Message	Your appointment request has been submitted successfully. We will confirm your booking as soon as possible. For assistance call us on 02 1234 5678 or visit <a href="http://www.vetlinksql.com">www.vetlinksql.com</a>
Telemedicine Booking Successful On Screen Message	Your Telemedicine booking has been accepted; we will contact you if there is any change. An email with a link has been sent to you. Please click on the link to start your zoom telemedicine
Telemedicine Booking Successful Email Message	Your Telemedicine booking has been accepted; we will contact you if there is any change. Please click on the link below to start your zoom telemedicine consultation a few minutes before your

- Further down the screen you can choose to have a link to Terms and conditions. This can be a link to your website where all the terms and conditions for the telemedicine consult can be displayed. The client will then have to tick to confirm the T & C's before continuing.



Display Telemedicine T&C	Yes
Telemedicine T&C Link	<a href="https://www.vetlinksql.com/terms">https://www.vetlinksql.com/terms</a>

- On the **Services** tab, the new appointment type option has been added and will appear when you click on the **Edit** button. This will allow you to choose which services enabled for online booking will be restricted to **Standard** only, **Telemedicine** only or **Both** e.g. setting the Dental Check service on our demo database to **Standard** means that should a client choose the **Telemedicine** option on the first page, they will not see the **Dental Check** option under the **Services** list.

The screenshot shows the 'VetLinkSQL Services' interface. On the left, there is a list of services including Consultation, De-sex, Dental Check, Ear Issues, Fight, Lump, Re-Visit, Remove Sutures, Skin Check, Tele-Medicine Consult 15, and Tele-Medicine Consult 30. On the right, the 'Online Booking Services' list is displayed, showing the same services. A red arrow points to 'Tele-Medicine Consult 30' in this list. Below the lists is the 'Service Details' section. It contains fields for 'Display Name' (Tele-Medicine Consult 30), 'Client Instruction' (Please note that all Tele-medicine Consults have to be pre-paid.), and 'Appointment Type'. The 'Appointment Type' dropdown menu is open, showing three options: Standard, Telemedicine (highlighted with a blue bar and a red arrow), and Both.


- On the **Block Period** tab, you can now choose whether your staff can be blocked from receiving online bookings from **In-Clinic**, **Telemedicine** or **Both**. This new option can be selected when creating a block out period for the intended staff member.

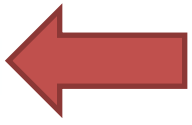
Block out periods

The screenshot shows the 'Block out periods' interface. At the top, there is a button to '+ Add a new block period' and a 'Refresh' button. Below this is a table with columns: Staff, From, To, Appointment Type, and an empty column. The 'Staff' field is populated with 'Mr. Goran Smart'. The 'From' field is set to '10:00 AM' and the 'To' field is set to '11:00 AM'. The 'Appointment Type' dropdown menu is open, showing three options: In-Clinic, Telemedicine (highlighted with a blue bar and a red arrow), and Both. At the bottom, there is a message 'No records to display.'

6. A new tab has been added titled [Tele-Med](#). Once your clinic has a Zoom account (please contact our helpdesk for assistance on creating a Zoom account or for any information regarding), any users you create under that account will appear under the [Tele-Med](#) tab once you have contacted us and integrated your account with VetlinkPro.
7. Assigning staff to different Zoom users allows your vets to perform consults simultaneously of one another. The more users you make under your Zoom account, the more video consults can be performed at the same time. You may have multiple staff assigned to the same Zoom user, but a Zoom user can run only one meeting at a time, which is why we recommend more than one Zoom user be made under your Zoom account.

#### Staff Telemedicine Consult Profile

+ Add a new Staff Profile <span>Refresh</span>			
	Staff	Zoom User	
Staff:	Mr. Goran Smart ▾		
Zoom User:	sales@cfl.co.nz ▾		
✓	✗		
	Mr. Goran Smart	sales@cfl.co.nz	✗



## VetlinkPro Telemedicine Setup

### Configure Telemed Options in Setup

1. Go to **Options -> Setup -> Diary -> 4: Telemed Options Tab**
2. Tick **Enable Telemed Appointment**
3. Set **Telemed provider** and click **Apply**
4. Enter **Client ID**, **Account ID** and **Client Secret** from credentials generated when installing OAuth app on Zoom.
5. Click **Fetch Users**
6. Select staff member and match to zoom account and click **Update**.

**Note:** Matching staff to zoom accounts can also be done in the **Staff record | 8:Staff tab**.

### Configure Telemedicine appointment reminder messages

1. Go to **Options -> Setup -> Diary -> 1: Diary Options tab**.
2. Set up SMS and Email Telemed messages as required.
3. Close and Save setup.
4. If you have reason based Appointment confirmation messages do following steps.
5. Go to **Options -> Picklists Setup -> Diary -> Diary Reasons**.
6. Select Reason and select Email and SMS tab.
7. Edit the Telemed messages.

# ATTACHING A VIDEO FROM ZOOM

## Check Space Requirements

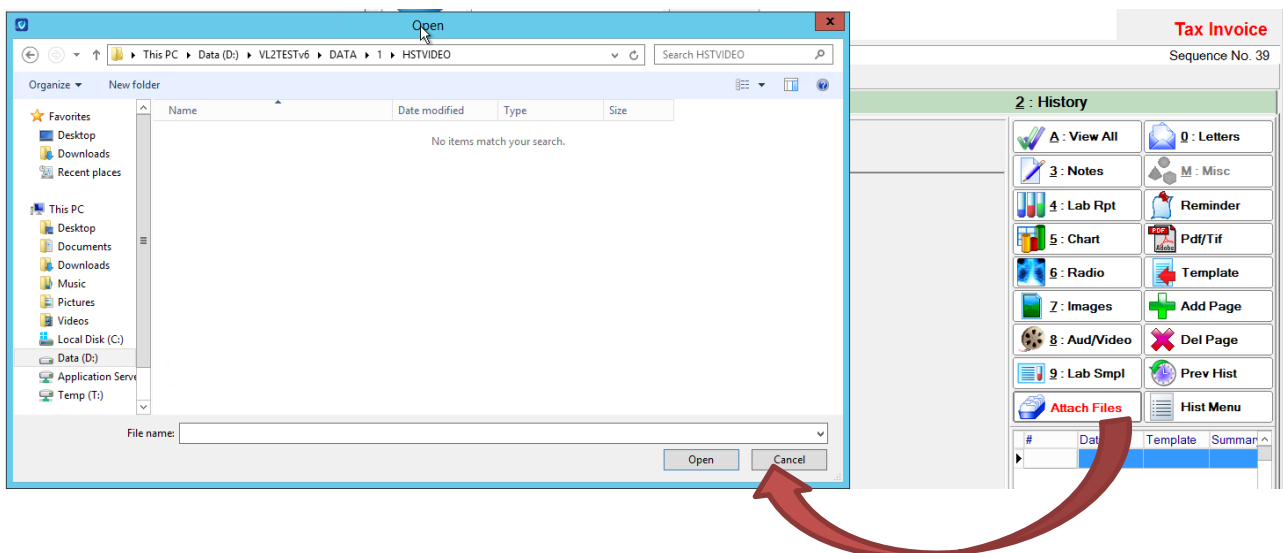
Before attaching any videos in VetlinkPro you should check if you have sufficient space on your VetlinkPro drive to store videos. Then based on how big your videos are and how many you will be saving you can do a quick calculation on if you have sufficient space.

To do check if you have sufficient space;

1. Check how big video size is? (a 20 minute zoom meeting is about 30mb)
2. Check how often they plan on adding videos a week?
3. Do rough calculation of how much space will be used over 6 months?
  - a. Eg. 30mb video, adding 10 a week for 6 months =  $(30 \times 10) \times 26 = 7.8\text{GB}$
4. Add an extra GB to calculation above and that's how much they will need if they want to save videos.
5. Check how much space is on the D:\ (or whatever your VetlinkPro drive is) and see if you will have enough space for next 6 months.
6. Contact the network engineer looking after your server if you need more space.
  - a. If using "VetlinkPro Cloud" email [tech@cfl.co.nz](mailto:tech@cfl.co.nz) to organise more storage space.
  - b. If using Local hardware to host VetlinkPRO email local engineer to organise more storage space.

## Attaching via the Clinical History

1. From Clinical History notes
2. Click attach files button
3. Find video file and attach it.



## Attaching Video via VL2ATTACH

1. Name file as H+Patient Number. Eg. H1234
2. Copy file to D:\VL2ATTACH folder.
3. File will be automatically **copied to the last open bill** for that Patient number. If no open bill exists a new bill will be created.