Doxy.me for Televisits

Healow is the only televisit app that has an interface with eCW for Prima CARE. But there are many patients who don't have computers, don't have smart phones, or just don't want to bother with the Health Portal and Healow. There is an option: Doxy.me.

Doxy.me is a HIPAA-compliant web-based program that can be used on a desktop computer, laptop, tablet/iPad, or smart phone. So long as the device has a camera and microphone, access to a supported browser, and a decent Internet connection, Doxy.me will work. And for the patient, it requires just a click on their email invitation and permission to allow Doxy.me to use their camera. I want to emphasize: Patients using their cellphones must use a browser (Safari is the only one I tested that worked) to access this platform. There is NOT an app for the phone – Doxy.me is accessed via a browser.

The patient (or the patient's daughter, son, husband/wife, friend) enters a name...

...and clicks “Check In”. That's all. No login or passwords or software downloads. Just click “Check In”, and the patient is done.

On a desktop, Chrome and Firefox are supported. I was able to use Safari on an iPhone.
For the provider: Navigate to the doxy.me website, and sign up for free as a provider.

Once you set up your account, just sign in when you want to invite a patient to a visit.

With the free version of Doxy.me, the provider can invite the patient to the visit using email.

But there are other options.
Dr. Lakshman (who told me about this great site) chose to upgrade to the professional version of the software – that permits text messages for the invitation to a visit ($35 per month).

For the email invitation, I just copied the “https://doxy.me/drkney” and pasted it into the email to the patient – with their appointment time. Creating a standard invitation that can be copied into the emails (that your office staff can send) would be wise – with instructions to click on the invitation 10-15 minutes before the appointment time.

Example of a standard email:

Hello [patient's name, or the name of the patient's surrogate],

You have an appointment with [provider's name] at [date and time]. Please have an accurate list of your current medications ready for the visit before checking in. Please also write down any vital signs (heart rate, temperature, blood pressure, weight, oxygen saturation, and/or respiratory rate) you have taken prior to the appointment. To measure your respiratory rate, count how many times you take a breath while watching a clock for 60 seconds – make sure you have been resting for a few minutes, and just breath normally while counting.

Also, please also have any other necessary information available for the visit – this might include your recent blood pressure readings, blood sugar readings, reports from other doctors, or lab/X-ray results done outside of Prima CARE (your doctor will have access to all labs, X-rays, and specialist consults done at Prima CARE).

When you have all the information ready, enter your name in the box provided, and then click on “Check In”. Please try to check in about 10 minutes BEFORE your appointment is scheduled to begin. If no one contacts you within 15-20 minutes, please call the office at [office phone number] to make sure the connection and software are working properly.
The first time a provider uses Doxy.me, make sure the audio and video are working by doing a pre-call test.

When the test is completed, just click the back arrow to get back to the doxy.me dashboard.

Allow tokbox to access the camera and microphone.
The camera is tested.

And the microphone is tested.

When the test is complete, return to the main dashboard.

In the left panel, the provider sees all the patients who have checked in. To start a visit, just click on the name of the patient.
Clicking on the ellipsis (which I surrounded with a yellow rectangle) opens up information about the call. In this case, Ms. Smurf was using her cellphone with Safari to check in to the visit.

This is a screenshot from a different call – made between my computer and my wife's computer – messaging is an option if the patient is very hard of hearing, or the microphone is not working.

You can detach the patient's canvas...
...and move it over your visit note to type as you speak to the patient and watch the video stream (this is NOT part of eCW – it is just hovering over the eCW page).

Like Healow, you have the option to mute the audio or the hide the video streaming from your end if you wish.

Screenshots or photos can be taken during the visit. I used the software Snagit to take the screenshot to the left. The image quality is not bad. Snagit is currently being provided free of charge by Techsmith for those interested, but there are many free programs that can manage screenshots.

Doxy.me does have a photo capture option – but this requires the professional version. These photos are not incorporated into the eCW note (like photos taken during a Healow visit). These photos can be imported into Patient Documents, but not directly into a note – I have created other documents explaining this process of uploading photos to eCW.
Once you have finished the visit, click on the red handset to hang up. Hitting the pause button stops the visit – but it can be restarted easily.

In my experience, if you hang up by mistake, the patient has to click on the invitation again to start a new visit (unlike Healow where the visit can be restarted if either party hangs up by mistake).

I have tested Doxy.me on the following platforms:

- Desktop running Firefox or Google Chrome
- Laptop running Firefox or Google Chrome
- iPhone 7 running Safari
- iPad running Safari (the iPad did not work when running Google Chrome)

The patient does have to make sure their camera is enabled for Firefox, Chrome, or Safari. The patient does NOT need to run a pre-call test. They do have the option to do so, but it adds a layer of complexity that will no doubt challenge some patients. So, just ask them to make sure their camera is enabled for the platform – they will need to click “Allow” for Doxy.me to use their camera, but that is all.

I think it is wise for the provider to run the pre-call test once. At subsequent logins, this does not need to be repeated. Just open the dashboard, click on the patient in the waiting room, and GO!

Some providers might like to split their desktop screen to see both the Doxy.me screen and the eCW screen as shown below:
I prefer to use 2 monitors – and have eCW open on one, and Doxy.me open on the other.

Just remember that you still need to document the visit in eCW 11 or eCW 11e, choose a billing code, and lock the note. We suggest that a statement of consent be added to the note.

In the Chief Complaint screen, click on “Browse..” in eCW 11.

Then type in the keyword “doxy”, and click “OK”.

And the standard consent statement drops into the Chief Complaint.
This also works in **eCW 11e** – by entering “doxy” into the box shown in the screenshot to the left.

If you prefer to add this to the HPI, select the “Browse...” button in **eCW 11** shown here – and enter “doxy” into the keyword search box the opens.

In **eCW 11e**, select the ellipsis to open the keyword screen – and enter “doxy” in the search box the opens.
Creating an Appointment in eCW for a Doxy.me Visit

Office staff can create an audio plus video televisit (to be used with Doxy.me) on the provider's schedule in eCW 11 or eCW 11e. In the screenshot to the right – from the eCW 11 Resource Schedule appointment screen – use your usual office facility, but change the visit type to “TeleVisit”.

For offices using eCW 11e, the screenshot to the left shows an example of an audio plus video televisit appointment screen.

Just REMEMBER that Doxy.me and eCW are entirely SEPARATE programs that do NOT communicate with one another.

Billing for a Doxy.me Visit

When billing a televisit, choose the appropriate E&M code that reflects the complexity of the visit, AND add the CPT code “TELVT” - this informs the billing staff that this is a televisit (and the place of service [02] will be corrected to reflect that).
The billing screen looks a little different in eCW 11e, but the workflow is the same. Choose the appropriate E&M code that reflects the complexity of the visit, and then add the CPT code “TELVT”.

Make sure to include the “Doxy” statement in the chief complaint or the HPI (shown on pages 9 and 10 of this document) AND include the duration of the visit. Doxy.me provides a timer – include this timer count in some part of your note. I suggest putting it in the “Other” tab of the treatment section of the note. A simple statement like: “The audio and video portion of this visit with the patient took 14:23 minutes/seconds to complete.”

All televisits should include the following:

- Telehealth modality used during the visit (Doxy.me, Healow, Facetime, Skype, Doximity Video)
- Location of patient
- Location of provider
- Consent for the visit, as well as documentation of who obtained consent (the “Doxy” and “Phone” keywords in eCW provide a generic consent statement – simply add “Consent obtained by [Prima CARE staff member]”
- Names of others people present with the patient (if applicable)

Brad Kney, MD
March 22, 2020
Updated March 30, 2020
Updated April 6, 2020