



Cisco HealthPresence 2.5 and OnePlace

Version 2.5

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OnePlace™ is a health care workflow software application developed and distributed by a third-party, Emerge.MD. For your convenience, Cisco has created a portal on the Cisco HealthPresence telemedicine window through which you can access the OnePlace application.¹

When using Cisco HealthPresence 2.5 and OnePlace, the workflow is different. This chapter describes the general workflow when the two solutions are used together. It does not describe how to use the features specific to the OnePlace tab.

Attendant Workflow

Prior to the appointment, either the patient or the receptionist completes the appropriate forms. After that, the workflow for the Attendant will be as follows:

Step 1 Log into Cisco HealthPresence. The Start Appointment screen shown in [Figure 1](#) displays.

1. OnePlace is sold separately from Cisco HealthPresence and is available only from the manufacturer or its authorized resellers and distributors. Cisco makes no representations or warranties regarding the features, functionality or intended use of the OnePlace application. OnePlace may not be available for sale in all countries.



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Figure 1 Start Appointment Screen When Using OnePlace

- Step 2** Enter the Patient ID and click **Retrieve** to pull the patient's name, gender, and birth date from OnePlace. (The patient must have a patient record in OnePlace prior to starting a Cisco HealthPresence appointment.) Verify the patient's identity.
- Step 3** Add the **Reason for Visit** in the appropriate place on the Cisco HealthPresence window. (The **Allergies** and **Medications** fields are entered in OnePlace and the fields are therefore not displayed in the Cisco HealthPresence Appointment window, as shown in [Figure 1](#).)
- Step 4** Click **Select Provider Group** and select a Provider Group from the list in the pop-up window.
- Step 5** Click **Start Appointment**.
- Step 6** Gather vitals. Click **Get** and then click **Share**. The vitals are shared with OnePlace and the **OnePlace** tab is displayed as shown in [Figure 2](#).



Note

If you need to gather Vitals again at any point in the appointment, you will need to click **Share** again. Verify that the new readings are visible in OnePlace. If the vitals in OnePlace are not updated, re-enter them in OnePlace so they match the current readings.



Note

The content you are accessing through the OnePlace tab is obtained from the OnePlace application, not from the Cisco HealthPresence Connect Server. When you are accessing content from the OnePlace application, the OnePlace logo will appear on the upper right-hand side of the telemedicine window.

Figure 2 Appointment Screen with OnePlace Tab

- Step 7** Click the **OnePlace** tab. Complete required information in the OnePlace Patient Intake Form. OnePlace informs the Provider of the appointment.
- Step 8** Click **Ready** and then click **Join** (if this option is visible).
- Step 9** Conduct the appointment as you would any Cisco HealthPresence appointment.
- Step 10** Click **Leave** to end the TelePresence conference. Wait for the Provider to complete post-appointment work. When the Provider has completed the work, click **Not Ready** and fill out the Satisfaction Survey.
- Step 11** Click **End** to end this appointment, clear the vitals, and return to the Cisco HealthPresence home screen.



Note

For more information on Cisco HealthPresence appointment, refer to the *Cisco HealthPresence 2.5 User Reference Guide*, which can be found at http://www.cisco.com/en/US/products/ps11966/products_user_guide_list.html.

Provider Workflow

The workflow for the Provider will be as follows:

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- Step 1** When notified of an appointment by OnePlace, log into Cisco HealthPresence using your OnePlace user name and password.
 - Step 2** Select an appointment from the list of Ready Appointments.
 - Step 3** Click the **OnePlace** tab and the Cisco HealthPresence **Vitals** tab to review the patient information.
 - Step 4** When ready, click **Join** to participate in the video conference.
 - Step 5** Conduct the appointment as you would any Cisco HealthPresence appointment.
 - Step 6** When the appointment is over, click **Leave** to end the TelePresence conference.
 - Step 7** Click the OnePlace tab. Perform all required post-appointment tasks.
 - Step 8** Click **Exit Appointment** to leave this appointment.