



Introduction

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Document Purpose

Cisco Extended Care 1.1 is a personalized collaboration platform for conducting healthcare at a distance. It provides an integration platform to embed video conferencing services and healthcare resources and services into ISV applications and healthcare organization portals. This is one of three documents produced to explain the three Extended Care 1.1 sample portals. Each sample portal provides a working demonstration of Extended Care in action. This document describes the User/Site Administrator portal and the workflow associated with managing both healthcare resources and portal access for patient and provider (care team) users. A user/site administrator would typically be given substantial responsibility regarding user access issues, security issues, content management, and patient and provider scheduling. They would require strong computer user skills, but certainly no programming or technical skills.

Some organizations may ask a user/site administrator to serve as an advisor or instructor with regards to patient and provider use of Extended Care. The following documents explain patient and provider work flows for the Extended Care sample portals and should be helpful for such a task. They were provided with the Extended Care 1.1 software and are also available with the other support documents posted on www.cisco.com.

- *Patient User Guide for Extended Care 1.1 Sample Portal*
- *Provider User Guide for Extended Care 1.1 Sample Portal*



Warning

Cisco Extended Care is not intended for use in emergency situations. In the event of an emergency, call 911 or your local emergency response system. Cisco Extended Care is not intended for use in situations involving real-time patient monitoring or alarming.

Extended Care's Healthcare-At-a-Distance Solution

Cisco Extended Care will allow your care team members to conduct video consultations with their patients through the use of a two-way video (and audio) connection available over various video connection devices, including high-quality video monitors, personal computers, tablets, and smart phones. Patients can advance schedule their appointments or request an unscheduled appointment with any care team member currently available in an on-call queue. Extended Care supports the patient's entry and storage of personal healthcare readings and connects patients with other healthcare resources that

your organization elects to embed via Extended Care integration resources. During an appointment, your providers can record appointment notes, review historical health readings, and type "chat" messages with their patients. You or your care team can also design patient performance questionnaires that will help the providers to track their patients' self-care behavior.

The provider-patient appointment is central to the healthcare-at-a-distance workflow. The appointment workflow for the Extended Care 1.1 sample portals is outlined below.

The Appointment Workflow

Follow the sequence of events below to get a general understanding of the appointment work flow between provider and patient.

The Patient Requests the Appointment

Step 1 The patient logs in to Extended Care.

The patient has access to **Calendar**, **Messages**, video-based **Education**, personal healthcare **Readings**, and personal performance health **Questionnaires**. Some organizations also provide a link to an application of their own. In the below screen shot, **Healthy Living** is such a link.



Step 2 The patient can start either a scheduled or an unscheduled (Quick Connect) appointment. Extended Care places the patient in a “virtual waiting room” and alerts the care team provider of the waiting appointment by placing the patient’s appointment on the provider’s **Ready Appointments** list.

The Provider Logs In and Selects a “Ready” Appointment

- Step 3** The provider logs in to Extended Care and is presented with a list of “ready” appointments, which may come directly to them or to all members in the patient’s Provider Group.



- Step 4** When the provider clicks an appointment he or she wants to join, the patient's appointment data and health data are displayed, including a history of health readings and appointment notes. This data is preparatory: no direct interaction with the patient will occur until Step 5 is taken.



The Provider Joins the Waiting Patient

At this point, the provider should be sure their video device is ready for use. Extended Care supports the use of multiple video viewing devices. If the device of choice is different than the one used to log in to Extended Care, then the provider needs to select the device from a video device drop down menu. [See for more information.](#)

Step 5 The provider clicks the **JOIN** button to launch the video connection with the patient.



At any time, the provider may close the video window, while still keeping the appointment connection active and the appointment data available for use. When the provider leaves the video call the patient is placed back in a virtual waiting room and neither the patient nor the provider can see or hear each other. (Live “chat” is still available.)

- To leave the video call, the provider clicks the **Leave** button.
- To restart the video connection, the provider clicks the **Join** button once again.

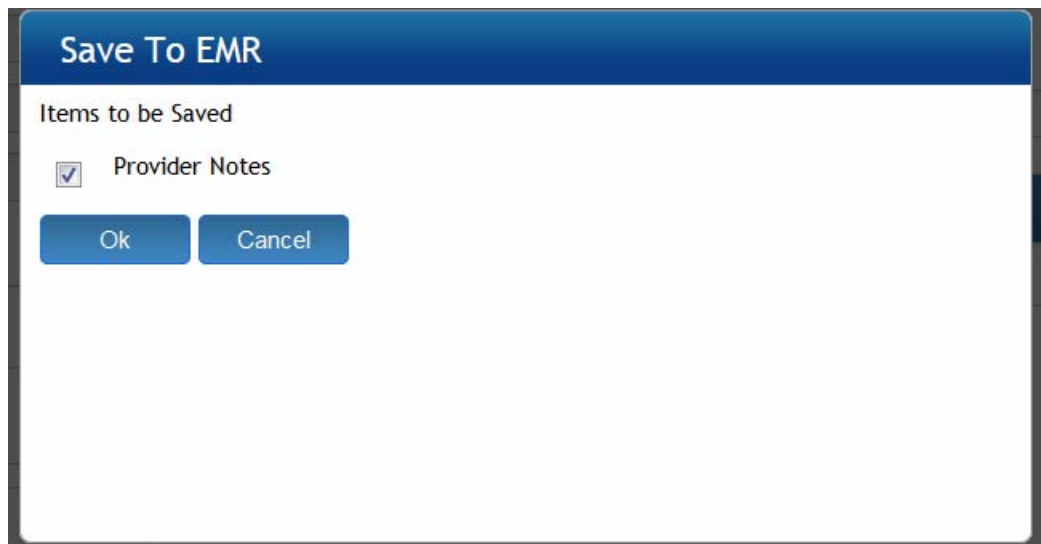
The Patient Ends Their Connection

Step 6 The patient ends their connection to the appointment.

The Provider Records Notes and Exits the Appointment

The provider may stay in the appointment screen to complete appointment notes or to send a follow-up message to the patient.

- Step 7** The provider **must** save the appointment notes to an external EMR before exiting the appointment; otherwise **the current appointment's notes will be lost.**



The screenshot shows a dialog box titled "Save To EMR" with a blue header. Below the header, the text "Items to be Saved" is displayed. There is a checked checkbox next to the text "Provider Notes". At the bottom of the dialog, there are two buttons: "Ok" and "Cancel".

- Step 8** Before exiting the appointment, the provider may print any of the following appointment items:

- Appointment data
- Chat messages exchanged during the appointment
- Appointment notes
- Patient wellness readings
- Patient's response to the patient performance questionnaire.

- Step 9** The provider exits the appointment.



The screenshot shows a dialog box for exiting an appointment. It has two sections: "Provider Queue" with a dropdown menu showing "AsthmaSpecialists", and "Participants" with a list showing "John Doe (Patient)" and "Kim Doctor (Provider)". At the bottom, there are two buttons: "Exit" and "Exit and Requeue".

