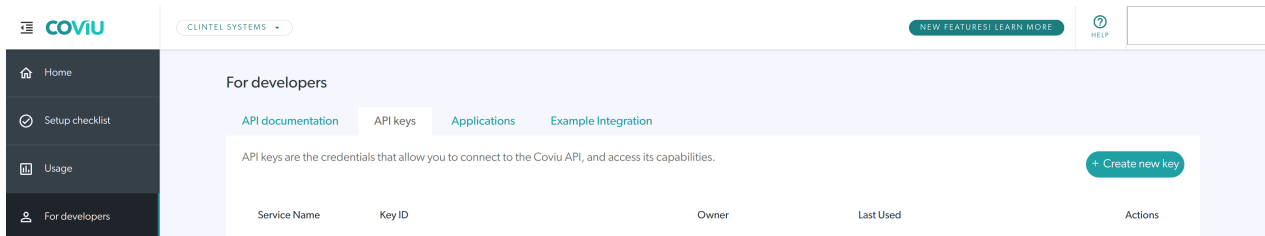


Telehealth with Coviu

Last Modified on 12/10/2023 12:38 pm ACDT

System Administration

In order to use Coviu's API, you must set up API keys in your account. Under **For Developers**, there is an **API Keys** section.



Create the Data Producers

Once you have obtained your credentials, next action will be to create a new data producer.

System Administration > Workflow > Data Producers

The screenshot shows the 'Data producers' form. At the top is a purple header with a play icon and the text 'Data producers'. The form has two main sections. The first section contains fields for: Producer (dropdown with 'Appointments' selected), Message Type (dropdown with 'COVIU' selected), an 'Enabled' checkbox, Destination Host (text input with 'clintelsystems.coviu.com'), Destination Port (text input with '443'), and Client Type (dropdown with 'Coviu' selected). The second section is titled 'Credentials' and includes a note: 'Only applicable for JSON or OAuth2 endpoints'. It contains fields for: Client ID (text input with 'Your API Key'), Client Secret (text input with 'Your API Password'), Authentication Url (text input with 'https://api.coviu.com/v1/auth/token', highlighted with a red border), and Api Endpoint Url (text input with 'https://api.coviu.com/v1/').

Enabled Telehealth via Coviu for appointment types

System Administration > Appointment Types

To visit the main article click: [Appointment Types](#)

To configure the appointment type for telehealth system admin need to check **Telehealth Enabled via Coviu** field. They can either create a new appointment type or modify an existing one.

Details	
Code *	<input type="text" value="p01"/>
Description *	<input type="text" value="Telehealth"/>
Category	<input type="text" value="Consultation"/>
Duration (minutes) *	<input type="text" value="30"/>
Sort Order	<input type="text" value="1"/>
Background Colour	<input type="text"/>
Text Colour	<input type="text"/>
Associated Assessment Name	<input type="text" value="Select from list"/>
Cool Down Period (working days)	<input type="text" value="0"/>
<input type="checkbox"/> Enabled For Theatre <input type="checkbox"/> Disabled <input type="checkbox"/> Online Booking <input checked="" type="checkbox"/> Telehealth Enabled via CoviU	

Note: We recommend setting up specific Telehealth consultation appointment types, so that in person appointments are not accidentally

scheduled as Telehealth.

Appointment Email or SMS

System Administration > Correspondence > Appointment Email or SMS

When an appointment is published to CoviU, links are generated, but not yet accessible.

To share these links with the Patient, you will need to create an appropriate Appointment message (SMS or Email).

The variable to use in templates is **patient.telehealth_entry_url**.

CareRight provides two default templates, Sms and Email.

CareRight default SMS template:

Used By [sms-appointment-telehealth](#)

Code*

Description*

Body

```

1 Hi {{patient.given_name}},
2 Your telehealth appointment is booked for {{appointment.start_time_12h}} on {{appointment.date}} with {{location.description}}, {{location.address1}}
3 Join:
4 {{patient.telehealth_entry_url}}
5 Please reply Y or Yes to confirm the appointment or N or No to cancel.

```

Script

SMS
Appointment
Logic
Loops
Math
Text

Toggle Fullscreen

CareRight default Email template:

Used By [email-appointment-telehealth](#)

Code*

Description*

Subject*

Body

```

<p>Hi {{patient.given_name}},<br />
You have a new telehealth appointment ({{appointment.date}} {{appointment.start_time}})<br />
<a href="{{patient.telehealth_entry_url}}">{{patient.telehealth_entry_url}}</a><br />
Call {{appointment.location.phone}} if you cannot attend.</p>
<p>Regards,<br />{{location.display_name}}</p>

```

☒ Send meeting invite (iCal attachment)

[See the available Documentation.](#)

iCal Summary

iCal Description

Configure Branding settings for Coviu

System Administration > Branding Settings > Coviu

Your Coviu appointments can have branding applied.

Coviu customisation	
Coviu Disable Menu	Yes
Coviu Exit Url	https://test7.use.careright.com.au/patient_portal/done?exit_url
Coviu Return Url	https://test7.use.careright.com.au/patient_portal/done
Coviu Return Label	Return Label Set by Settings
Coviu Auto Return	Yes
Coviu Enforce Participant Uniqueness	Yes
Coviu Favicon Url	https://test7.use.careright.com.au/favicon.ico

Enable Dashboard view:

System Administration > Appointments > User Interface

We recommend enabling **Dashboard Show Appointments** for easy access by providers to their appointments.

User Interface	
Dashboard Show Appointments	<input type="checkbox"/>
Default Calendar View	All Providers
Appointment List Status Filter Default	Active Appointments
Calendar Browser Tab Name	Default
Waitlist Display Age	false

Staff Experience

Create an appointment

When an appointment is created, it is published to the Coviu portal which may take a short period. When it is successfully published, you can verify this via **Appointments > Details**.

You will see the participants and links:

[Dashboard](#) / [Appointments](#)

Appointment

Date	15/09/2023
Start Time	03:00 PM
Duration	30
Patient	Mr Brett Anthony Khoury
Provider	LESLEY ARTHUR
Location	Clintel
Session Name	test
Session Type Category	Consultation
Status	Booked
Condition	Unconfirmed
Appointment Type	C - Telehealth
Comments	Happy Telehealth testing
Created By	daniel o'connor Clintel, at 02:58 PM on 15/09/2023

Telehealth

Participant	Participant Type	Vendor	External Participant	Entry Url
Mr Brett Anthony Khoury	Patient	coviu	657703cc-4b21-4d50-989b-bf9e68596b9a	https://coviu.com/session/657703cc-4b21-4d50-989b-bf9e68596b9a
Dr LESLEY ARTHUR	Provider	coviu	5e534e24-0a6f-41cd-a7c5-5b5840d8e5f2	https://coviu.com/session/5e534e24-0a6f-41cd-a7c5-5b5840d8e5f2

Updating or cancelling an appointment

If you update or cancel an appointment it flows through automatically to the Coviu platform.

Updates flow through automatically to the Coviu platform.

If required, you may need to inform the patient of any changes, if automated correspondence has already been sent.

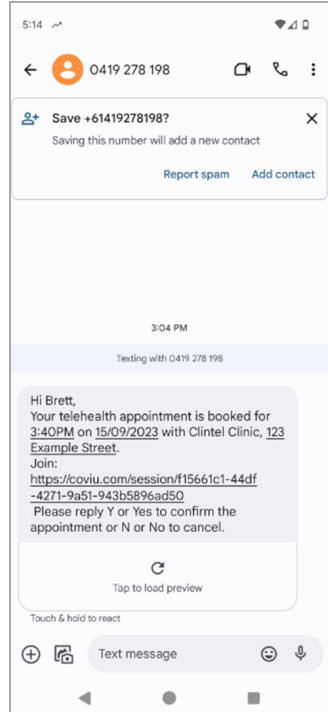
Patient Experience

See <https://www.coviu.com/en-au/patients#howitworks> for more information.

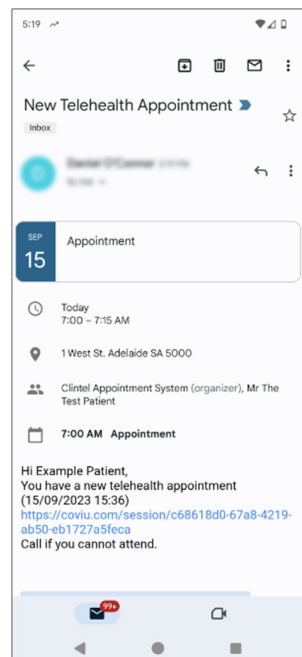
Receive the Link

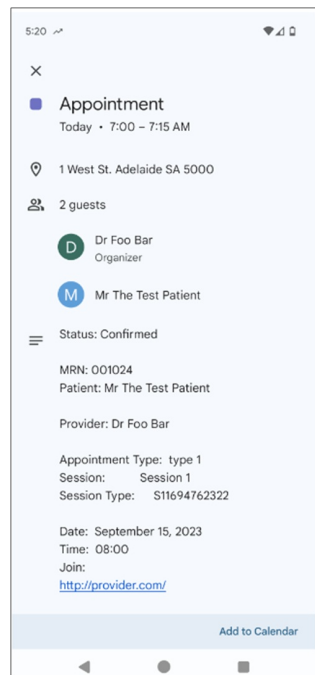
Once an appointment has been created patient will get secure link to join the session either by SMS or email. If this sent by an email, this will also typically include an iCal invite. Patients can add this to their calendar with one to two clicks on Android or other modern platforms.

Example SMS:



Email Example

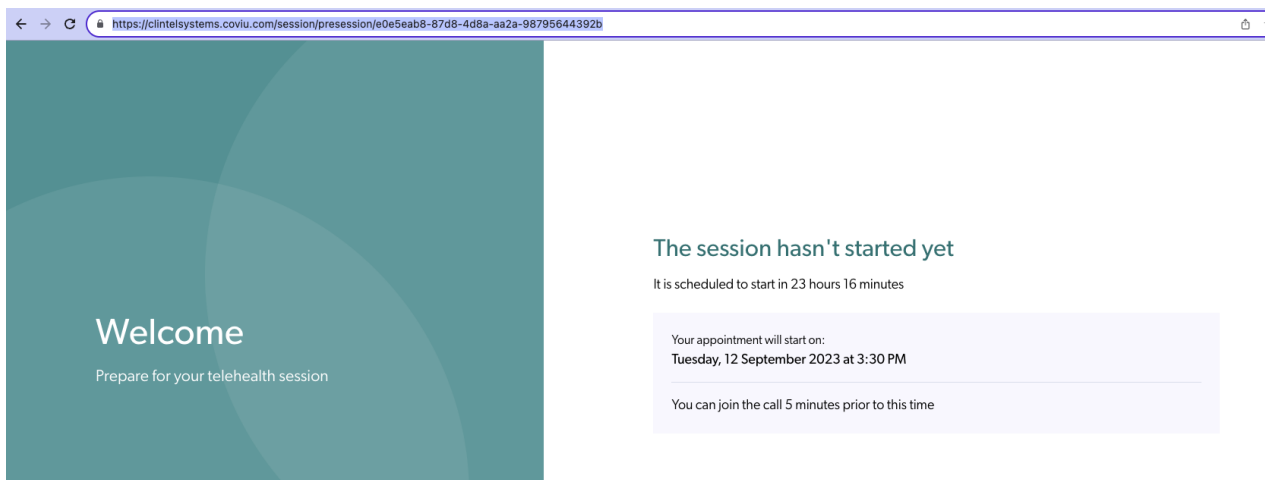




Joining the session

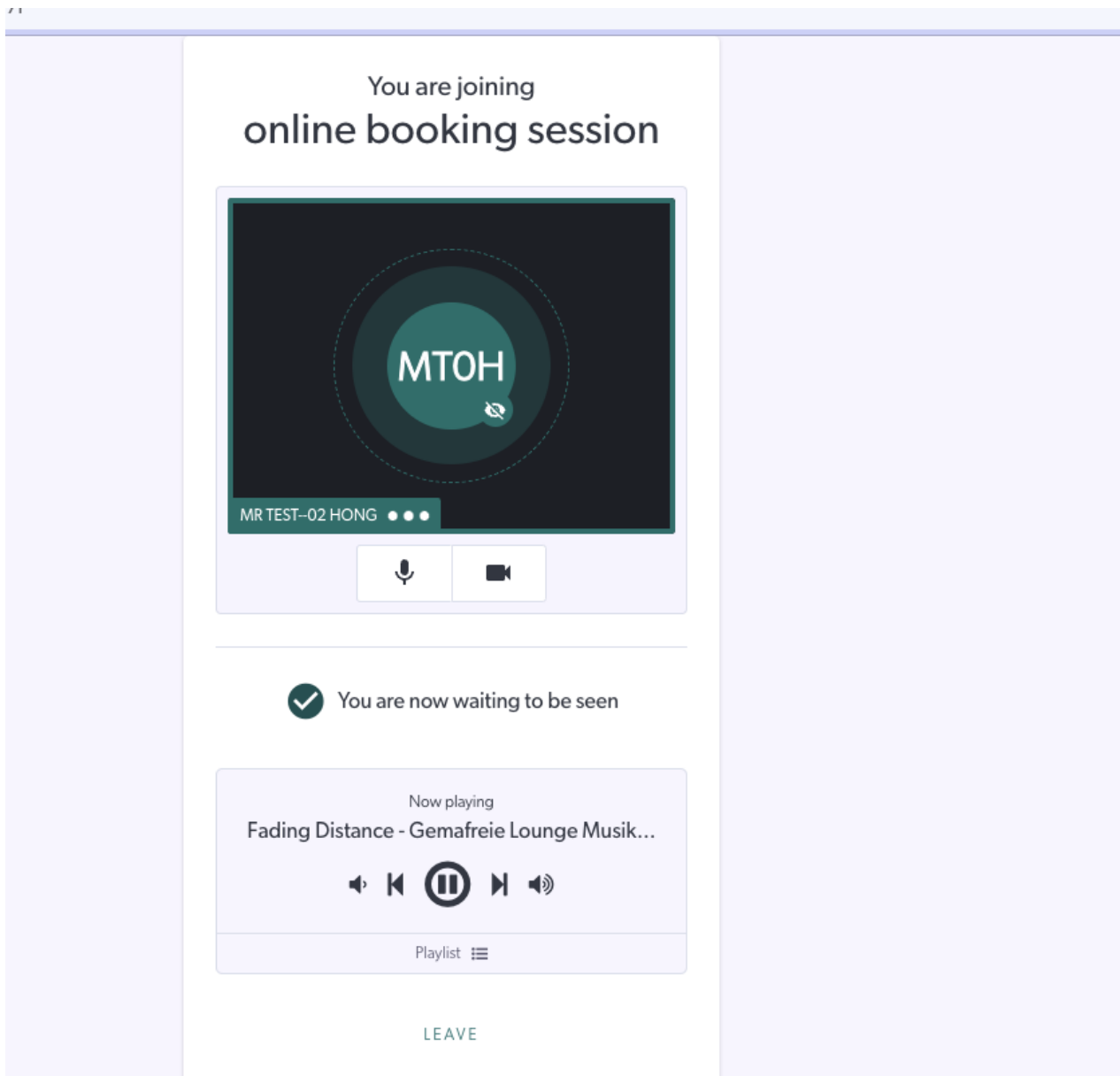
Joining the session early:

If the patient or provider join the session early than session start time, they will see a standard message.



Waiting area:

When the scheduled session is ready to commence, the patient proceeds to a waiting area



Provider Experience

Join the Telehealth Session

1. From the Dashboard

We recommend enabling **Dashboard Show Appointments** for easy access by providers to their appointments. Providers can one-click join the session from dashboard.

Click on the drop down option on the particular appointment system presents the option **Join Telehealth Session**

Dashboard

dr lesley

Signed in successfully.

☐ Include inactive patients?
 [Advanced Search](#)

Wednesday, Sep 20 Appointments (Today)

<
Today

Time	Details	Patient	
14:10	Clintel Clinic C - Telehealth LESLEY ARTHUR	Mr Brett Anthony Khoury	<div>Form</div> <div> Edit Details Create Invoice Correspondence Join Telehealth Session </div>
		Booked	

2. From the Patient Record

1. From the dashboard.
2. Search for a patient.
3. Click show.
4. Click on the appointment from left side menu.
5. Click on the action for particular appointment.
6. Click on the **Join Telehealth** option from drop down.

dr lesley

Mr Brett Anthony Khoury

Facility: Clintel MRN: 000010 CRN: Home: 93 Ford ALLY, CATANI VIC 3981
 Male , aged 57 years , born on December 28, 1965

[Dashboard](#) / [Patients](#) / [Mr Brett Anthony Khoury](#)

Current Appointments

From Date

To Date

Provider

Location

Appointment Type

Appointment Status

Q

Date/Priority	Appointment Type	Provider/Location	Status	Note	Created	
26/09/2023 02:00 PM	Telehealth	LESLEY ARTHUR	Booked		daniel o'connor Clintel	<div>Actions</div> <div> Edit Rebook Join Telehealth </div>
		Clintel Clinic			26/09/2023 10:37 AM	

Past Appointments

From Date

To Date

Provider

Location

Appointment Type

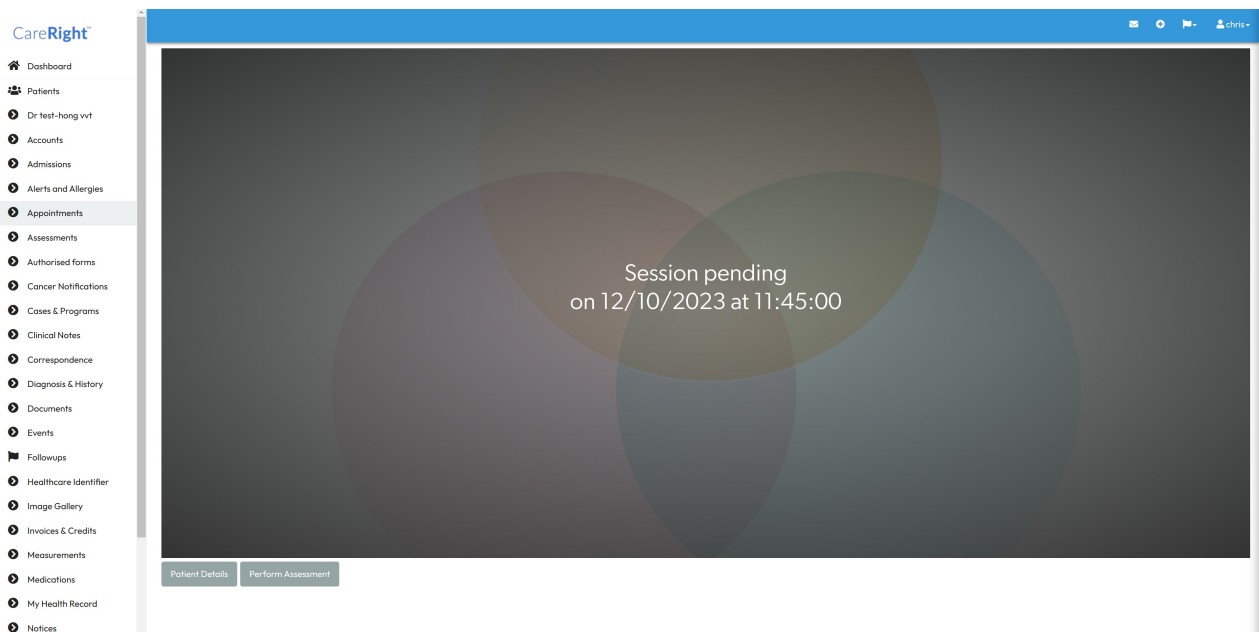
Appointment Status

Q

Date/Priority	Appointment Type	Provider/Location	Status	Note	Created	
20/09/2023 02:10 PM	Telehealth	LESLEY ARTHUR	Booked		Clintel sarah Clintel	<div>Actions</div>
		Clintel Clinic			20/09/2023 01:59 PM	

3. From Appointment details

View Appointments > Details



If an **assessment** has been configured, it is available via a **Perform Assessment** button.

This can be either an assessment performed only by the provider in the call, or if the assessment is a [Sharable Assessment](#); links can be sent to the patient by:

- Email
- SMS
- Copied to clipboard (paste in chat)

Further learning

For more detail on using the CoviU telehealth interface, see <https://help.coviu.com/knowledge/getting-started-with-coviu>

online booking session — X +

clintelsystems.coviu.com/session/4cca10a4-09d4-48f2-ad13-e509802d19a7

Incognito

DXX

Video is unavailable

DRXX

Mr test-02 hong is waiting to join the call

VIEW QUEUE

Settings

End Call

Refresh

Microphone

Video

HELP ⓘ

Chat

Participants

APPS & TOOLS +

Call Manager

Welcome to your Call Manager.
Manage your call by accepting, removing and transferring participants.

Call Duration 00:00

WAITING OR ON-HOLD (1)

Mr test-02 hong

Waiting for 7 seconds

ACCEPT DENY

Busy? Mute this caller until you're ready

CURRENT PARTICIPANTS (1)

Dr x X (You)

In call