Conducting a Consult as the Provider



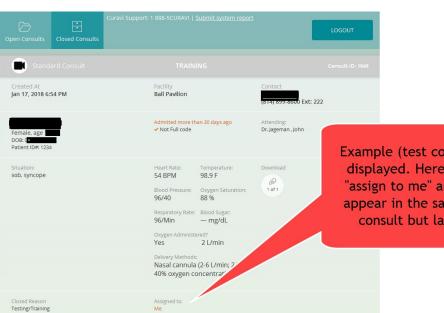


is the link found on your desktop you will use to <u>enter into a consult</u>. Once you select the icon the following opens:

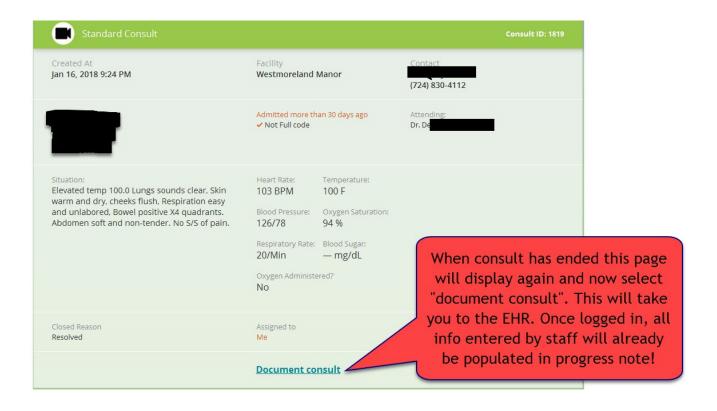


Username: firstname.lastname password: provided by Curavi





Example (test consult) of info that will be displayed. Here is where you will select "assign to me" and then "start video" will appear in the same area. This is a closed consult but layout will be the same.



• Curavi Health is used interchangeably with EHR. Curavi Health is your desktop icon that you select to access our EHR

Troubleshooting and Educational Materials



- **Curavi Support**, also located on your desktop, will take you to our support page which offers educational materials on how to conduct a consult, troubleshooting, placing a helpdesk ticket, etc. This is also known as FreshDesk.
- You can also access this site from any device by going to: <u>CuraviHealth.com</u> and clicking on "support" in upper right hand corner OR <u>CuraviHealth.freshdesk.com</u>

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	Curavi Health Support		Velcome Ashley.boots Edit profile - Sign out
	Home Solutions Tickets		
	How can we help you today?	SEARCH + New support ticket Check ticket status 888-528-7284	Place a ticket here for any
	Knowledge base		issues/concerns regarding any consults, cart issues, charting issues, etc.
	Request a Scheduled Consult		
	Select Consult Type Below (2)		
	General Scheduled Consult With a Curavi Provider		
Education Materials (more	RAVEN Supported by Curavi/Group B Partner Homes Scheduled Consult		
below as well as videos)	General		
	FAQ (10)	EKG (2)	
	W How do I use the stethoscope?	EKG Electrode Placement Instructions	
	W How do I use the exam camera?	CuraviCare™ EKG Consult Workflow	
	W How do I use the otoscope?		
	The nurse/physician cant hear; what should I do?		

- It is important, prior to entering a consult, you close any open applications that could potentially have access to your laptop's camera. This would include but is not limited to: Lync, Skype, Outlook, etc.
- Issues that arise in ANY Curavi application should be reported by placing a helpdesk ticket as seen above. Select "New support ticket" and enter requested info. This is used for all issues such as: problems logging in, conducting a consult, charting, etc.
- If more immediate assistance is needed (IT is VERY prompt), you can call support directly at: 1-888-5CURAVI