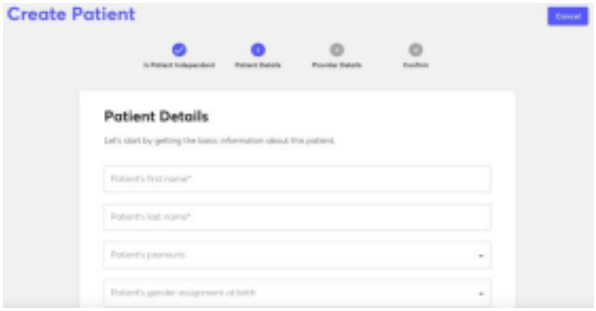
Montana Pediatrics Telemedicine Visit Guide for the Youth Home

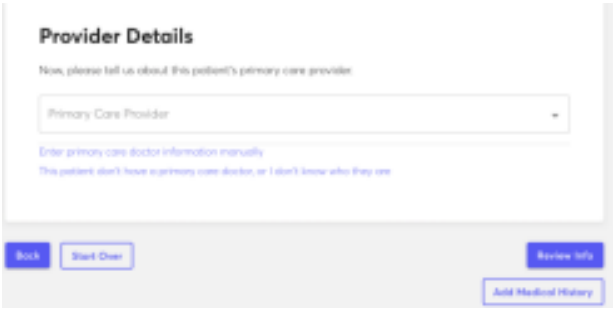
How to register a patient

Upon a new resident joining the youth home, staff should register them with Montana Pediatrics as part of their intake/registration. Follow the instructions below to accomplish this:

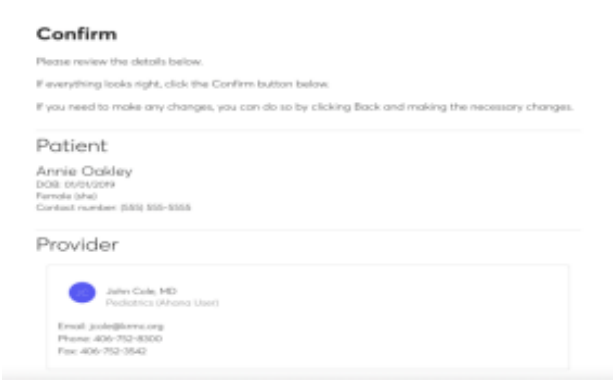
- Navigate to https://www.montanapediatrics.org/youth-homes-mt/
    - Enter your username and password
    - You will be redirected to our telemedicine platform, Refyne Connected Care
- You will be taken to the landing page where you will see a list of previous patients you have registered.
    - Click on the “Add New Patient” button
- You will be taken to the “Create Patient” screen in which you will be asked to complete a 4 step process to add a patient
    - Step 1: Enter in the patient demographics & insurance information
        - Click on the “Next” button
        - You will be taken to the “Connected Logins” page
    - Step 2: If there is another guardian who would like to have access to the patient’s information, here is where you would connect them with the account. This is not a required step.
        - Click on the “Add Connected Login” button
        - Type in the connected login’s (guardian’s) relationship e.g. Mom, Dad, Aunt, Uncle, etc.
        - Type in the connected login’s (guardian’s) email address
        - Click the “Submit” button
        - Click the “Next” button
        - You will be taken to the “Provider Details” page
    - Step 3: Enter in the patient’s PCP details
        - Click in the “Primary Care Provider” box in the center of the screen.
        - Type in the last name of the provider who is the child’s PCP
        - If there is no PCP, choose “no PCP”
        - Click on the “Review Info” button
    - Step 4: You will be taken to the “Confirm” page
        - Look over the information and confirm by clicking on the “Confirm” button
        - You will be taken to the patient’s information card and you have successfully added a new patient

What you will see:









How to schedule a visit

- 1. Call 1-406-272-4631 to schedule an appointment
    - Be prepared with the child's demographics, including insurance information
    - Ensure that all appropriate paperwork is in order for the Youth Home to request care for the patient

How to join a scheduled visit:

- About 10 minutes prior to the appointment you should log into the platform to ensure all systems are working properly
    - Navigate to Youth Home's landing page: https://www.montanapediatrics.org/youth-homes-mt/
    - Enter in your username and password
        - You will be redirected to our telemedicine platform, Refyne Connected Care
- On the landing page, you will see a list of the patients you have registered. Choose the appropriate patient
    - You will see the patient's file, along with scheduled appointments at the bottom of the screen.
    - Below the patient's information file, you will see a section for scheduled visits
    - Locate the visit the patient is in clinic for. To the left of that scheduled visit, click on the "Join Visit" button
- Now you will be taken to the virtual visit prep room. You will be asked to verify:
    - Camera - can you see yourself?

    - Microphone - are the green bars moving?
    - Speaker - can you hear the bell ring?
- Press the “enter exam room” button. You are now ready to see the provider.
    - A provider will connect with you shortly after joining the visit.
- Please pay attention to the messaging section in the virtual room - if your wait is longer than 20 minutes, please call the daytime number on the screen.

After a Visit:

- Because these visits will be documented on a specific form for Youth Homes, the provider will securely send the documentation over to the specified email address for your organization.

Non-Scheduled Visits (Daytime on demand):

- If there is an instance where a child needs care outside of a scheduled visit, we are available during the following times:
    - 9am-4pm Monday - Friday
    - 6pm - 8am Monday - Friday
    - 6pm Friday Evening - 8am Monday Morning
- You can access care through the same website you access scheduled visits from
- Follow the same process to login and request a visit.
    - The only difference being that you request an “on demand” visit instead of a scheduled visit.

FAQs:

What days and times are available for scheduling visits?
We can schedule visits M-F from 0900 - 1600

What happens if we have a child who moves in over the weekend?
You can request a scheduled appointment by emailing jdittmann@montanapediatrics.org and we will get you scheduled as soon as possible on the first workday of the following week.

Do we stay in the “exam room” with the patient?
That really depends on your policies, I would refer to your guidelines on attending visits with your residents. Sometimes the provider may provide guidance on this matter, but it is on a case-by-case basis.

What about follow-up visits and other regular scheduled visits?
Montana Pediatrics is not a PCP, however, we do offer urgent care on demand during the day and evenings for Youth Homes. If a Youth Homes child does not have a PCP, we would be happy to help identify some options for them. All regular scheduled visits should be scheduled with their PCP outside of the initial medical intake needed for Youth Homes.