Video Conference

Meet patients virutally, using live, recordable video conferencing,
and offer billable evaluations from any location.
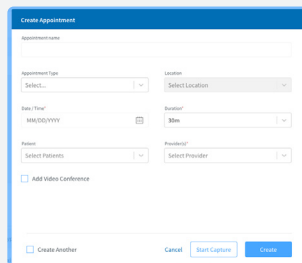
Appointment with a Video Call

A video call can be associated with an appointment or can be initiated from a message thread.

If the video call is associated with an appointment, when creating the appointment click the "add video conference" checkbox. Choose the provider/user conducting the video call. If two or more provider/users are on the video call, assign a Host

This can be edited from the appointment by clicking edit appointment details.

Join the video call from your Dashboard, the Appointment, or the link sent via a notificiation.

You are able to add multiple providers to this appointment who will be invited to the video call.

Conducting an Immediate Video Call

The patient must first be invited to the patient portal via SMS text or email. Both parties should have a connection to the internet.

- Click Messages 💬
- Scroll to the patient or provider
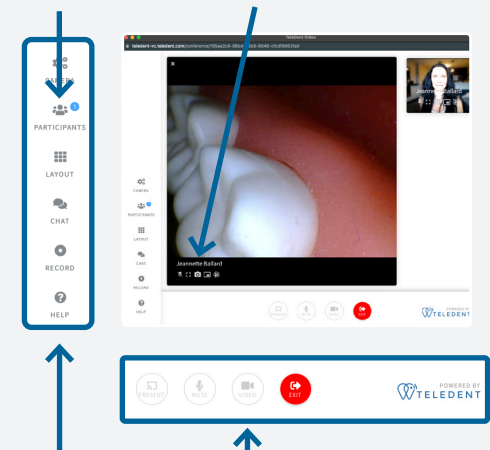- **OR** **+ New Message**

  Click new message and enter the name(s) for the video call.

  - "New Message" will allow you to enter multiple parties for a group video call or message.
- Click 📹 at the top of the message (individual or group).

  - Only click this one time to prevent two video rooms being created.
- A video call room will open in new browser.
- Notification is sent to other participant(s) via email or SMS text to join video call.

  - Patients who have not accepted the invite to the Patient Portal are still able to join a VC via the email or SMS text link.

Video Call Features

See, Mute, or Dismiss participants, change the Host, and invite other TeleDent Users.

Take a picture during a video call. Assign it to the patient's record after you "exit" the VC.

During a VC: change cameras, adjust the video layout, send chat messages, or record the VC.

Share or present your screen, mute your audio, turn on/off camera, and exit the call. Exit the call instead of X out.

Patient Journey Patients join the VC from the **1)** patient portal, **2)** via emailed link, **3)** or link in a SMS text. When a video call is initiated within a message, the patient will receive a notification. The video call room does not expire and cannot be deleted.