



## Introduction

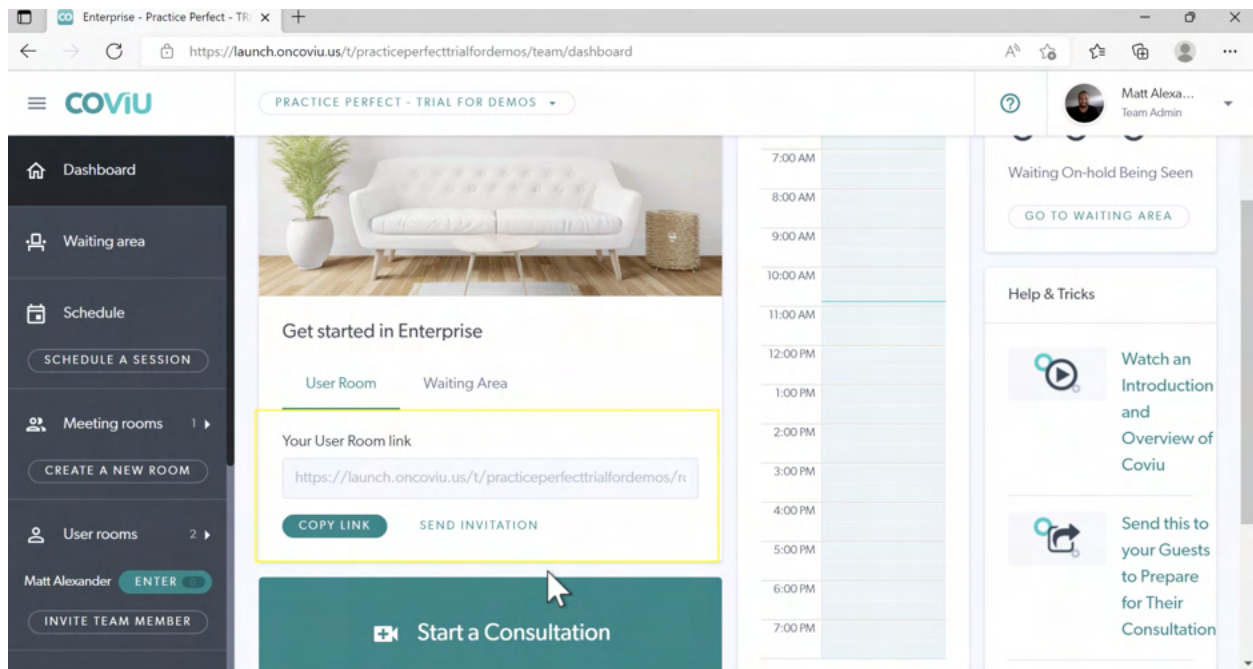
Practice Perfect has partnered with [Coviu](#) to provide users with an elevated telehealth experience. In this document, we discuss how to link your Coviu account to your Practice Perfect account, how to send invitations to meetings, how to launch meetings from within Practice Perfect, and answer some frequently asked questions.

## General Setup

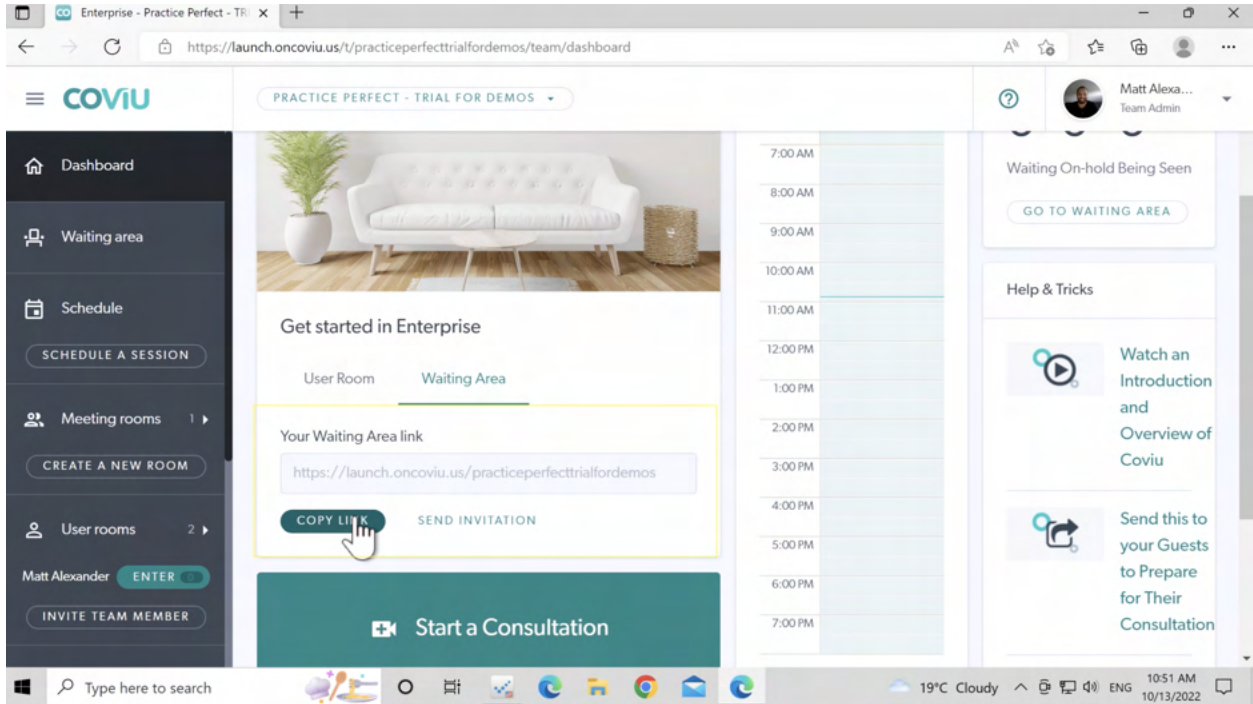
To perform the setup, you'll need to be running R605 of Practice Perfect or above, and ensure that you have access to a Coviu account. Coviu is currently offering a free 4-week trial. To learn more, please see the following links.

-  Canadian clinics, [click here](#).
-  American clinics, [click here](#).

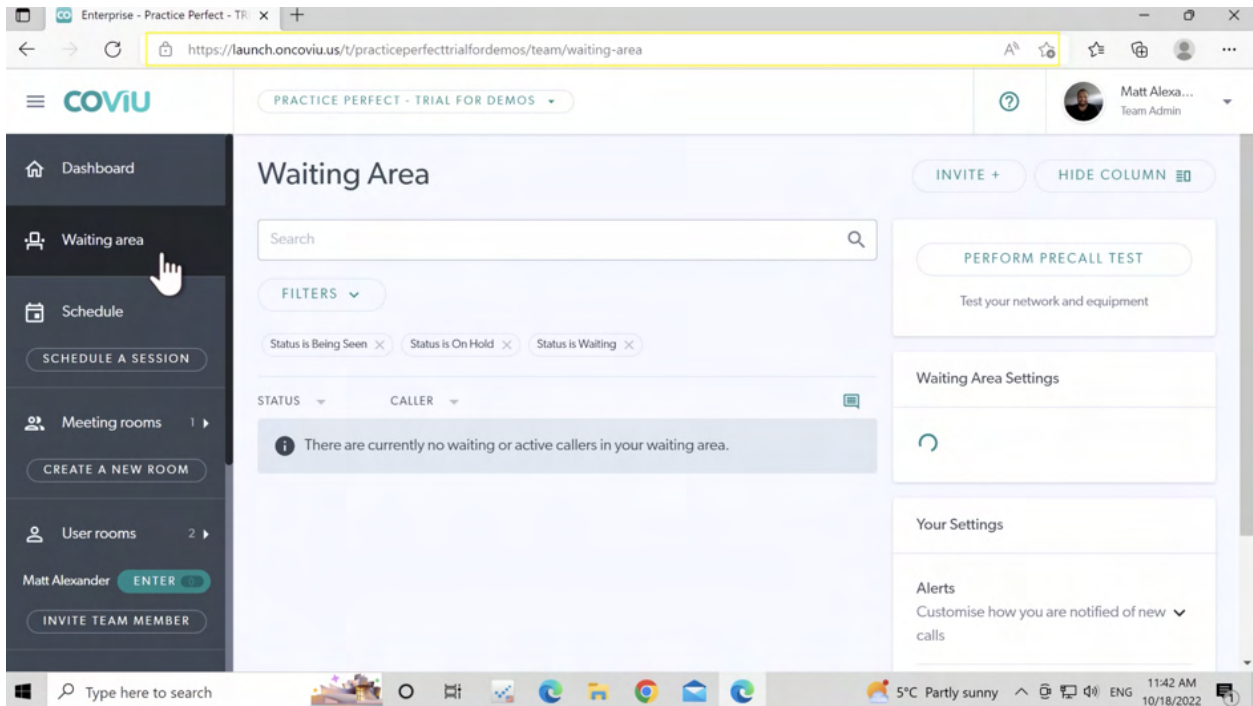
After logging in to Coviu, you will need to copy one of two links:



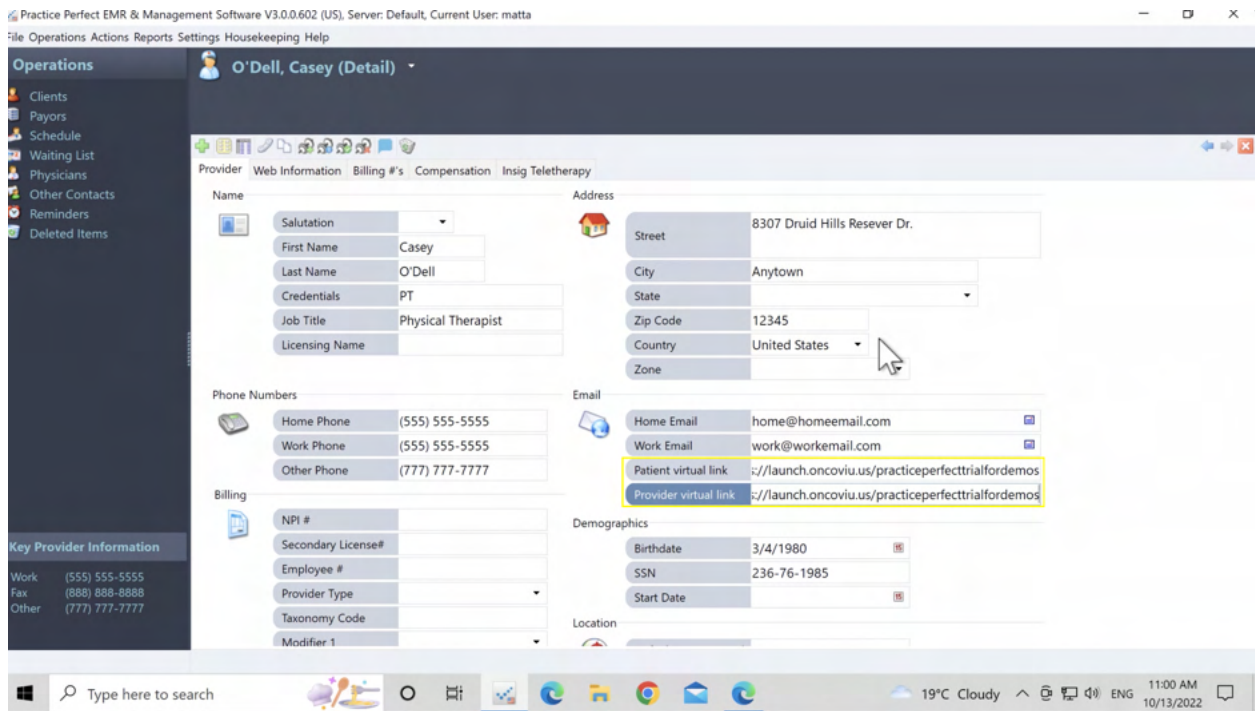
If you are on the **Essentials** plan, you will need to copy the **User Room Link**.



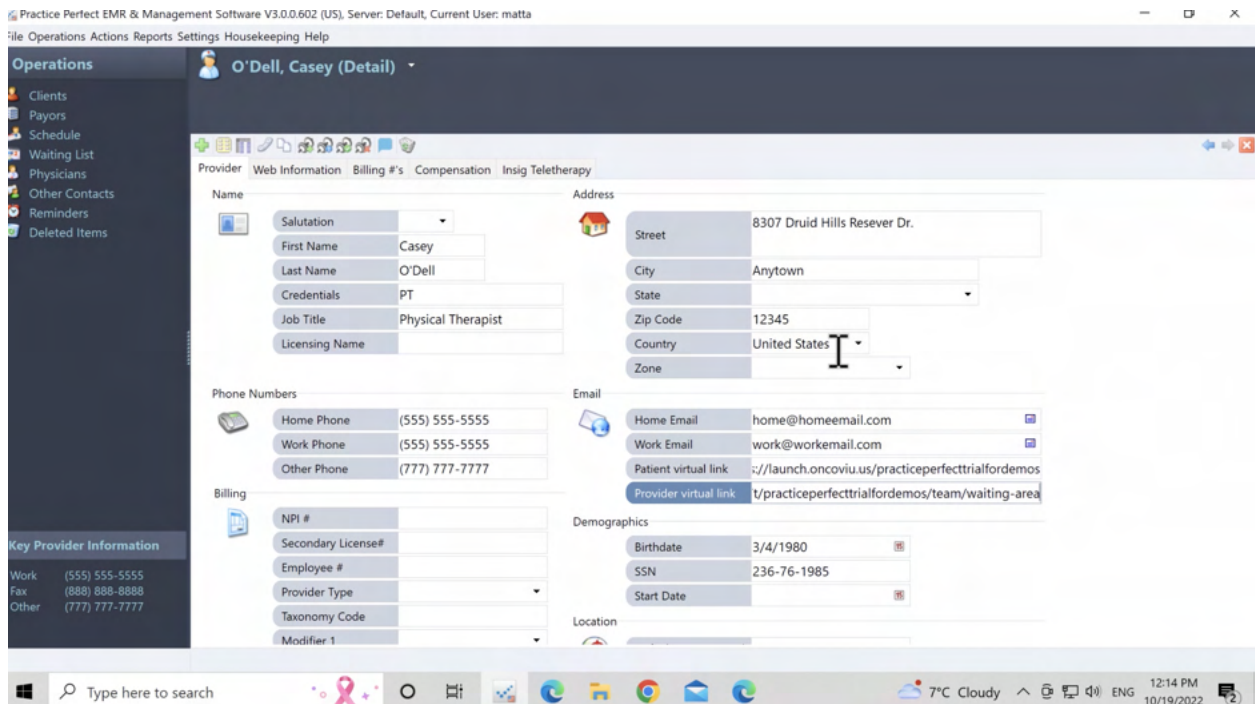
If you are on the **Standard** plan, you will need to copy the **Waiting Area Link**, as well as the **URL for the Waiting Area** itself.



After obtaining the links, navigate to the **Providers profile** in Practice Perfect. You may reach the Providers profile by selecting Housekeeping>Contacts>Providers.



If you are on the **Essentials** plan, paste the **User Room Link** into the **Patient virtual link** and the **Provider virtual link**.



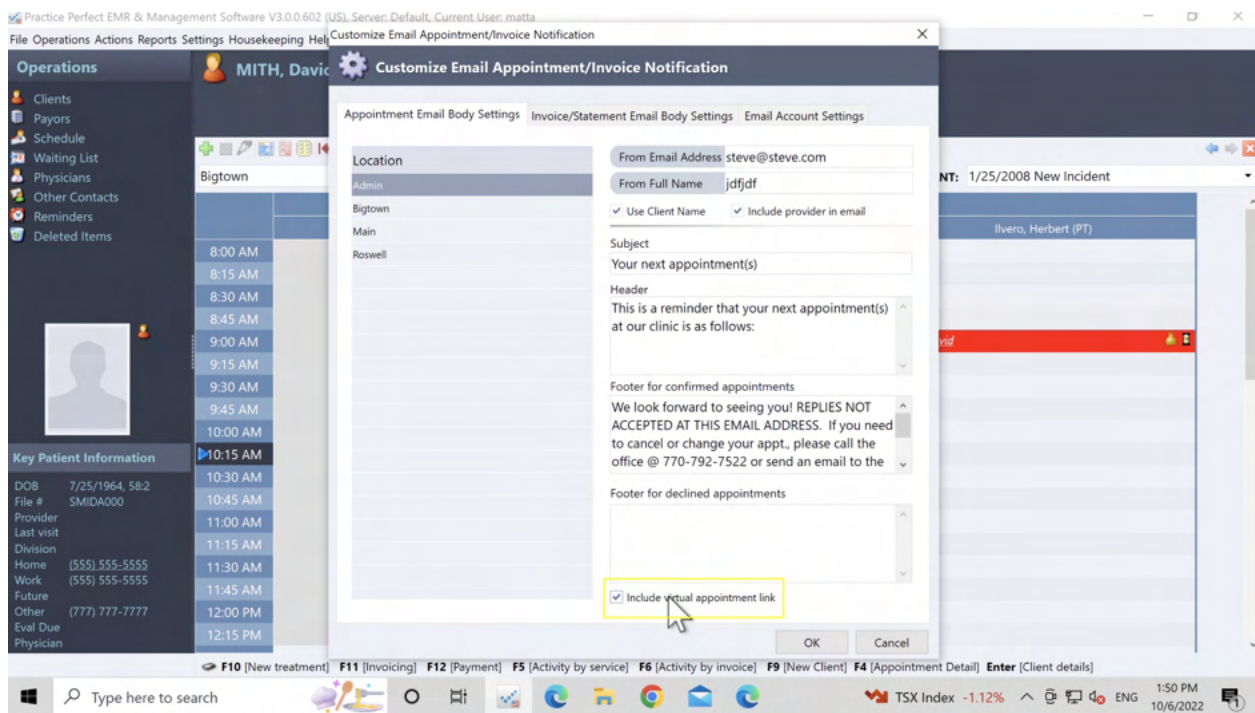
If you are on the **Standard** plan, paste the **Meeting Area Link** into the **Patient virtual link** and paste the **URL for the Waiting Area** into the **Provider virtual link**.

## Sharing the Patient Virtual Link through Email

You're able to send the **User Room Link** or the **Meeting Area Link** to patients using email appointment notifications in Practice Perfect. The link included in the email appointment notification is pulled from the **Patient virtual link** in the **Provider's profile**.

To send the link through Practice Perfect, you must ensure that the email appointment notifications have been set up. To learn more about how to set up email appointment notifications, [click here](#).

Navigate to the Settings>Customize Email/Invoice Notification panel.



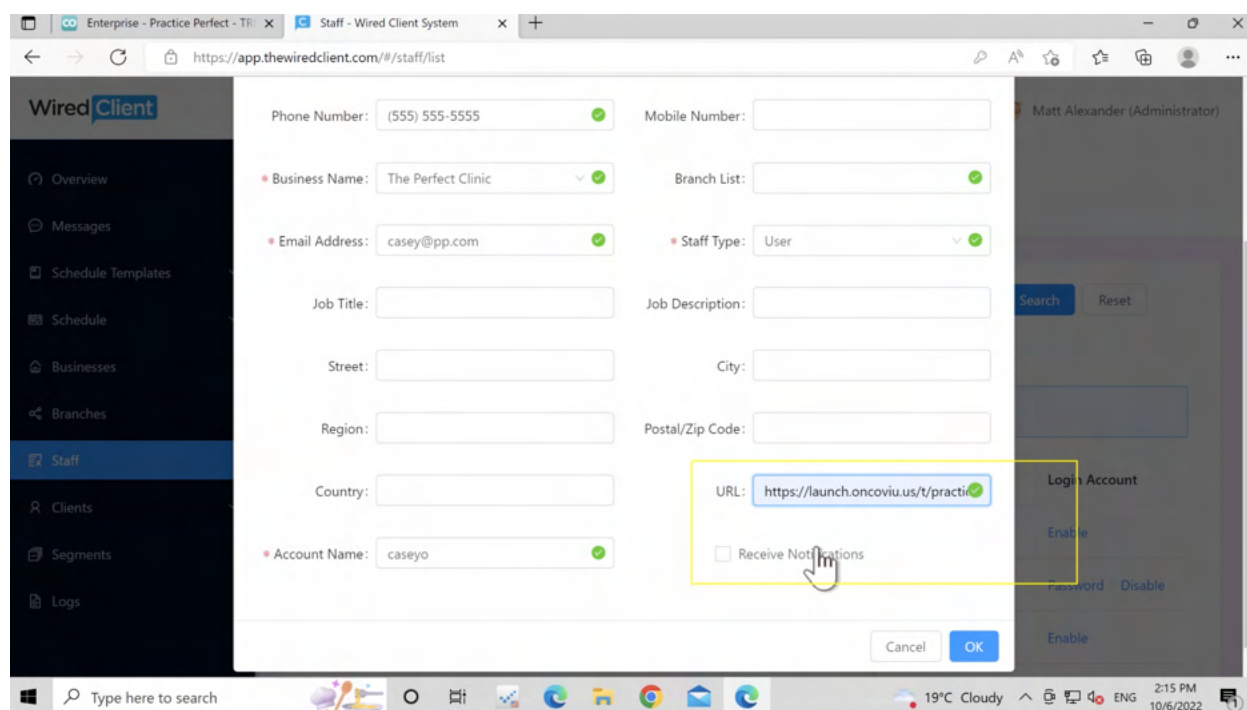
By checking off **Include virtual appointment link**, the URL entered in the **Patient virtual link** field of the **Provider's profile** will be included in your email appointment notifications. The link sent is specific to the Provider with whom the appointment is scheduled, when the appointment is marked as 'TeleHealth'.



## Sharing the Patient Virtual Link through SMS

If you are using the [Wired Client](#), our automated SMS service, you may include the **User Room Link** or the **Meeting Area Link** in your appointment reminders.

In each **Staff** member's profile, there is a field called **URL**. You may enter the **User Room Link** or the **Meeting Area Link** here.

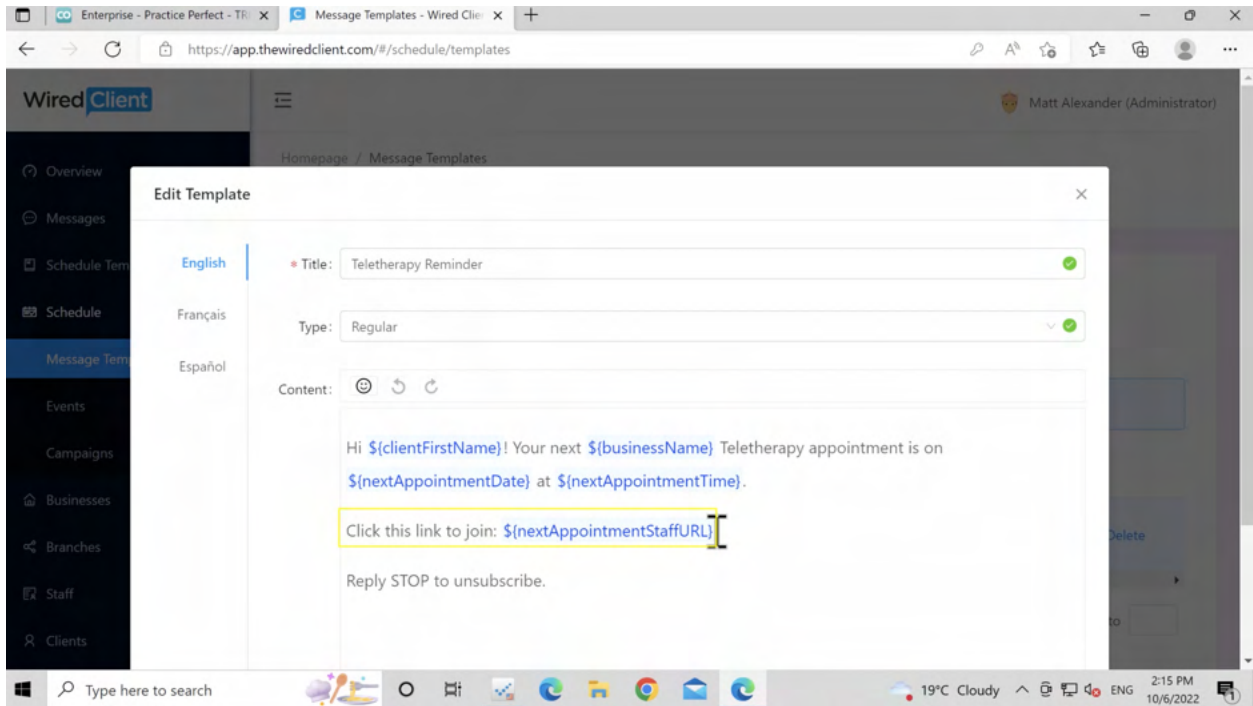


The screenshot shows the 'Staff - Wired Client System' interface. The form contains the following fields and values:

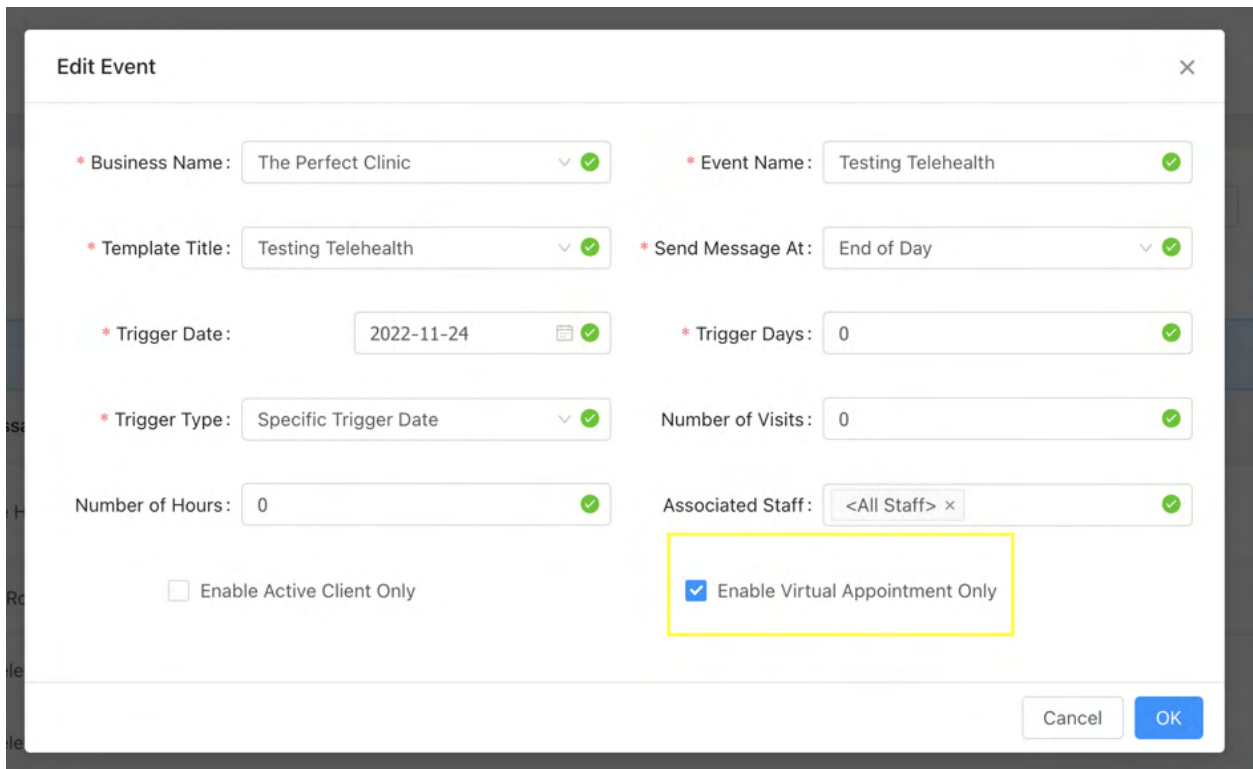
- Phone Number: (555) 555-5555
- Mobile Number: (empty)
- Business Name: The Perfect Clinic
- Branch List: (empty)
- Email Address: casey@pp.com
- Staff Type: User
- Job Title: (empty)
- Job Description: (empty)
- Street: (empty)
- City: (empty)
- Region: (empty)
- Postal/Zip Code: (empty)
- Country: (empty)
- URL: <https://launch.oncoviu.us/t/practi> (highlighted with a yellow box)
- Account Name: caseyo
- Receive Notifications:

The 'URL' field is highlighted with a yellow box, and a mouse cursor is pointing at the 'Receive Notifications' checkbox. The 'OK' button is visible at the bottom right of the form.

Following this, you must create a new Message Template. This is a token called **\$nextAppointmentStaffURL**, which will pull the **URL** of the **Staff** member with whom the appointment is scheduled. The recipient may click the link to launch the meeting.



Afterwards, create a new **Event** for your Teletherapy reminder. Check off the option called **Enable Virtual Appointment Only**.

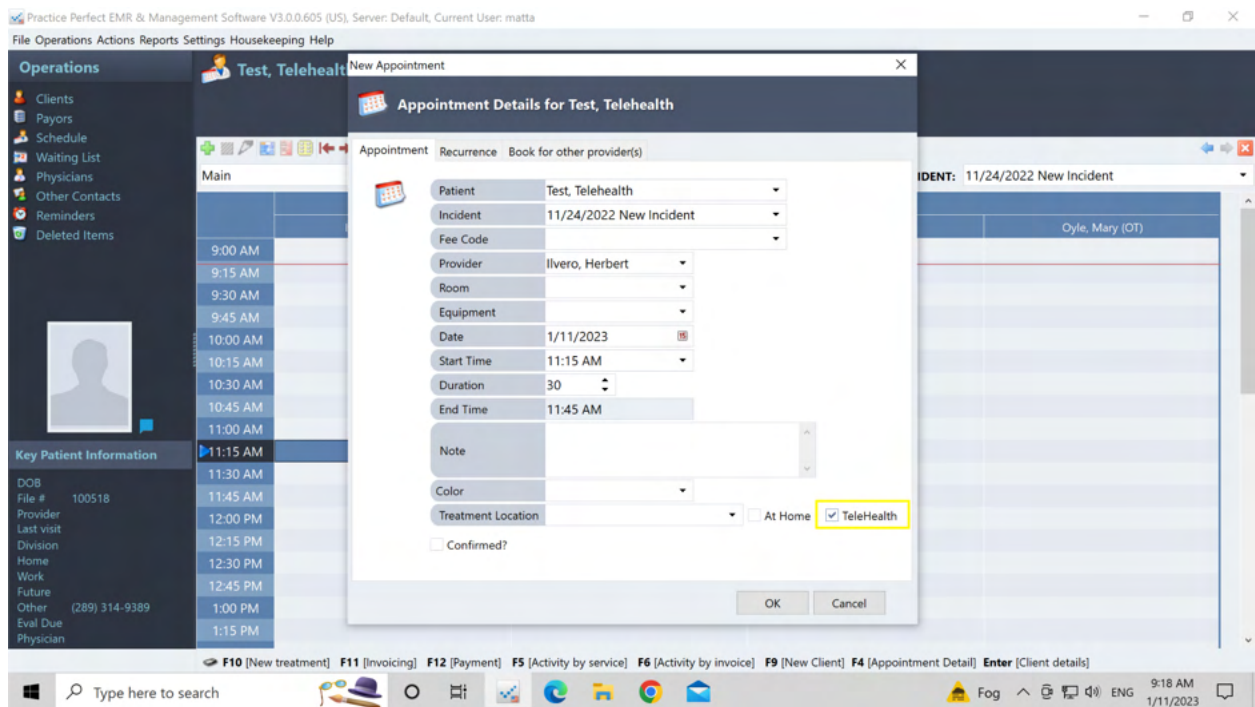


By doing so, the Telehealth appointment reminder including the meeting link will only be sent for appointments which have been marked as **TeleHealth** in Practice Perfect.

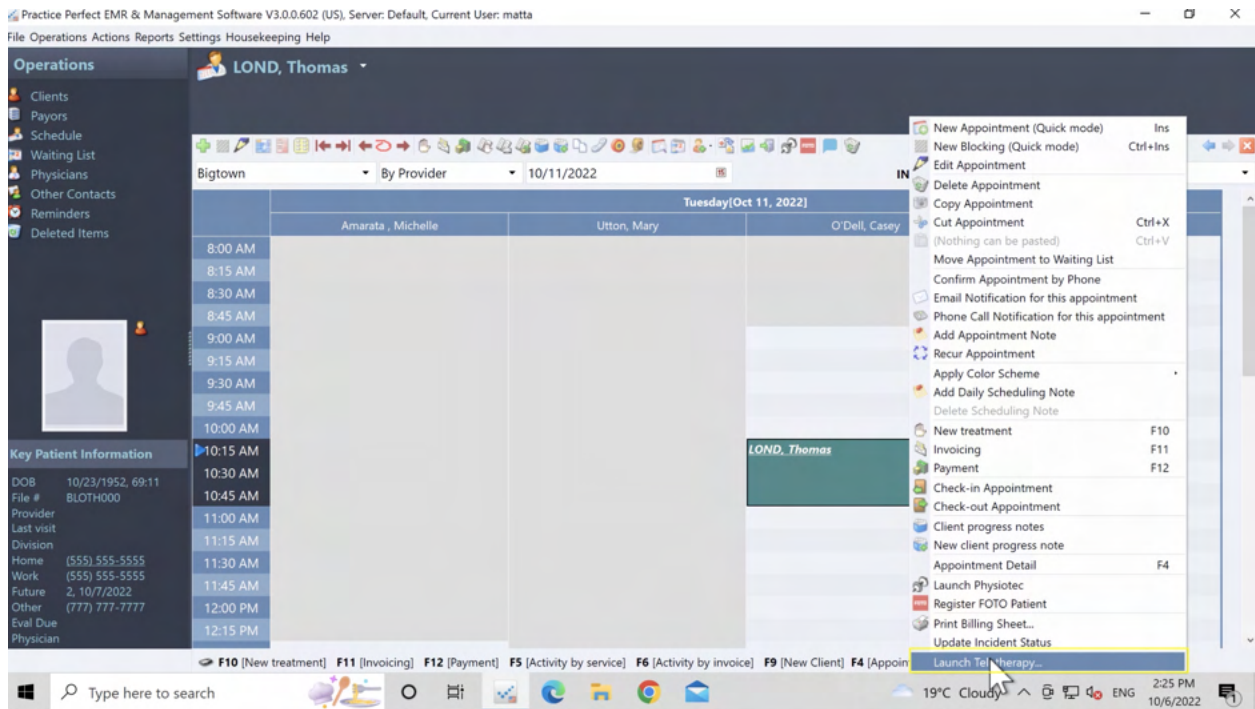
## Scheduling Teletherapy Appointments and Launching Coviu through Practice Perfect

Scheduling teletherapy appointments in Practice Perfect is virtually the same as scheduling an in-person appointment, except that you may mark the appointment as **TeleHealth**. You may also want to create a new appointment color to easily distinguish teletherapy appointments from in-person appointments.

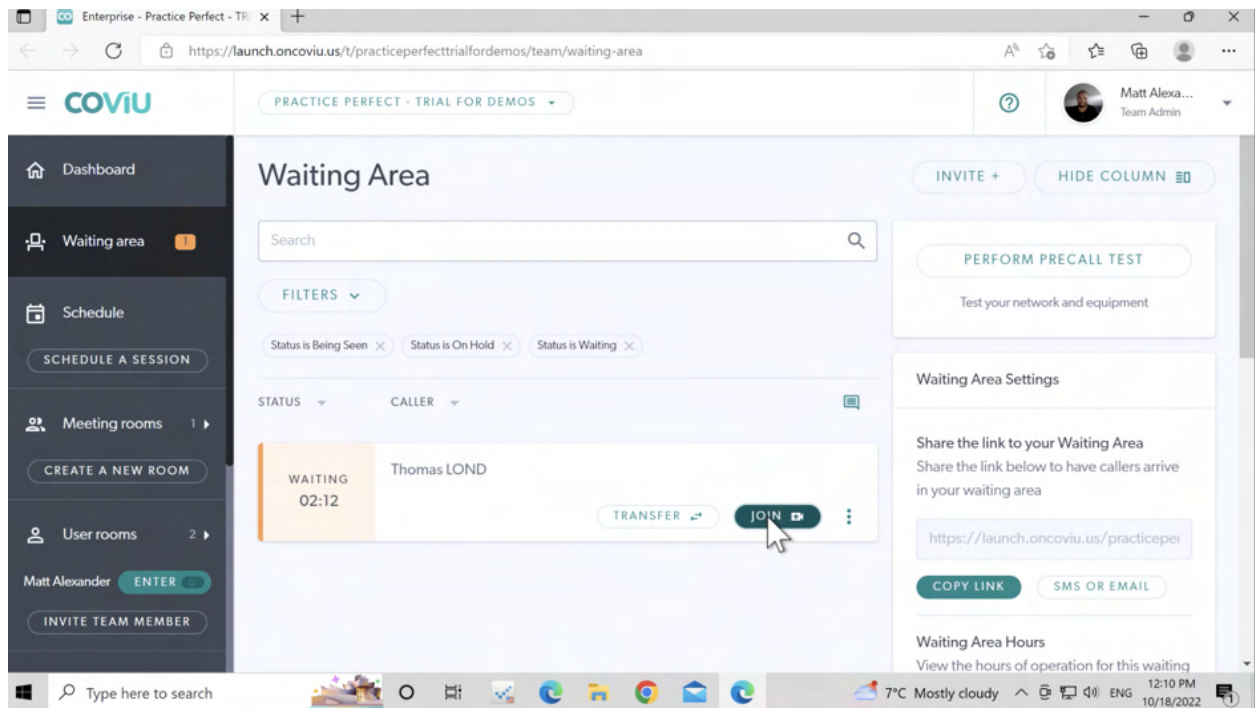
To mark an appointment as **TeleHealth**, simply check the box beside **TeleHealth** at the time of creating the appointment.



To launch your teletherapy appointments from Practice Perfect, simply right-click the appointment and select **Launch Teletherapy**.



Upon doing so, your default web browser will begin loading the **User Room Link** or the **Meeting Area Link** entered in the **Provider virtual link** field of the **Provider profile**.





## FAQ

The following are some frequently asked questions pertaining to the CoviU integration.

### **How do clinicians enter their CoviU consultation from PP?**

Scheduling virtual appointments in Practice Perfect is the same as scheduling in-person appointments. The only exception is that you may want to send the **User Room Link** or the **Meeting Area Link** prior to the appointment.

### **For initial setup, all that clinicians have to do is to copy and paste the meeting link to the Patient virtual link and Provider virtual link, save them and that's it, is that correct?**

Yes! This is the key to performing the initial setup for users of the Essential plan.

For users on the Standard plan, they will need the Meeting Area link and the URL to the Meeting Area itself.

### **Do you still have to log in to CoviU separately in a browser and PP or can the integration link just redirect the clinician to CoviU's login page upon a scheduled meeting?**

As long as the **Provider virtual link** is the **User Room Link** or the **Meeting Area Link**, right-clicking the appointment and selecting **Launch Teletherapy** should be all they need to do to access the meeting provided they are already logged in.

### **When an initial invite is sent to a patient does it send an invite right then? Or just a reminder before the call?**

By email, they receive the invite right then.

By SMS (i.e. Wired Client), they can receive the invite before the appointment.

### **How do clients book their CoviU consultation from PP?**

If the clinic is using our [Client Portal](#), patients may schedule their own appointment. Otherwise they need to contact the clinic directly to schedule an appointment.

### **What is the recommended meeting link for the Patient virtual Link and Provider virtual link?**

If the user is on the Essentials plan, enter the **User Room Link** in the **Patient virtual link** and **Provider virtual link** fields.

If the user is on the Standard plan, enter the **Meeting Area Link** in the **Patient virtual link** and the **URL for the Waiting Area itself** in the **Provider virtual link** field.