



Monday Morning Practice Pearls #72

What do I need to know about ThinkAndor®?

ThinkAndor® is a web-based software platform that provides virtual care experiences to support healthcare. The NIH CC offers three components of the ThinkAndor® platform: Virtual Visits (Telehealth), Virtual Rounding and Enterprise Waiting Room.

- Virtual Visits is used for telehealth visits between patients and NIH staff member(s). This has replaced the use of MS Teams for telehealth.
- Virtual Rounding is used to virtually connect NIH staff member(s) with each other (both at the CC or offsite) and/or with research participants who are at the CC to conduct rounds or other 'on demand' types of virtual discussions with patients and/or care teams.
- Enterprise Waiting Room is a platform that provides patients the ability to receive text and/or email reminders for their upcoming scheduled outpatient appointments. This platform will be managed by CC staff.

How do I schedule and start a telehealth visit?

1. Use the Electronic Appointment Request (EAR) in CRIS
2. Staff will receive an Outlook calendar meeting which will include the Andor dashboard webpage. Access to Andor is based on CRIS access. All staff will join via the dashboard
3. After logging into the Andor dashboard, staff will search for the patient and click the "Join" status button once - the patient must be in the waiting room at this point (they receive a link to the waiting room 30 min prior)
4. After one staff member joins, the meeting link is sent to the patient to join the visit from the waiting room

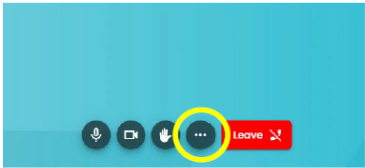
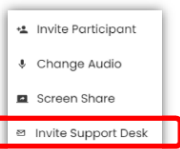
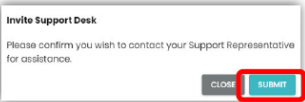
If there are any technical difficulties during the telehealth visit:

- Staff may contact the telehealth concierge service at 855-644-6445

Or

- Any user (patient, provider) may select "Invite Support Desk" under the three-button menu at the bottom of the screen to initiate a request with a Support Representative

When any user (patient, provider) needs assistance during an Andor Virtual Visit, the Help Button feature can be used. To access the Help Button feature and initiate assistance:

1. Click on the **three-button menu** found at the bottom of the screen.

2. Select **Invite Support Desk**:

3. A confirmation window screen will appear. The user must click Submit to confirm the request to reach out to a Support Representative:

4. A Support Representative will be deployed shortly after the request is initiated, and in the order received.

Resources

- [Telehealth Reference Materials](#) including User Guides, FAQs and Quick Tips (Select “CRIS Educational Resources,” follow prompts to log into SharePoint, under “Communication with Other Staff & Patients” select “Virtual Health”)
- Information/Training Sessions- Visit the Bookings site: [NIH CC Health Information Management Division Telehealth Program \(office365.com\)](#)
- HIMD Telehealth Concierge Service for support: 855-644-6445
- [Medical Administrative Policy 20-1](#) (MAS-20-1): *Utilization of Telehealth/Telemedicine by NIH Healthcare Providers for NIH Clinical Center Patients*