

Video visits

A video visit from booking to note: the patient joins from their app, you join from My Schedule with their chart beside the video, and the note and summary follow.

Feature manual · For Providers, Nurses and MAs, Front desk, Owners, Managers · aminova.health/university/telehealth

1. WHAT A VIDEO VISIT IS

A video visit is an appointment where the patient and provider meet on camera instead of in the clinic. Any visit type set to **Video visit** books as one, or one set to **Patient chooses** when the patient picks video.

Your clinic runs them one of two ways: in the video room built into the patient app, or on your clinic's own meeting links (**Google Meet** in Settings). Most of this manual is about the built-in room. The last sections cover meeting links.

2. BOOKING ONE

1. Book it like any visit, with **New appointment**, from the patient app, or from your booking link.
2. The booking screen says where the video will happen. With the built-in room there's no link to make or send.
3. The visit's forms and consents go out as soon as it's booked.

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PATIENTS

Patients

Care Plan

Intake Engine 5

Consents

Appointments

My Schedule

Labs

Treatment Plans

Clinical Notes

PROTOCOLS

Protocols

E-Prescriptions

Refills

TEAM

Dr. Alex Rivera
Owner / Director

Appointments

Rooms Close a day Booking link + New appointment

Telehealth follow-up

Everything about this visit lives here — booking, rooms, forms and checkout all follow it.

- 1 Basics
Name, category, description
- 2 **Format & length**
How long, where, who can book
- 3 Providers
Who sees this visit
- 4 Rooms & timing
Rooms, setup and cleanup
- 5 Services & pricing
Price, deposit, what it sells
- 6 Forms & consents
Sent automatically on booking
- 7 Patient prep
Checklist and care programs
- 8 Review
Everything, and any conflicts

Length
Every booking of this visit holds this much time on the provider's calendar.

15 min 30 min 45 min 60 min 90 min 120 min 20 min

Where it happens
A video visit gets its meeting link automatically; an in-person visit can use rooms. 'Patient chooses' lets them pick when booking.

In person **Video visit** Patient chooses

Who can book it online

☒ Patients can book this from the app and your booking link

Everyone New patients only Returning patients only

When patients can book it online
For this visit only — your booking link's own window still applies, and the stricter one wins. Your team can always book it any time.

At least Up to

Link's default notice Link's default

Delete < Back Next > Save changes

No paperwork goes out with this one.

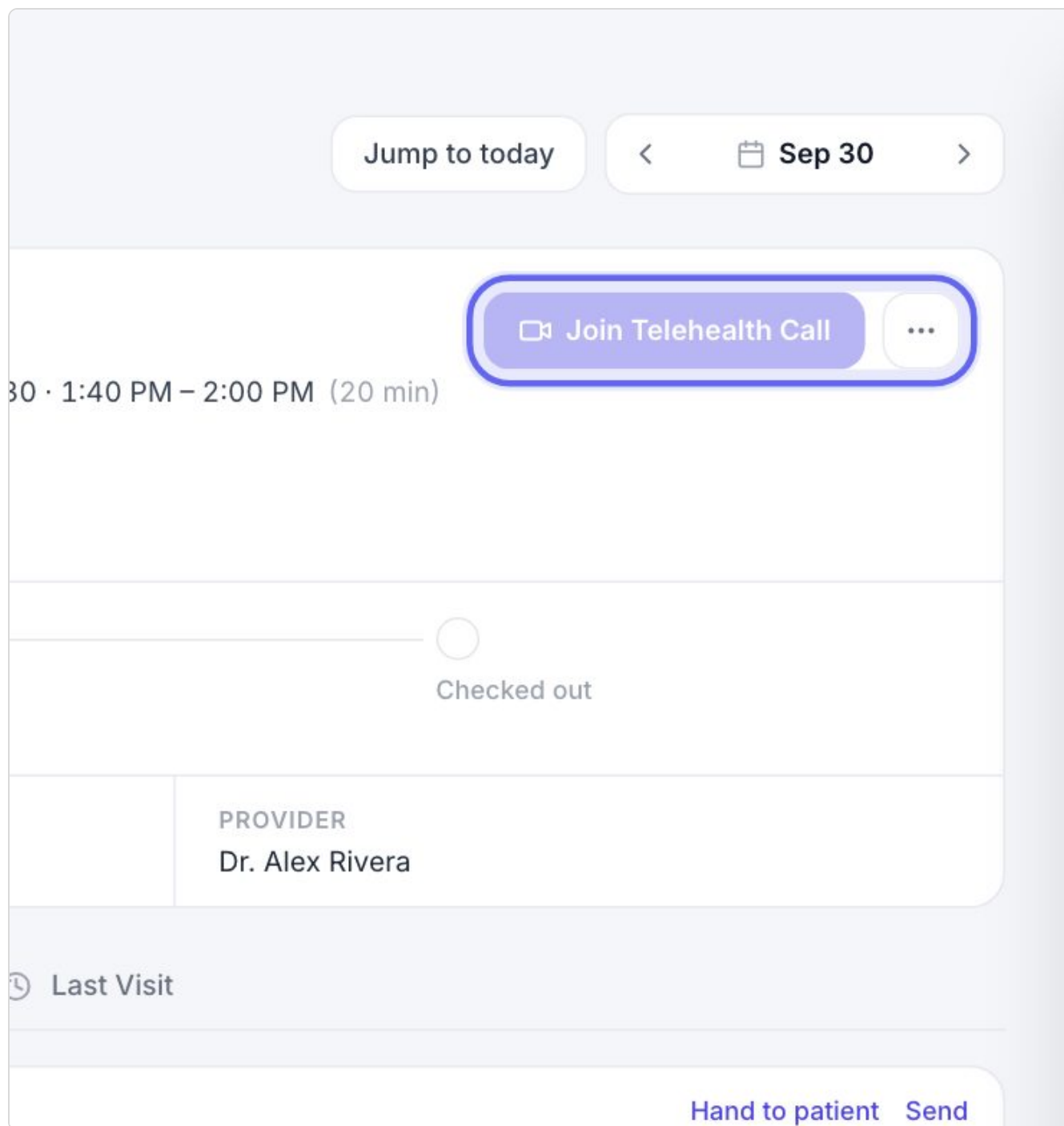
A visit type set to Video visit books as a video visit every time.

3. HOW THE PATIENT JOINS

1. In the patient app, the visit says **Video visit**, and when the join button opens.
2. From 15 minutes before, the patient taps **Join video visit**.
3. With the waiting room on, they wait there until you let them in.

4. JOIN FROM MY SCHEDULE

1. Open **My Schedule** and click the visit.
2. From an hour before it starts, press **Join Telehealth Call**.
3. If the patient hasn't signed a required consent, you see **Consent required before this visit**, with what's missing. Press **Cancel** and have them sign it in their app, or **Proceed anyway** on your own judgment.



The open visit's main button. On a video visit it says Join Telehealth Call.

5. BEFORE YOU START

1. A screen shows the patient and whether they've opened the visit yet. Nothing is connected and your camera is off.
2. Leave **Waiting room** ticked so the patient knocks and you let them in. Untick it to let anyone with the link join straight away.

3. If your clinic has the AI scribe, tick **AI Scribe** to record the visit and draft the note, and pick the **Note format**.
Decide before you start.
4. Press **Start visit**. Or press **Not yet** to go back and read the chart first.

Tip. If the scribe can't record because a consent isn't signed, the screen says so. Press **Send it to them now** to send it to the patient. The screen updates when they sign.

6. DURING THE CALL

1. The patient's chart sits beside the video: **Vitals & Check-in, Conditions & Allergies, Medications, Active Protocol** and **Previous Note**.
2. When the patient knocks, you see their name with **Admit** and **Decline**.
3. Use the buttons under the video to mute, turn your camera off, share your screen, or leave.
4. While the scribe is on, the call shows **Recording for notes**.
5. Need your schedule for a moment? Shrink the call. It keeps going in a small window, and you can bring it back.

7. WHEN THE CALL ENDS

1. Leave the call. You see **Visit complete**, how long it lasted, and your visit note.
2. With the scribe on, the note is drafted for you. Check it against the **Transcript** before you save.
3. Press **Save visit note**.
4. Tick **Recommend a follow-up visit** and the patient gets a **Request another visit** button.
5. Press **Continue to Care Plan** to update their plan, or **Exit to schedule**. If the note is still drafting, **Back to schedule — keep drafting** keeps it going in the corner.

8. SEND AN AFTER-VISIT SUMMARY

1. On the same screen, press **Write after-visit summary**.
2. It's filled in from your note: what you discussed, the assessment, the plan and next steps, and medications.
Change anything you like.
3. Press **Send to patient**. They can view and download it in their app.

9. CHECK OUT

Back on **My Schedule**, the visit now shows **Check out** as its main button, with **Rejoin call** beside it if you need to go back in. Check out closes the visit, the same as the front desk does for an in-person visit.

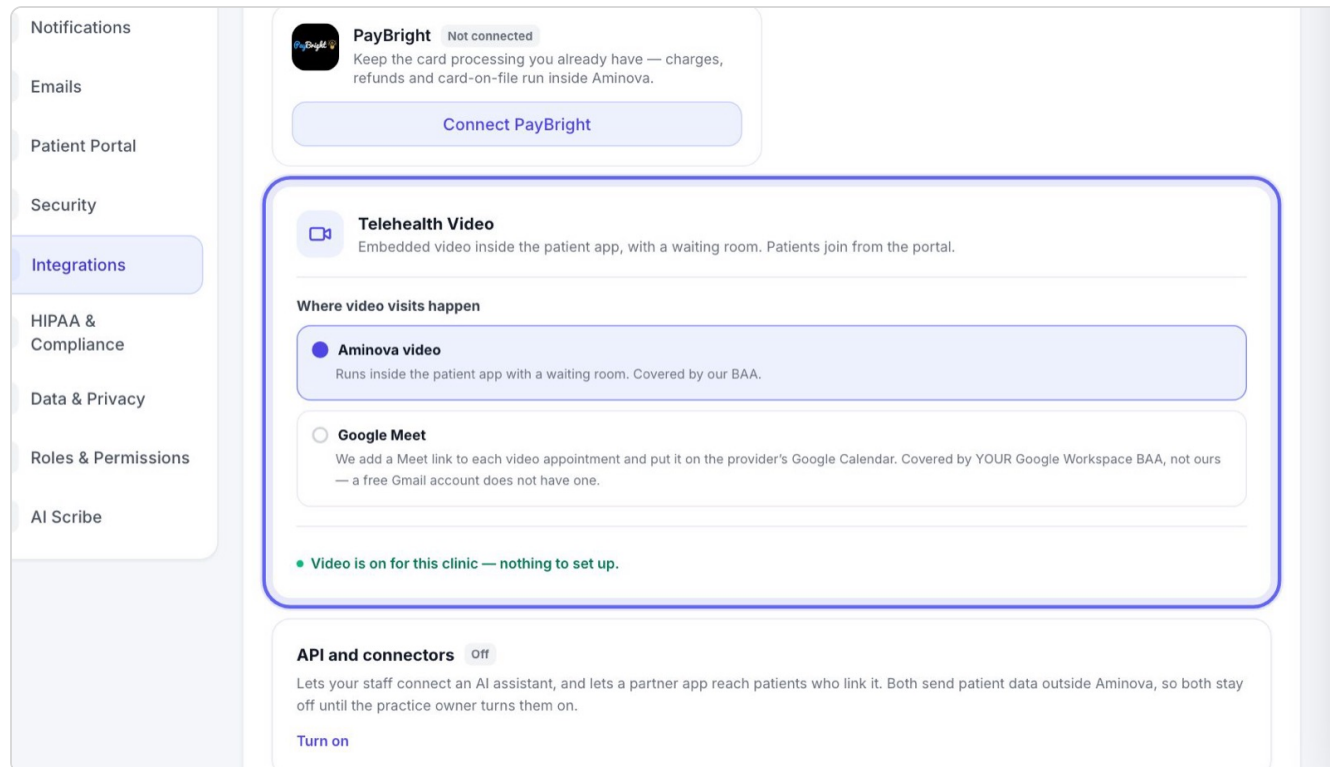
10. WHAT THE FRONT DESK SEES

On **Appointments**, a video visit shows **Video visit** under **Where** when you open it. The front desk books, moves and cancels video visits exactly like any other.

Only clinical staff can join the call itself.

11. IF YOUR CLINIC USES ITS OWN MEETING LINKS

1. The meeting link is made on the provider's calendar when the visit is booked. It shows on the appointment with **Copy link** beside it.
2. The patient's **Join video visit** button opens the same meeting link.
3. The AI scribe doesn't run on these calls, so you write the note yourself.



Settings → Integrations: where your clinic's video visits happen.

12. WHEN A MEETING LINK IS MISSING

If a video visit has no meeting link, the appointment says **No video link yet** and why. The usual reason is that the provider hasn't connected their calendar yet.

Fix the reason, then press **Retry**. On My Schedule the same button reads **No Meet link yet • Retry**.