Webex Instant Connect for virtual care

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Product overview

Webex® connects people with each other and their work, whether you are collaborating with partners or working with your own customers. Webex delivers highly secure, world-class messaging and meeting experiences from your pocket to the clinic, to optimize and modernize patient and provider experiences while supporting your HIPAA compliance.

To meet the growing need for telemedicine, healthcare providers require solutions that integrate with their EHR platform and provide a seamless, simple to use experience for caregivers and patients.
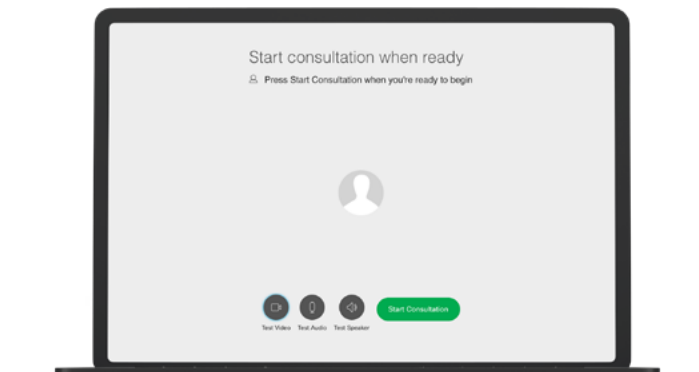
The Webex Instant Connect for virtual care makes it easy for EHR customers to configure their Webex and EHR deployments to provide Webex-powered telehealth visits scheduled and launched right from within the various EHR provider and patient applications, both on the desktop and mobile with no additional application to download or install.

Webex Instant Connect for virtual care experience

From within your EHR or any clinical healthcare system, you can allow patients to view their upcoming appointments and click on a link generated by the Webex Instant Connect service that will launch them into a browser-based telehealth visit. While they're waiting for the caregiver to join, they will have the opportunity to test their video, audio and speaker hardware.

Figure 1. Provider in the virtual lobby prior to starting a visit

Configuring your system to use Webex Instant Connect for virtual care

Once the appropriate add-on to your Webex license has been provisioned, configuration is a simple process:

1. Login to the Webex healthcare solution portal at instant.webex.com using Webex administrator credentials.
2. From this portal you will be provided the necessary steps to complete the set-up including the ability to activate your Webex organization to leverage Instant Connect and API documentation to leverage the endpoint.
3. From here, customers can leverage Webex Instant Connect links constructed by the endpoint in any way they so choose.
4. Whitelist instant.webex.com to avoid firewall issues.

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Summary of video call features

FEATURE	DESCRIPTION
Browser-based video visits	• Visits are all browser based, meaning no application to download or install. • Desktop browser support: Chrome (latest), Firefox (latest), and Safari (latest). • Mobile browser support: Chrome for Android and Safari for iOS.
VoIP audio	• All audio is VoIP based. PSTN audio is not available at this time.
Multi-party visits	• Include up to 10 parties (providers and/or patients) in any video visit.
Screensharing	• Providers and patients can share their screen, enabling sharing of documents, presentations or other visual information.
Audio and video controls	• Participants are able to mute and un-mute their audio and video. Users can also change their camera source.
Basic virtual waiting room	• Patient will be notified via an on-screen message when they're waiting for a provider to join.
Pre-meeting check	• Users can test their audio and video connection to ensure a working camera, microphone, and speakers.
Change layout	• Change the layout to Single, Prominent, and Grid view.
View meeting information	• Providers can access dial-in numbers, meeting numbers, Webex URLs, and SIP URIs that can be provided to non-EHR registered users.
IT support feedback loop	• Provide your IT support email to Cisco via the instant.webex.com portal to allow providers to send a description of potential issues to the provided email. This email will include information to triage issues within Control Hub and additional information that will assist our Technical Assistance Center (TAC) to triage issues related to the **video experience**.

Ordering information

Webex Instant Connect for virtual care requires customers to purchase Webex licenses but does not incur an additional cost.

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Frequently asked questions

Q. What is the Cisco Webex Instant Connect for virtual care?

A. Webex Instant Connect for virtual care is an integration into EHR and other platforms that enables users to conduct browser-based (WebRTC) video consultations directly in the healthcare provider's EHR portal or other clinical healthcare systems. This is available as one to one or multiparty visits.

Q. What are the supported browsers?

A. Supported browsers include:
- Desktop/laptop: Chrome, Firefox, Safari, Edge with Chromium Engine. Screen share functionality may vary depending on browser.
- iOS devices: Safari.
- Android devices: Chrome, Edge with Chromium Engine.

Q. Is the solution supported on mobile?

A. Yes the solution is supported on mobile browsers, screenshare is not supported on mobile.

Q. How long will it take to implement the Cisco Webex Instant Connect for virtual care?

A. Implementation time is variable depending on the customer's system and their needs.

Q. Who at Cisco is supporting this integration if there are technical issues with the video experience?

A. Cisco Technical Assistance Center (TAC) supports this integration.

Q. Does this solution work if the EHR is run on a virtual desktop?

A. Cisco recommends that our customers redirect the calls to a local browser for the best video experience. Cisco is actively working with various virtual desktop vendors to size approaches for hosting calls directly within a virtual desktop environment.

Q. Are multi-party meetings supported?

A. Yes, if an EHR system supports scheduling calls with more than two parties, then a multi-party visit can occur.

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