

MATRC Telehealth Finder User Guide

Introduction

The Find Telehealth Providers application is a web-based database and map viewer of telehealth providers. The application allows users to display and add telehealth provider locations.

Viewing Providers in the Telehealth Provider Database

Viewing Provider Details

To view details about a provider, click on a provider in the map and a popup open to display additional information about the provider.

Alternately, click the zoom button  in the **Table** to zoom to a specific record. When the provider is located, the provider's popup will open. If you are authorized to edit provider details, click the **Edit** button in the popup to open the **Details** tab for editing.

Users can locate an address by entering the address in the input box above the map and clicking the **Find Address** button. The user can then click on a provider in the map to view additional provider details. Or, click **Get My Location** to use your browser's GPS to find your location.

Adding and Editing Providers (requires login authorization)

Adding Providers

Authorized users can add telehealth providers to the database either by placing a point on the map or locating an address. Users can contact GeoHealth Innovations via email (telehealth@vnghr.org) for help signing up.

To add a provider by **placing a point**, navigate to the area, street, road intersection, etc. at which you would like to add a location. Then, click the **Legend** tab, select a **Provider Setting Type** and click the location on the map. To cancel, before placing the point, click the selected feature in the **Legend** tab.

To add a telehealth provider by **locating an address**, entering the address in the input box above the map and clicking the **Find Address** button. The resulting location is based on Esri's [North American Address Locator](#) and is an approximation.

To add a provider by finding your location, click **Get My Location**. Telehealth Finder will use your browser to find your geographical location and you may be asked to allow this by the browser. The resulting location is an approximation of your location based on several pieces of information from your browser and may not be accurate. If location is incorrect, please use another method (by placing a point or locating an address).

After a location has been found, you will have three options: Add as a New Provider, Continue without Adding, and Choose an Existing Provider. Select one of the three options and follow the prompts. Please remember to click the **Save** button to save any changes.

Editing Features

Telehealth provider locations can be edited by clicking on a point on the map. When the provider is located, the provider's popup will open. If you are authorized to edit provider details, click the **Edit** button in the popup to open the **Details** tab for editing. When a provider is selected on the map, you can open the **Details** tab and begin editing. Click the **Save** button to save any changes.

Adding Specialty Areas

When editing, you can add specialty areas. With a provider selected on the map and the **Details** tab open; click the **Add Specialties** button. A list of specialties will be displayed. Select a single specialty or multiple specialties (hold Ctrl while selecting) and click **Add Specialty**. When you are finished, click **Continue** to close the window.

Adding Spokes and Hubs

When editing, you can add a spoke or hubs to a provider's network. With a provider selected on the map and the **Details** tab open; click the **Add Spoke** or **Add Hub** button (depending on the provider's Site Type). A list of spokes or hubs will be displayed. Use the dropdown to find a

spoke/hub or begin typing a name in the input. After you have selected a spoke/hub to add, click **Add Hub or Spoke**. When you are finished, click **Continue** to close the window.

Deleting Features or Requesting Location Changes

If a location is mistakenly added or a change in the location should be made, email GeoHealth Innovations with a detailed description of the necessary changes.

Search

Search for Providers

Use the **Search** tab to search for providers using different criteria. Select from the options listed and click **Search**. Click **Reset** to clear the search and reset the options.

Search for a Network

If a provider's Site Type is a hub or both, use the **Search** tab to search for that providers' hub/spoke network. Begin typing a name or use the dropdown to find the hub. Then click **Search for Network**. Click **Reset** to clear the search.

General Functions

Table

A table of all providers is displayed at the bottom of the application. Users can zoom to a specific record in the **Table** by clicking the zoom button



. ****Columns can be sorted by clicking the heading of each column.**

Printing

The user can print a specific record in the Provider Table by clicking the print button . ****Please allow pop-up windows for printing.**

Map Navigation

A Map Navigation toolbar is provided just above the map. This tool includes panning the map , zooming in , and zooming out . Once zooming in or zooming out has clicked, the tool is active. To zoom, left click on the map, hold, and drag. A box will appear to create a zooming extent. Release the left mouse button and the map will zoom. To turn the zooming tool off, click the pan tool and normal map panning will resume.

Glossary

- **Distant Site/Hub Site:** The Centers for Medicare and Medicaid Services (CMS) define the distant site as the telehealth site where the provider/specialist is seeing the patient at a distance or consulting with a patient's provider. Others common names for this term include - hub site, specialty site, provider/physician site and referral site.
- **Originating Site/Spoke Site:** CMS defines originating site as the site where the patient and/or the patient's physician is located during the telehealth encounter or consult. Other common names for this term include - spoke site, patient site, remote site, and rural site.

Support

To ask questions, send feedback, or report problems, please contact GeoHealth Innovations.