



# Webex Instant Connect for Epic

## Frequently asked questions

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**Q.** What is the Webex Instant Connect for Epic?

**A.** Webex Instant Connect is an integration into Epic's EMR platform that enables users to conduct browser-based (WebRTC) video consultations directly in the healthcare provider's Epic EMR portal. This is available as one to one or multiparty visits.

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**Q.** What are the different versions of Webex Instant Connect and what features do they include?

**A.** Standard includes video meetings with screen sharing and scheduling integrated into the EMR portal. This version is no-cost addition to Webex Flex licenses.

Enhanced includes subscription-based video meetings integrated into the EMR portal and also includes the ability to monitor the lifecycle of the telehealth visit in Epic (when a patient and provider connect and disconnect). This version utilizes Epic's APIs. The ability to take images of patients that can be saved in a patient's electronic medical record, log data in the EMR, and update hardware function status in the EMR are future roadmapped items. This version utilizes Epic's APIs.

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**Q.** How is Webex Instant Connect licensed?

**A.** Standard is licensed under the Flex Plan licensing with the SKU A-FLEX-MTGBKR-STD.  
Enhanced is licensed under the Flex Plan licensing with the SKU A-FLEX-MTGBKR-ENH.

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**Q.** How does Webex Instant Connect work?

**A.** Cisco Webex SDK uses a context-aware linking integration pattern to launch a video visit from within an Epic® video visit workflow.

The telehealth provider goes through a one-time registration process where they retrieve their Webex Instant Connect configuration credentials to configure the product within an Epic system. During this process the provider selects to generate a Secret Key and URL to retrieve credentials. An FDI record within Epic is configured for each individual Epic application that a provider wishes to utilize with this service. When configured properly, Epic will generate links that launch Webex Instant Connect browser experience.

Once setup is completed, healthcare providers can schedule telehealth visits with patients in the Epic scheduling system. Once it is time for the appointment, the provider will select to start the telehealth consultation, with patients able to join after the provider joins. Patients are placed in a virtual waiting room where they can test their hardware prior to a call.

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**Q.** Can a meeting URL be sent via email/SMS for the telehealth visit?

**A.** Yes, however custom build within your Epic environment is required. Please reach out to your Epic TS for more information.

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**Q.** How is Webex Instant Connect different than other 3rd party Epic Context Aware integrations?

**A.** Webex Instant Connect is a purely WebRTC (browser) based solution with no need to download plug-ins or native software. Meetings are also anonymous. With Webex Instant Connect for Epic, the Webex platform is secure and does not process, store, or transfer any PHI or personally identifiable information (PII) within Cisco. Cisco does not collect identity or other PHI (personal health information) of the patients. There are no Cisco site credential login requirements (such as on Webex) for patients as patients are considered anonymous guest users. Providers have the option to join as a guest or log in with their Webex credentials. Logging in with Webex credentials unlocks features that a guest user does not have.

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**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.
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**Q.** Is the solution supported on mobile?

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

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**Q.** How long will it take to implement the Cisco Webex Instant Connect for Epic Standard?

**A.** Typically, Standard configuration takes 1-2 hours.

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**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.

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**Q.** Does this solution work if Epic 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 standardize approaches for hosting calls directly within a virtual desktop environment.

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**Q.** Are multi-party meetings supported?

**A.** Yes, if an Epic system supports scheduling calls with more than two parties, then a multi-party visit can occur. Also, links can be copied and pasted from the address bar and manually conveyed to parties external to the Epic system.

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**Q.** What extra features are unlocked when a provider user logs in with their Webex credentials?

**A.**

1. Calls appear in Control Hub.
2. Providers can get access to PSTN dial-in numbers, Webex URLs, and SIP URIs for translation services and multi-party visits.

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**Q.** Will the Webex Instant Connect add other EMR platforms in addition to Epic ?

**A.** Integrations with other EMR platform can be achieved with the Instant Connect for virtual care product. There is also a generic standalone version of this service that generates links using Webex APIs, and is being leveraged in a POC setting with non-Epic EMR systems.

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