

SCHEDULING THE PHONE TELEMEDICINE VISIT

TEAM/ Panel Manager/ Central appointments

1) Offer patient a telephone visit based on these guidelines

APPROPRIATE REASONS FOR TELEPHONE VISITS

- **Chronic disease management**, motivational interviewing, support patient self-management goals
- **Discussion of minor illnesses** that may not require in-person visits (e.g. cold symptoms)
- **Outreach** (to address care gaps)
- **Medication refills**
- **Laboratory and diagnostic test results**, along with next steps for care
- **Medication Titration**
- **Follow up** after emergency room visits or hospitalization
- **Care Coordination** (e.g., referral management)
- **Patient no shows and agrees** to Phone Telemedicine Visit
- **Established patient unable to attend in person** or prefers Telephone Visit
- **Dental Urgent needs**

****NO PHYSICAL EXAMS , **NO CHRONIC PAIN**

SCRIPT FOR SCHEDULING THE TELEPHONE APPOINTMENT

Good morning (afternoon) Ms./Mr. _____. This is _____ from Providers Name office at Mid County Clinic.

I'm calling to offer you a telephone appointment. Many conditions can be taken care of over the phone by your provider or another physician if it's medically appropriate. Examples might be to Follow up on your recent labs. Would you be interested in taking care of this over the phone?

There are phone appointments available on _____ (Schedule selected time)

I want to verify that this is a telephone appointment and Providers Name will call between (give window of time and date) Will this time work for you? (If not find the next available time)

This is a telephone visit where (Providers Name) will call you. May I have the best phone number to reach you at this time? And is there a backup number if that one is busy?

Thank you for choosing this option, here are just a few reminders. This is a brief follow up telephone appointment to discuss (reason for your appointment). Give patient appointment time and date again.

We are happy to offer you the convenience of this option & it just might save you a trip into the doctor's office.

Do you have any further questions about this appointment?

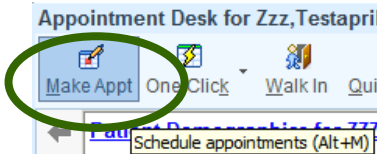
2) Schedule Appointment

- a. In appointment notes type: ***PHONE VISIT*** patient phone number & reason for visit

3) Verify patient phone number and inform patient approximate time to expect call

SCHEDULING THE PHONE TELEMEDICINE VISIT

► Click Make Appt from patient appointment desk ► Choose Telemedicine Visit (121) or OB Telemedicine Visit (952) as visit type ► Select provider ► In Appointment notes type: *PHONE VISIT*pt phone # and reason for visit ► Select designated Phone Visit block. There will be multiple appointments available in the template for the block. Any remaining slots will show up in blue. (***DO NOT CHANGE THE DEFAULT of the APPOINTMENT LENGTH**)



Make Appointment

Department: MC MID-COUNTY PC [60110025]

Appt notes: *PHONE VISIT*- 503-555-1212- lab follow up

Visit type:

TELEMEDICINE [121]

Provider:

Select Visit Type

Specialty List

TELEMEDICINE [121] TELEHEALTH, TM

General List

- OFFICE VISIT SHORT [1] (TB, TBL, TBM, TD, TITER, TRIAGE, TB FOLLOW UP/BRIEF [2] (TB MEDS)
- PPD PLANT [21] (TB PLANT, TB PLANT ADULT, TB SKIN TEST, PPD READ [22] (TB READ, TB READ ADULT)
- WALK IN [24] (TBL, TBM)
- OFFICE VISIT LONG [28] (TBL, TRIMMS, TRUS)
- LAB [9] (TEST)
- OFFICE VISIT EXTENDED [52] (TLTBI)
- MINOR PROCEDURES [13] (TOENAIL)
- SAME DAY [23] (TRIAGE)

Accept Cancel

6	3:00p	Phone Visit
5	3:00p	Phone Visit
	3:00p	TELEMED-Zzz, Testapril Jr.

*** DO NOT CHANGE THE DEFAULT of the APPOINTMENT LENGTH**

Day Week More Providers Restrictions Skip full day Show joint

May 2016							Date	Provider	Appt Time	Len
Sun	Mon	Tue	Wed	Thu	Fri	Sat	TELEMEDICINE [121]			
1	2	3	4	5	6	7	5/3/2016	COOKSEY, MARK [63964] in MC MID-	3:00p	60
8	9	10	11	12	13	14				
15	16	17	18	19	20	21				

DAY OF THE PHONE TELEMEDICINE VISIT

CMA/Support Staff/Provider

1. Select patient from Provider Schedule & Open Appointment Desk (DO NOT CHECK IN)
 - ✓ If interpreter is needed- Use Telephone Interpretation Guide.
<https://commons.multco.us/health-center-operations-0/telephonic-interpretation>
2. Call client. (if client is not available, DO NOT check in appointment)

If Patient is available	If Patient is NOT available
<ul style="list-style-type: none"> ✓ Explain that this the telephone appointment with their provider ✓ Verify 2 identifiers ✓ Explain they may receive a call to participate in a survey ✓ Check in Appointment 	<ul style="list-style-type: none"> ✓ Open Telephone encounter to document attempts to reach patient ✓ Call again during the day 3 times minimum ✓ If patient not reached close telephone encounter ✓ DO NOT check in appointment

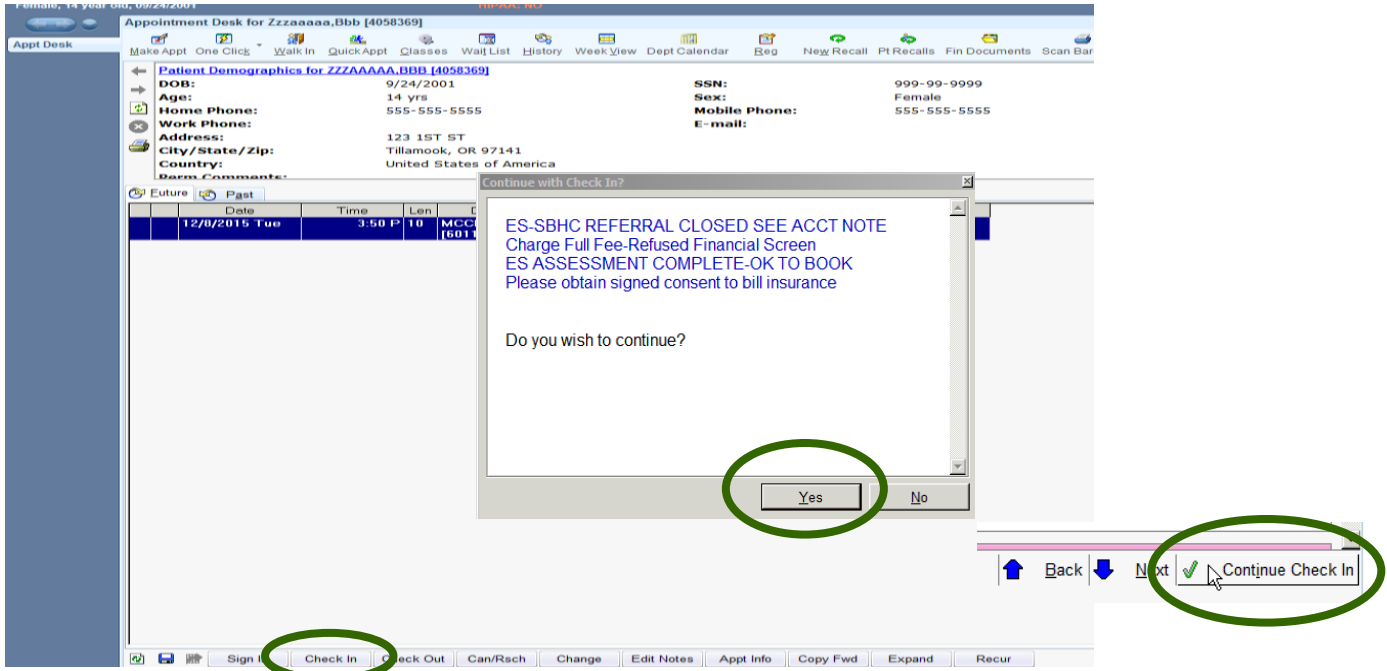
3. If client is reached, Check in appointment
4. Transfer call to provider
5. Keep record of the length of the call from the time the provider takes the call to end
6. Complete Chief complaint
7. Complete Quick Questions = Program Area = Telemedicine
8. Complete Quick Questions = Place of Service = Telemedicine
9. Use smart-phrase .MCPHONEVISITMA to document in Progress note
10. Schedule any follow up appointments (i.e. with provider, labs, imaging, etc.) while provider is still on the call. When provider is close to end of the call, start the next patient's phone visit process.

PROVIDER (Dental – Chief Complaint, review meds,allergies,history)

1. Receive call & Conduct visit
2. Document Visit **The length of the call must be documented in your progress note. Smartphrase available:
 - Primary Care - .MCPHONEVISITPROVIDER
 - Dental - .MCTELEDENTISTRY
 - BH - .MCBMSOAP
3. Complete Visit DX, and
 - Primary Care – LOS
 - BH - enter Order
 - Dental – Treatment Plan

CHECK-IN PHONE TELEMEDICINE VISIT

- ▶ Select patient from provider schedule and Open appointment desk ▶ Select Check-in; message box appears; Select Yes ▶ In Registration Checklist sidebar Click Verify at Patient, Guarantor, Member and Encounter level ▶ Click Continue Check In ▶ Click Accept



CHARTING THE TELEMEDICINE VISIT


CMA/BH/RN/Support Staff

Open Chart/Visit navigator for Telemedicine Visit, Complete Chief Complaint, Quick Questions-Visit Program Area and Place of Service will auto fill, Use SmartPhrase:

- Primary Care - .MCPHONEVISITPROVIDER
- Dental - .MCTELEEDENTISTRY
- BH - .MCBMSOAP

Abbrev	Expansion
☆ MCPHONESCREEN	Patient Access Center Telephone Screening S...
☆ MCPHONEVISITMA	Medical Assistant note to verify patient identifer...
☆ MCPHONEVISITPROVIDER	Provider note to document telemedicine phone vi...

Quick Questions		
Adv	Question	Answer
	Visit Program Area	Telemedicine [223]
	[More]	
	CONFIDENTIAL VISIT	
	Is this a confidential visit?	
	Is this a RH Billable Visit?	
	PLACE OF SERVICE	
	Place of Service:	TELEMEDICINE [10001001]



Quick Tip
STD, CDS, HIV, BH, MH & Family Planning – Visit Program Area – Telemedicine should be entered in 2nd place after your regular program area

Primary Care Provider including Clinical Pharmacist Medication Review visits

Complete Visit DX, LOS & Progress Notes (Smartphrase available **.MCPHONEVISITPROVIDER**)

The length of the call must be documented in your progress note and only the following LOS codes can be used:

99441 - 5-10 MINUTES

99442 - 11-20 MINUTES

99443 - 21-30 MINUTES

Clinical Pharmacist Disease Management Visit

Complete Visit DX, LOS & Progress Notes (Smartphrase available **.MCPHONEVISITPROVIDER**)

The length of the call must be documented in your progress note and only the following LOS codes can be used:

98966 - 5-10 MINUTES

98967 - 11-20 MINUTES

98968 - 1-30 MINUTES

Dentist

Complete Visit DX & Progress Notes (Smartphrase available **.MCTELEDENTISTRY**)

The length of the call must be documented in your progress note and only the following Procedure codes can be used:

D0140 or D0170 with D9995 (phone or video) or D9996 (picture)

BH Add Order for applicable service

Complete Visit DX, LOS & Progress Notes

The length of the call must be documented in your progress note and the following Order codes must be used:

98966 - 5-10 MINUTES

98967 - 11-20 MINUTES

98968 - 1-30 MINUTES

RN

Complete Visit DX, LOS & Progress Notes

The length of the call must be documented in your progress note and only the following LOS codes can be used:

98966 - 5-10 MINUTES