

Application: Ambulatory Resident
Release date: 3/20/2020

Documenting Telephone Remote Visit (Televisit)

Starting on Monday, March 16th 2020, BMC will begin rescheduling patients using the newly implemented visit type called **Telephone Remote Visit** (Televisit) in all of our outpatient areas. These telephone visits do not replace the routine phone calls that providers make to their patients (e.g., to see how they are feeling, to provide test results, etc.). To ensure compliance with billing requirements, the telephone visit must fulfill the same standard criteria that an office visit would have.

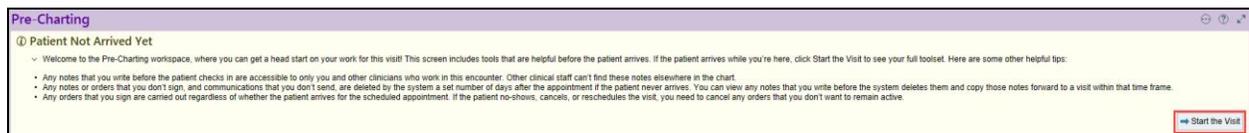
Providers must:

- Identify the patient using the patient's name and DOB
- Disclose and validate his/her identity and credentials
- Inform patients of the location of the provider and obtain the location of the patient
- Inform the patient how they can see a clinician in-person in the event of an emergency or otherwise needed.
- Review patient's medical history and any available medical records
- Document that you did the above by selecting Yes to the third consent (screen shot below).

1. Telephone Remote Visits will now appear on your schedule. When you are ready to begin the visit, double click the encounter.

Meds Due	BPA Due	Time	Location/Status: Patient	Visit Type	Pt Accommodations	Pt. P	Cher Provider	Referring Provi	Outside PCP	ERAS
		10:00 AM	CRO PRIMARY CARE 5A  One, Trv 44 y.o. / F	Telephone Remote Visit		9..	Christine A Prifti AM			Patient does not have...

2. When you are prompted with the message **“Pre Charting – Patient Not Arrived Yet,”** please click **Start the Visit:**



3. For each visit, ensure you are completing the following components:

- | | |
|--|---|
|  Contacts |  Review |
|  Interpreter |  Visit Diagnosis |
|  Consent and Time |  Pt Instructions |
|  Travel Screening |  Length of Visit |
|  Visit Info |  Charge Capture |
|  Progress Notes |  Routing (if applicable) |

4. Document that this is an outgoing call in the **Contacts** section. **You can block your personal landline or cell number by pressing *67 prior to dialing the patient phone number.**

a. Alternatively, you can also download Doximity Dialer:

- To set up your cellphone to show the clinic number when calling, download Doximity dialer: <https://www.doximity.com/clinicians/download/dialer>
- You can create a free account and then use the dialer function to call patients.
- You can list any number you want to show up on the caller ID (most use the clinic main number)

5. If an interpreter is needed, Click **Interpreter Usage**, select **Yes** and complete the cascading fields.

- ✚ From an internal BMC phone line, dial 7-5757 to connect to Cyacom and complete the usual prompts
- ✚ From outside BMC, call Interpreter services at (617) 414-5549 and press option 3 during regular business hours, option 2 after hours and weekends to be connected to Cyacom
- ✚ The interpreter will call the patient and connect the provider to the call

6. Document the patient consent for the visit in addition to capturing the time of the call:

If patient does **not** consent to being billed:

- We proceed and do not bill the patient

If patient does **not** consent to being seen:

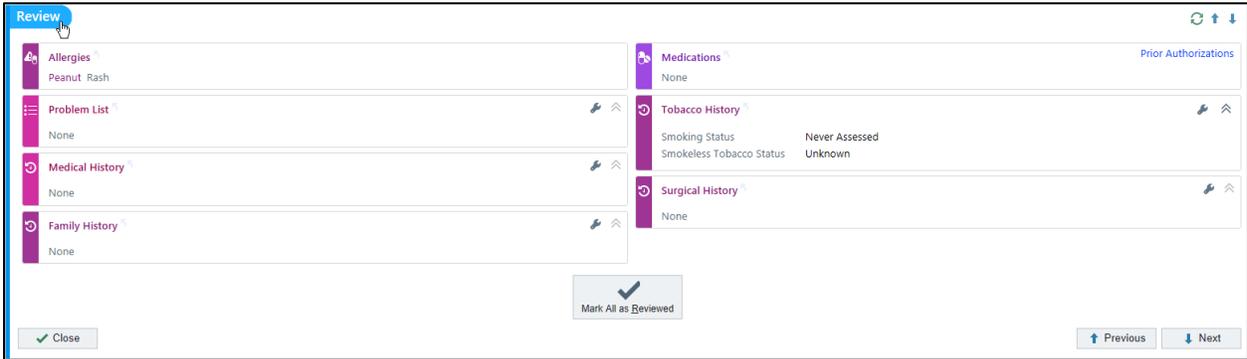
- Visit concludes. Tell patient to call the clinic and we can add them to a waitlist once normal business operations resume

- Document Travel Screening by clicking **Travel Screening**. Complete the screening and travel history:

- Document the reason for call in the **Visit Information** section.

- Identify a cosigner then complete your progress note using the same template you would use for an office visit. Inputting a cosigner will allow for this note to be routed to the attending for cosign. **Note:** If your template pulls in Physical Exam and Vital Signs, **remove** those components from your note.

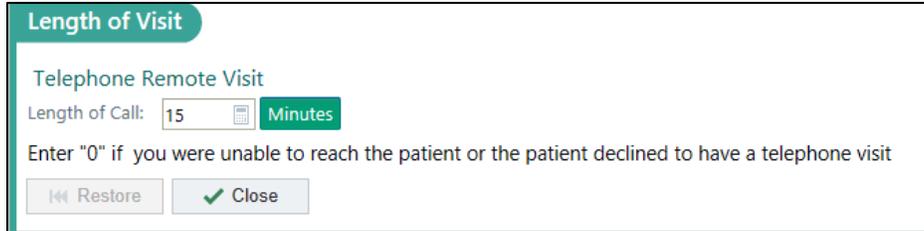
10. Ensure to review Meds, Problems & Allergies. Review can be completed through the **Review** section:



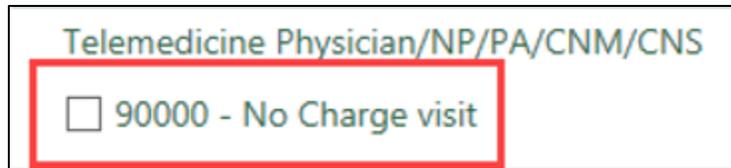
11. Input today's Diagnosis in the **Visit Diagnosis** section. Add the diagnosis as you normally would during a clinic visit.

12. In the **Pt Instructions** section, appropriate COVID related educational materials appear automatically. You have the ability to manually add additional instructions as needed.

13. Document the Length of Visit in the **Length of Visit** section. Ensure to select **Minutes** after inputting the duration.



14. In the **Charge Capture** section, select **No Charge / 90000**.



- c. The **Erroneous Encounter** SmartSet defaults as selected
- d. Select **Open SmartSets**

The screenshot shows the SmartSets interface. At the top, there is a search bar with 'erroneous' entered and a '+ Add' button. Below this is a 'Favorites' section with a checkbox for 'BMC AMB ORTHO INJE'. A red arrow points from this search bar to a second, larger SmartSets window. This second window has a search bar with 'Search for new SmartSet' and a '+ Add' button. Below it, the 'Search Results' section shows a checkbox for 'Erroneous Encounter' which is checked and highlighted with a red box. Below the search results is another 'Favorites' section with a checkbox for 'BMC AMB ORTHO INJECTIONS'. At the bottom right of this window, the 'Open SmartSets' button is highlighted with a red box, along with a 'Clear Selection' button. There are also 'Restore' and 'Close' buttons at the bottom left and 'Previous' and 'Next' buttons at the bottom right.

- 3. No edits are required to the orders in the SmartSet. **Sign SmartSet.**
- 4. In the **Length of Visit** section, put in **0** and select **Minutes**:

The screenshot shows the 'Length of Visit' section. It has a title 'Length of Visit' in a green header. Below the title is the sub-section 'Telephone Remote Visit'. There is a 'Length of Call:' label followed by a text input field containing '0' and a dropdown menu with 'Minutes' selected. Below this is a text instruction: 'Enter "0" if you were unable to reach the patient or the patient declined to have a telephone visit'. At the bottom, there are 'Restore' and 'Close' buttons.

- 5. **Sign** your Visit.



Patient Does Not Consent

- 1. In the event the patient does not consent to the Televisit, document that in the **Consent and Time** section.

The screenshot shows the 'Consent and Time' section. It has a title 'Consent and Time' in a green header. Below the title is the sub-section 'Telephone Remote Visit'. There is a paragraph of text explaining the risks of telemedicine. Below this are three consent questions, each with 'Yes', 'No', and 'Unable to Reach' buttons:

- Does the patient agree to this telemedicine visit? Yes No Unable to Reach
- Did you notify the patient that "Today's visit may involve a standard copay for Medicare and some other insurance plans, as do most health care services.?" Yes No Unable to Reach
- I identified the patient, myself, my and the patient's locations, how the patient can see a clinician in-person, and reviewed the medical history and available records. Yes No Unable to Reach

 Below the consent questions is a 'Time of Call:' label followed by a time input field and a 'Now' button. At the bottom, there are 'Restore' and 'Close' buttons.

- In the event the patient does not consent to the Televisit, document **0** in the **Length of Visit** section and select **Minutes**:

Length of Visit

Telephone Remote Visit

Length of Call:

Enter "0" if you were unable to reach the patient or the patient declined to have a telephone visit

- In the event the patient does not consent, please document **90000 – No Charge**:

Telemedicine Physician/NP/PA/CNM/CNS

90000 - No Charge visit



MyChart Workflow

- Televisits will follow the same process as normal Office Visits meaning patients are notified of their visit in their My Chart 1 week prior to the scheduled visit.
- At the conclusion of a scheduled Televisit, patients can see the AVS in their MyChart
- If a patient does not have a MyChart, suggest enrolling them or notify them of the self-enrollment process.

MyChart Self Enrollment:

- If a patient does not have an activation code, they can still sign up for MyChart!! Patients should go to our BMC MyChart page, click **sign up now** and then **sign up online** under the No Validation Code header. The patient should fill out the demographic fields and if it matches their record at BMC, they'll get an email to activate MyChart.

MyChart Televisit Enrollment:

- If the patient is interested in signing up for a MyChart with your assistance, go to **More** → **MyChart Administration**. Select **MyChart Email Signup**. The patient will receive an email with instructions and next steps for signing up.