

Application: Ambulatory MD / NP Release date: 4/6/2020

> Telephone Remote Visit (Televisit) on the Fly

Starting on Monday, March 16th 2020, BMC will begin seeing patients using the newly implemented visit type called **Telemedicine Visit** 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 can be created "on the fly" meaning they do not need to be scheduled
- 2. Go to **Encounter** in your top toolbar. If it is not in your toolbar, go to **Epic → Patient Care →** Encounter → Encounter
- 3. Pull up the patient by searching for MRN or First Name, Last Name
- 4. At the Encounter Selection screen, select New:

elected lecol	u. rest, Acru		,				_
Contact Date	Contact Type	Provider	Department	Status	CSN	SDK #	Ŀ
03/13/2020	Appointment	MISHURIS, REBECC	SHA PRIMARY CARE	5B Schedule	d 1000108260		
03/06/2020	Nurse Triage	ABBARA, SUHNY	YAW PEDIATRIC CLIN	IC	1000108026		
03/02/2020	Orders Only	ADAMS, WILLIAM	YAW PEDIATRIC CLIN	IC	1000107832		Ξ
2/27/2020	Nurse Triage	CARMINE, BRIAN	SHA PRIMARY CARE	5C	1000107794		17
02/13/2020	Appointment	BATAL, HUSSAM	YAW OMFS CLINIC	No Show	1000107475		
2/12/2020	Appointment	GOFF, AMELIA	YAW MAT FASTER PA	A No Show	1000107415		
02/06/2020	Appointment	COHEN, ROBYN T	SHA PEDI PULM/ALLE	No Show	1000107227		
01/31/2020	Appointment	TRUONG, MINH	MOA RAD ONC	No Show	1000106988		~
New	Searc	h >>	1	<u>N</u> ore	Accept	<u>C</u> ancel	

5. On the New Encounter screen, verify the Date, Provider and Department are correct. In the Type field, select **Telemedicine**:

	New Encounter for Test, Acrd	
<u>D</u> ate:	3/14/2020	I
<u>T</u> ype:	Telemedicine 🔎	I
Pro <u>v</u> ider:	Daniel Cottrell, MB, BCH, BA O	I
D <u>e</u> partment:	SHA PRIMARY CARE 5B	I
	Accept Cancel	

- 6. For each visit, ensure you are completing the following components:
 - \rm Contacts
 - 4 Attempts to Contact
 - ♣ Telephone/Video
 - Interpreter Use (if applicable)
 - Consent and Time
 - Travel Screening
 - Progress Note
 - \rm </u> Review
 - Visit Diagnosis
 - Pt Instructions
 - \rm Length of Visit
 - Routing (if applicable)
 - Line Capture

4/6/2020 vis	sit w					
🔣 Images 🔡 Reference						
CHARTING						
Contacts						
Attempts to Cont						
Telephone/Video						
Interpreter Use						
Consent and Time						
Travel Screening						
Progress Notes						
Review						
Allergies						
Problem List						
ORDERS						
Meds & Orders						
Visit Diagnoses						
SmartSets						
BestPractice	V					



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.

Contacts						
+ Incoming Call + Ou	tgoing Call 🕂 Other					
Telephone (Outgoi	ing)					
Туре: 🔗	Telephone (Outgoing)				
	12:28 PM EDT 📀	3/13/20	20 📋			
Relationship:	Self	,0	Self: One, Trv			
			Pharmacy			
Contact name:	One, Trv					
Phone:	617-111-2222		1: Home: 617-111	-2222		
Patient's phone comments:	a Edit					
Outcome:		Q	No Answer/Busy	Left Message	Not Available	Missing or Invalid Number
Contact comments:						

- 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)

8. In the **Attempts to Contact** section, indicate whether this is your 1st, 2nd, or 3rd attempt to reach the patient (follow your Department's guidance on how many times to try to reach a patient). If you are unable to reach the patient on your last attempt, you will need to document **Unable to Reach** in the **Consent and Time** section. You will also need to apply the **Unable to Reach SmartSet** (steps can be found at the end of this document).

🗅 Attempts to Con	tact		
Number of attempts to contact the patient:	1	2	3

9. In the Telephone/Video section, indicate that this is a telephone visit.

Telephone/Vi	ideo	
What method wa Telemedicine Visi	s used to conduct this t?	Telephone Video
I₩ Restore	✓ Close	

- 10. 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 Cyracom 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 Cyracom
 - The interpreter will call the patient and connect the provider to the call
- 11. Document the patient consent for the visit in addition to capturing the time of the call:

Consent and Time							
Telephone Remote Visit BMC is offering telemedicine visits to deliver medical services without having a potentially ill patient leave the comfort of his/her home and potentially spread the illness to others along the way. Although telemedicine is helpful because of those factors, there are some risks. Those risks include the information transmitted by telemedicine may not be sufficient for an appropriate medical decision. Your physician will tell you if he/she believes you need to be seen in person. Additionally, although unlikely, security protocols can, in rare circumstances fail, causing a breach of confidentiality of your medical information. The same laws of privacy and confidentiality of medical information apply to telemedicine. The patient has a right to know where the provider is located. The patient also can change his/her mind about telemedicine at any time and make an appointment or come into the Emergency Room.							
Does the patient agree to this telemedicine visit? 🔥 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.							
Time of Call: 🔄 🕘 🚺							
H4 Restore Close							

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

		Travel Screening		
ommunicable Dise	ase Screening			
In the last month, have y	ou been in contact with son	neone who was confirmed (or suspected to have Coronavi	rus / COVID-
19?				
Yes	No / Unsure Unable to	assess 🗋		
Do you have any of the f	ollowing symptoms?			
None of these	Unable to assess	Abdominal pain	Bruising or bleeding	
Cough	Diarrhea	✓ Fever	🗌 Joint pain	
Muscle pain	Rash	Red eye	 Severe headache 	
Shortness of breath	Vomiting	U Weakness		
ravel History				
ravel History Have you traveled intern Yes	ationally in the last month? No Unable to	assess		
ravel History Have you traveled intern Yes	ationally in the last month? No Unable to	assess		
ravel History Have you traveled intern Yes Enter a location + A	ationally in the last month? No Unable to Add Travel	assess 🗋		
Have you traveled intern Yes	Add Travel	assess		
Have you traveled intern Yes Enter a location + A (?) No Documenteo You can use the b	Add Travel ox to the upper left to add add	assess 🗅		
Have you traveled intern Yes Enter a location + / ? No Documenteo You can use the b	ationally in the last month? No Unable to Add Travel j Travel ox to the upper left to add a	assess D	No mi	ore travel to loa
Have Juit Taylor	Add Travel ox to the upper left to add a	assess D	No mi	ore travel to loa
Have you traveled intern Yes Enter a location + 7 7 No Documenter You can use the b	ationally in the last month? No Unable to Add Travel J Travel ox to the upper left to add a	assess D	No mi	ore travel to loa
Have you traveled intern Yes Enter a location + / ? No Documentec You can use the b	Add Travel ox to the upper left to add a	assess D	No mi	ore travel to los

13. Document the reason for call in the Visit Information section.

Visit Informatio	n					
Reason for Visit						
Chest Pain	Dizziness	Shortness of	Cough	Female GU Pr	Knee Pain	بکل
Lightheadedn	Male GU Prob	Neck Pain	Results	Shoulder Pain	Sore Throat	
Weight Loss						
Reason for Visit	Co	omment				
Fever	La	ist 3 days				
I Restore	✓ Close					

14. Complete your progress note using the same template you would use for an office visit. Note: If your template pulls in Physical Exam and Vital Signs, **remove** those components from your note.

My Note Progress Notes	Tag Details
ROS Physical Exam Procedures	
Progress Note	
Subjective:	
Patient ID: Trv Two is a 59 y.o. male.	
Review of Systems	
Objective: Physical Exam	
There were no vitals taken for this visit.	
Procedures	
Assessment/Plan:	ve
Problem List Items Addressed This Visit	

Note: For Behavioral Health Providers: You have the ability to mark your note as sensitive. It is **not** marked sensitive automatically. Mark it as sensitive for any service where if care was provided in clinic, it would have been sensitive (i.e. psychotherapy):

My Note		Ω Sensitive	@ Tag	Details ⊌	+
Progress Notes				-	
8					

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

Rev	iew the second se				0 † ↓
Æð	Allergies Peanut Rash		8	Medications	Prior Authorizations
=	Problem List	s d	8	Tobacco History	<i>₽</i> ≈
2	None Modical History 5	a 2		Smoking Status Never Assessed Smokeless Tobacco Status Unknown	
Ľ	None		3	Surgical History	۶ 🖉
୭	Family History	s d		None	
	nuie				
	4 Out	Mark Al	as <u>R</u> ev	riewed	A Devices 1 Mart
9	None Family History	S A	as <u>R</u> ev	Surgical History	* *

- 16. Input todays Diagnosis in the **Visit Diagnosis** section. Add the diagnosis as you normally would during a clinic visit.
- 17. In the **Pt Instructions** section, appropriate COVID related educational materials appear automatically. You have the ability to manually add additional instructions as needed.
- 18. Document the Length of Visit in the **Length of Visit** section. Ensure to select **Minutes** after inputting the duration.

Length of Visit
Telephone Remote Visit
Length of Call: 🛕 🔚 Minutes
Enter "0" if you were unable to reach the patient or the patient declined to have a telephone visit
Restore Close

19. Select charges for the Televisit in the Charge Capture section. Select your charge from the Telemedicine Physician/NP/PA/CNM/CNS list.

Telemedicine Physician/NP/PA/CNM/CNS			
90000 - No Charge visit	99204 - MD/APP NEW: 45 Minutes	99213 - MD/APP EST: 15 Minutes	99497 - Advance Care Planning First 30 Mins
99201 - MD/APP NEW: 10 Minutes	99205 - MD/APP NEW: 60 Minutes	99214 - MD/APP EST: 25 Minutes	99498 - Advance Care Planning Ea Addl 30 Mins
99202 - MD/APP NEW: 20 Minutes	99211 - MD/APP EST: 5 Minutes	99215 - MD/APP EST: 40 Minutes	🗌 No Charge - Post-Op Global
99203 - MD/APP NEW: 30 Minutes	99212 - MD/APP EST: 10 Minutes		

- 20. If you have one billing area, it will default within the charge. If you have multiple bill areas, you will need to manually enter the specific bill area within your charge.
- 21. Click on the charge itself:

Charges to be Accepted Upon Leaving the Section								
Description	Code	Dx	Service Date 👻	Service Prov	Modifiers	Qty	Status	
κ 99442 - MD/APP Telephone Evaluation 11-20 Min	99442 CPT®	<u>©</u>	03/20/2020	Daniel Cottrell, MB, BCH, BAO		<u></u> 1	New	×

22. Within the Additional Charge Details section of the screen, input the correct bill area:

 Additional Charg 	e Details				
NDC:	Code		Admin Amt	Units	
	1				
Modifiers:		Start time:			
Mounters.		Galtime.			0
		End time:			(1)
		Bill area:	GIM PRIMA	RY CARE [1402]	9
Comment:					

23. In the Routing Section:

<u>For COVID19 Concerns</u>: If it is determined the patient should be seen in clinic, in person, please route the encounter to the **P BMC COVID COMMUNICATIONS**.

For NON COVID19 Concerns: If it is determined the patient should be seen in clinic, in person for other reasons outside of COVID, please route to your **normal nurse pool**:

Route as: Priority:		Route as: Priority:	
Resp Recipient Modifi	er	Resp Recipient Moo	difier
BMC COVID COMMUNICATIONS [10735] P	Add PCP V	BMC AMB RHEUM NURSES [10448] P	Add PCP 🗸
	Add My List		Add My List 🗸
	Build My Lists		Build My Lists
Clear All			Clear All
COVID Concerns	Add Fax	NON-COVID Concerns	Add Fax
	Faxes to send: 0		Faxes to send: 0
Routing comment:		③ Routing comment:	
🕀 🍪 🛨 🕝 🕄 🛊 🛛 Insert SmartText 📑 😓 🛸		🗩 🥸 🛨 🔁 😨 💭 🕇 Insert SmartText 📑 😓 🛸 🛸	
Patient should be seen in person, in clinic within X days		Patient should be seen in person, in clinic within X days	

24. When you are finished with the visit and have completed your documentation, Sign Visit

Note: The Following Items Are Required To Sign Your Visit:

- i. Contact
- ii. Consent/Time
- iii. Diagnosis
- iv. Charges
- v. Duration/Length of Visit

🦻 Unable to Reach Patient

 If you "start the visit" before reaching the patient, document that you were unable to reach the patient in the Consent and Time section. Document each consent question: Unable to Reach:

Consent and Time			
Telephone Remote Visit			
BMC is offering telemedicine visits to deliver medic comfort of his/her home and potentially spread the helpful because of those factors, there are some risi telemedicine may not be sufficient for an appropria believes you need to be seen in person. Additional circumstances fail, causing a breach of confidentiali and confidentiality of medical information apply to provider is located. The patient also can change his appointment or come into the Emergency Room.	al serv illnes ks. Th te me ly, alth ty of y telem s/her r	rices w s to of ose ris dical o nough rour m edicin mind a	ithout having a potentially ill patient leave the thers along the way. Although telemedicine is sks include the information transmitted by decision. Your physician will tell you if he/she unlikely, security protocols can, in rare uedical information. The same laws of privacy e. The patient has a right to know where the ubout telemedicine at any time and make an
Does the patient agree to this telemedicine visit?	Yes	No	Unable to Reach
I identified the patient, myself, my and the	Yes	No	Unable to Reach
patient's locations, how the patient can see a clinician in-person, and reviewed the medical history and available records.			
Time of Call:	0	Now	
Restore Close			

- 2. In the event you are unable to reach the patient but have opened your encounter, please open the **Telemedicine Unable to Reach** SmartSet. It is listed as a Suggestion.
 - a. Go to SmartSets in your Navigator
 - b. Check off Telemedicine Unable to Reach
 - c. Select Open SmartSets

SmartSets		† ↓
Search for new SmartSet + Add		
Suggestions	Telemedicine - Unable to Reach	*
		✓ <u>Open SmartSets</u> X Clear Selection

- 3. No edits are required to the orders in the SmartSet. Sign SmartSet.
- 4. **Sign** your Visit.

Patient Does Not Consent

1. In the event the patient does not consent to the Televisit, document **No** in the **Consent and Time** section:

Consent and Time	
Telephone Remote Visit	
BMC is offering telemedicine visits to deliver medic comfort of his/her home and potentially spread the helpful because of those factors, there are some ris telemedicine may not be sufficient for an appropria believes you need to be seen in person. Additional circumstances fail, causing a breach of confidentiali and confidentiality of medical information apply to provider is located. The patient also can change his appointment or come into the Emergency Room.	al services without having a potentially ill patient leave the i illness to others along the way. Although telemedicine is isks. Those risks include the information transmitted by ate medical decision. Your physician will tell you if he/she lly, although unlikely, security protocols can, in rare ity of your medical information. The same laws of privacy telemedicine. The patient has a right to know where the is/her mind about telemedicine at any time and make an
Does the patient agree to this telemedicine visit?	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
Time of Call:	O Now

- 1. In the event the patient does not consent but you have opened your encounter, please open the **Telemedicine Patient Did Not Consent to Visit** SmartSet. It is listed as a Suggestion.
 - a. Go to SmartSets in your Navigator
 - b. Check off Telemedicine Patient Did Not Consent to Visit
 - c. Select Open SmartSets

SmartSets		↑ ↓
Search for new SmartSet + Add		
Suggestions		*
Telemedicine - Patient Did Not Consent to Visit	Telemedicine - Unable to Reach	
		✓ Open SmartSets X Clear Selection

- 2. No edits are required to the orders in the SmartSet. Sign SmartSet.
- 3. Sign your Visit.



- Patients are notified of their visit in their My Chart 1 day 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 selfenrollment 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.

Order Review Order Review		 ★ Medications ♦ MyChart Utilities 	Assign Bed	side Questionnaires				
Snapshot MyChart Re, MyChart Re, MyChart Administration Module Texas Sprue & Land MyChart Sprue Patient Mies Proxy Acces Quick Navigators Quick Navigators Reconcile Outside Information Attestation Attestation Advance Care Planning More Send Message More Send Message For yold For yold		Order Revie <u>w</u> ℰ๊๊๊๊ Problem List Review F <u>l</u> owsheets	 Assign Pt-C Launch MyC MyChart Adr 	nr ihart <u>H</u> ome Page ni <u>n</u> istration &				
Code Epration: Nere Send Activation Information X More Advance Care Planning		Snapshot HIM HIM Letter Prep Quick Navigators Reconcile Outside Information Attestation	MyChart Re Patient Mes Proxy Acces Send Multi-I Send Patier VACCINE (1)	WyChart Administration MyChart Band Bigue) MyChart Logn ID: MyChart Salus: Inadove Two-Step Verification Status: Deabled Last Status Change: Status Ch			Change Login ID Change	Password Pas
	Se Customize	Advance Care Planning 약 Se <u>n</u> d Message		Code Expiration: Never Expi	Send activation informat Trv One (Patient) Resending activation infor	Send Activation Informatio ion to an email address for th Save email address after mation will invalidate all previo	n X e person listed below. Send sending uusly sent links.	End Date