

Application: Ambulatory MD / NP

Release date: 3/20/2020




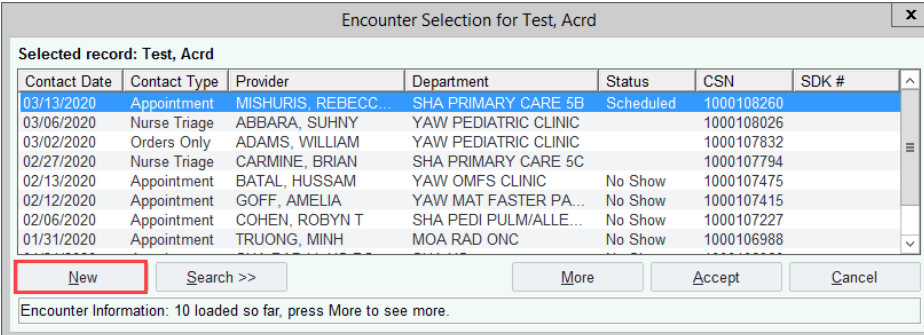
Telephone Remote Visit (Televisit) on the Fly

Starting on Monday, March 16th 2020, BMC will begin seeing patients using the newly implemented visit type called **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:

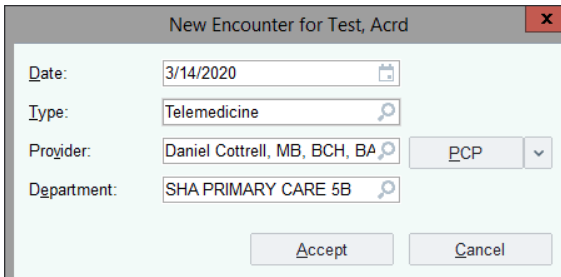
- Identify the patient using the patient's name and DOB
- Disclose and validate his/her identity and credentials
- Inform patients of the location of the provider and obtain the location of the patient
- Inform the patient how they can see a clinician in-person in the event of an emergency or otherwise 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 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**:



Contact Date	Contact Type	Provider	Department	Status	CSN	SDK #
03/13/2020	Appointment	MISHURIS, REBECC	SHA PRIMARY CARE 5B	Scheduled	1000108260	
03/06/2020	Nurse Triage	ABBARA, SUHNY	YAW PEDIATRIC CLINIC		1000108026	
03/02/2020	Orders Only	ADAMS, WILLIAM	YAW PEDIATRIC CLINIC		1000107832	
02/27/2020	Nurse Triage	CARMINE, BRIAN	SHA PRIMARY CARE 5C		1000107794	
02/13/2020	Appointment	BATAL, HUSSAM	YAW OMFS CLINIC	No Show	1000107475	
02/12/2020	Appointment	GOFF, AMELIA	YAW MAT FASTER PA...	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	

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



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

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

7. 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)

8. 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

9. 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

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

Time of 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

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

Travel Screening

Communicable Disease Screening

In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?

Yes No / Unsure Unable to assess

Do you have any of the following 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 ☐ Weakness

Travel History

Have you traveled internationally in the last month?

Yes No Unable to assess

Enter a location

☒ No Documented Travel

You can use the box to the upper left to add a trip to the list

No more travel to load

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

Visit Information

Reason for Visit

Chest Pain Dizziness Shortness of... Cough Female GU Pr... Knee Pain

Lightheadedn... Male GU Prob... Neck Pain Results Shoulder Pain Sore Throat

Weight Loss

Reason for Visit	Comment
Fever	Last 3 days

12. 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

ROS Physical Exam Procedures

☐ Cosign Required

Summary:

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:

Problem List Items Addressed This Visit

Fever

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):

Edit Note

My Note
Progress Notes

☒ Sensitive Tag Details

Summary:

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

Review

Allergies
Peanut Rash

Problem List
None

Medical History
None

Family History
None

Medications
None

Tobacco History
Smoking Status: Never Assessed
Smokeless Tobacco Status: Unknown

Surgical History
None

Mark All as Reviewed

Close

Previous Next

14. Input today's Diagnosis in the **Visit Diagnosis** section. Add the diagnosis as you normally would during a clinic visit.
15. In the **Pt Instructions** section, appropriate COVID related educational materials appear automatically. You have the ability to manually add additional instructions as needed.
16. 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

17. Select charges for the Televisit in the **Charge Capture** section. **Select your charge from the Telemedicine Physician/NP/PA/CNM/CNS list. We are only billing for visits under 30 minutes.**

Telemedicine Physician/NP/PA/CNM/CNS

☐ 90000 - No Charge visit
 ☐ 99441 - MD/APP Telephone Evaluation 5-10 Min
 ☐ 99442 - MD/APP Telephone Evaluation 11-20 Min
 ☐ 99443 - MD/APP Telephone Evaluation 21-30 Min

Note: Behavioral Health: Select your charges from the **Telemedicine PT/OT/SLP/LCSW/RD/Psychologist** list.

Telemedicine PT/OT/SLP/LCSW/RD/Psychologist

☐ 98966 - Nonphysician Telephone Assessment 5-10 Min
 ☐ 98967 - Nonphysician Telephone Assessment 11-20 Min
 ☐ 98968 - Nonphysician Telephone Assessment 21-30 Min
 ☐ HC NO CHARGE VISIT

18. If you have not received consent to **bill**, please add modifier **GZ**:

- To add a modifier (i.e.GZ), please first open your charge by clicking on the charge itself:

Charges to be Accepted Upon Closing the Section							
Description	Code	Dx	Service Date	Service Prov	Modifiers	Qty	Status
☆ 99443 - TELEPHONE EVALUATION 21-30 Min	99443 CPT®		03/13/2020	Daniel Cottrell, MB, BCH, BAO	25	1	New

- Insert the appropriate modifier in the **Modifiers** field:

99443 - TELEPHONE EVALUATION 21-30 Min

Service date: 3/13/2020

Place of service: BMC Moakley [10104]

Billing provider:

Quantity: 1

Diagnosis:

Department: MOAHEM ONC [10104815]

Service provider: Daniel Cottrell, MB, BCH, BAO [3]

Referring provider:

Charge Diagnoses

Diagnosis

Post-procedural fever (R50.82 (ICD-10-CM))

Other diagnosis:

Additional Charge Details

NDC:

Code

Admin Amt

Units

Modifiers:

NOT REASONABLE AND NECESSARY

End time:

Bill area:

Insert modifier

19. In the **Routing Section**:

For COVID19 Concerns: 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**:

Routing

COVID Concerns

Patient Calls messages will be sent when the workspace closes.

Route as: Patient Calls
Priority:
☐ High
☒ Routine
☐ Low

Resp	Recipient	Modifier
	BMC COVID COMMUNICATIONS [10735]	P

Add PCP
Add My List
Build My Lists
Clear All
Add Fax

Faxes to send: 0

Routing comment:
Patient should be seen in person, in clinic within X days

View Routing History
Send and Close Workspace

Close

Routing

NON-COVID Concerns

Patient Calls messages will be sent when the workspace closes.

Route as: Patient Calls
Priority:
☐ High
☒ Routine
☐ Low

Resp	Recipient	Modifier
	BMC AMB RHEUM NURSES [10448]	P

Add PCP
Add My List
Build My Lists
Clear All
Add Fax

Faxes to send: 0

Routing comment:
Patient should be seen in person, in clinic within X days

View Routing History
Send and Close Workspace

Close

20. 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

21. Televisits appear in Chart Review with a Visit Type of **Telemedicine**



Unable to Reach Patient

1. In the event you are unable to reach the patient but have opened your encounter, please 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

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.?"

"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?

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:

2. In the event you are unable to reach the patient but have opened your encounter, please open the **Erroneous Encounter SmartSet**
 - a. Go to **SmartSets** in your Navigator
 - b. Search for **Erroneous** and press Enter
 - c. The **Erroneous Encounter** SmartSet defaults as selected
 - d. Select **Open SmartSets**

SmartSets

erroneous

Favorites

☐ BMC AMB ORTHO INJE

SmartSets

Search for new SmartSet

Search Results

☒ Erroneous Encounter

Favorites

☐ BMC AMB ORTHO INJECTIONS

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

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

- Sign** your Visit.



Patient Does Not Consent

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

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

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

Time of Call:

Now

Restore

Close

- 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:

Minutes

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

Restore

Close

6. In the event the patient does not consent, please document **90000 – No Charge:**
***Behavioral Health: Please use the Telemedicine PT/OT/SLP/LCSW/RD/Psychologist list.**

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.

The screenshot displays the MyChart Administration interface. On the left, a sidebar contains navigation links: Medications, MyChart Utilities, Order Review, Problem List, Review Flowsheets, Snapshot, HIM, Letter Prep, Quick Navigators, Reconcile Outside Information, Attestation, Advance Care Planning, and Send Message. The main content area shows the 'MyChart Administration' section with a patient profile. The patient's status is 'Inactive' and 'Two-Step Verification Status' is 'Disabled'. A 'Send Activation Information' dialog box is open, prompting the user to enter the patient's email address and a 'Send' button is visible. The dialog box also includes a checkbox for 'Save email address after sending' and a 'Close' button.