

E&M Telehealth Visits (FaceTime in Office or From Home)

Scheduling

What's Different?

- This process eliminates the need for any check-in to occur at the time of the appointment.
- Insurance entry and encounter pre-creation will occur at the time of scheduling.
- We still need to obtain consent forms for new patients, we do not need to for established patients.
- New Telehealth visit/event types have been created in NextGen.
- New *Locations* have been created for each clinic in NextGen for encounter creation/billing.
- Self-pay (non-insured) patients can be scheduled too and credit card information should be taken over the phone.
Self-pay (non-insured) patient pricing: New patient: \$135.00 / Established patient: \$99.95

How to Schedule:

1. Telederm can be offered for general dermatology appointments including follow ups, med refills, rash, acne and spot of concern.
2. At the time of scheduling a patient, this scripting should be utilized:

ALL Patients: *"Thank you for calling! In light of COVID-19, our Physicians/PA's/NP's are offering telehealth visits to our patients. These online visits will be hosted via an interactive video-chat platform such as FaceTime (or Zoom if clinician is providing). While many health plans are changing to give our patients the extra support, for commercial plans if you have questions or concerns regarding coverage for this visit please contact your insurance."*

Minor patients (under 18 or under 19 in AL): *"a parent or legal guardian needs to be present at the start of and throughout the Telehealth visit to verbally consent to the visit and any recommended treatment."*

New Patients: *"As a new patient, we need to have you read and sign our new patient forms which include our Patient Communication and Financial Policies, Consent to Clinical Procedures, and HIPAA Notice of Privacy and Acknowledgement. These forms will be e-mailed to you with instructions."* Note: Patients do not need to have print / scan capabilities. Forms can be completed electronically and returned via a PC but not from a phone at this time.

Patients requesting interpreter services, deafness or other accommodations: *"Let me take all of your information and we will give you a call back and try to arrange an appointment with an interpreter / accommodation".* Contact your supervisor or Cathy Lacenski, Compliance Officer at cathy.lacenski@forefrontderm.com for assistance.

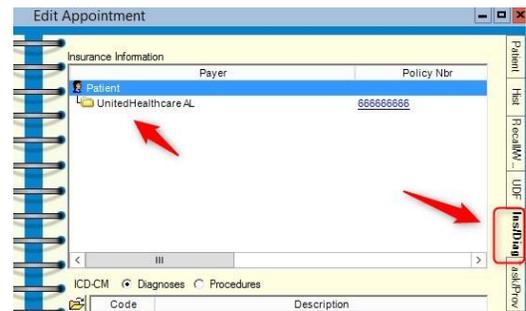
3. Ask patient if they have access to an Apple device (iPhone, iPad, MAC) for FaceTime visits or Android or computer with camera for Zoom (if clinician is providing).
 - a. **Yes** – ok to schedule them for Telehealth visit.
 - b. **No** – add them to wait list and let them know you will contact them when another solution may be available.
4. Verify patient demographics, including phone number and email address are accurate.
5. Verify we accept their insurance and have patient provide payer name, policy, and group number.
6. Instruct patient to take a photo of the front and back of insurance card and email to patientbilling@forefrontderm.com.
7. Schedule patient with *Telehealth- New* or *Telehealth – Established* event type.
8. Type "Self Pay" (Non-insured) when applicable in the *Description* field after their name and reason for visit.
9. Include the video/audio platform the patient will be using in the Description field as well.
10. Enter or verify insurance in the *Ins/Diag* tab of the appointment screen.
TIP: This works and looks the same as entering insurance in the auto-flow check-in process.

11. Create encounter in *Encounters* tab of patient's PM chart, change to the date of the appointment and attach insurance.

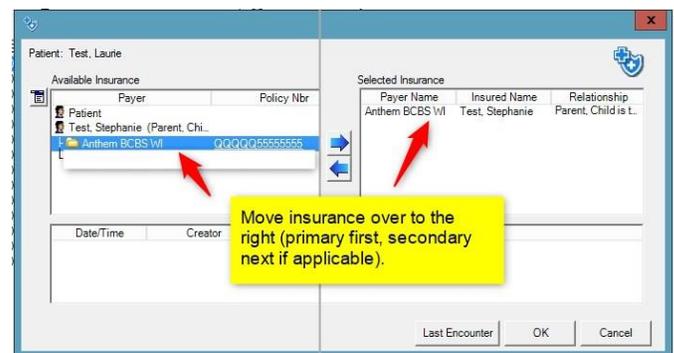
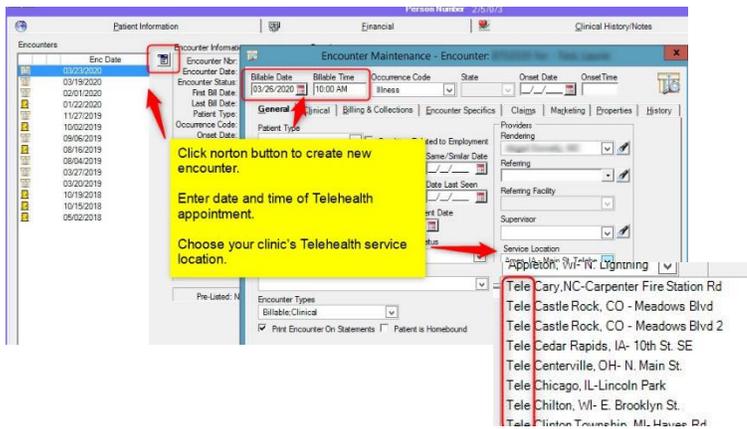
Schedule with Telehealth Event:



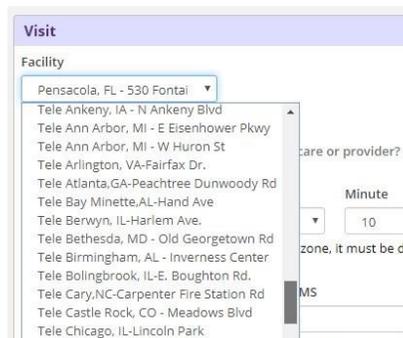
Add or verify insurance in appointment screen:



Create future encounter and attach insurance (it will ask if you want to attach insurance after encounter is saved)



**** Note-** if the note is being scribed into EMA, please ensure that the facility in the manage visit settings is the new Tele clinic locations (listed under T's). If you don't see these facilities/locations in manage visit settings – your preferred facilities in preferences will need to be adjusted.



Hosting and Documenting the Tele-Health Visit

FaceTime Set-Up:

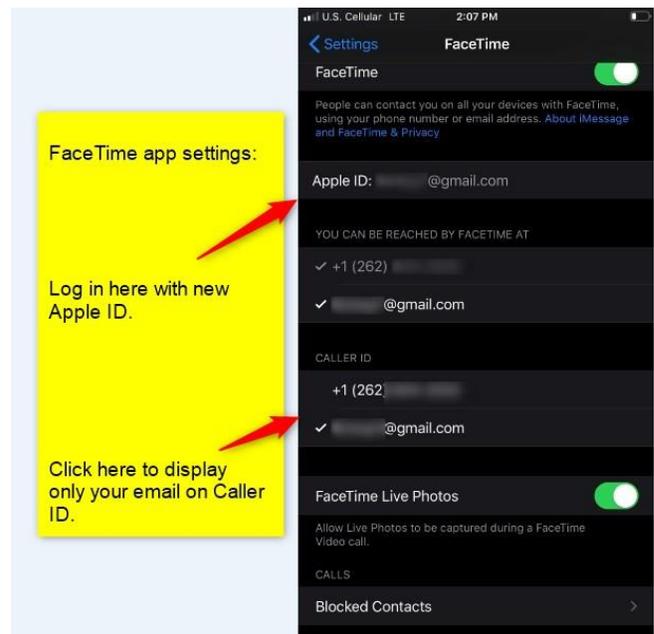
FaceTime visits may be performed from a personal or Forefront Apple device.

1. Create a new iTunes account / Apple ID(s) on-line at the website below so patients are unable to see personal phone numbers or email: <https://appleid.apple.com/account#!&page=create>.
2. Log into Forefront iPad using new Apple ID.
3. If using a personal device, log out of FaceTime in your Settings and enter the new ID. You can also change how your caller ID displays for the patient to your email in FaceTime settings so your personal phone number is not displayed.

Forefront iPad:



Personal device:



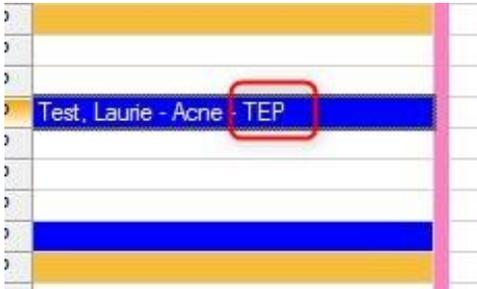
Physician/PA/NP – Documenting the visit in the EMR (with clinical assistant or without):

1. Monitor schedule in NextGen PM:
 - a. **TEP** = Telehealth Established Patient
 - b. **TNP** = Telehealth New Patient
2. Obtain patient's phone number from staff or patient chart.
3. Call the patient on FaceTime using new Apple ID (or Android/ Zoom as applicable).
4. Obtain verbal consent from the patient, parent, or legal guardian to perform a Telehealth audio/visual encounter.
5. **MINOR PATIENTS:** Ensure parent or legal guardian is present throughout the visit. This is discussed at the time of scheduling.
6. Verbally review specific side effects, risks, and benefits of recommended treatment.
7. Staff or physician/PA/NP should document all components of an office visit E&M in the EMR.
8. Copy and paste statement in the visit note: Patient /Parent / Legal guardian verbally consented to the patient's Telehealth audio/visual encounter. Audio/visual encounter was performed due to Coronavirus community travel restrictions. The side effects, risks, and benefits of treatment were discussed.
9. Ensure that the specific side effects, risks, and benefits of your recommended treatment(s) are discussed with the patient and documented in the visit note.
10. Sign visit note and submit new or established E&M as normal through EMR. Billing will apply Telehealth modifier.

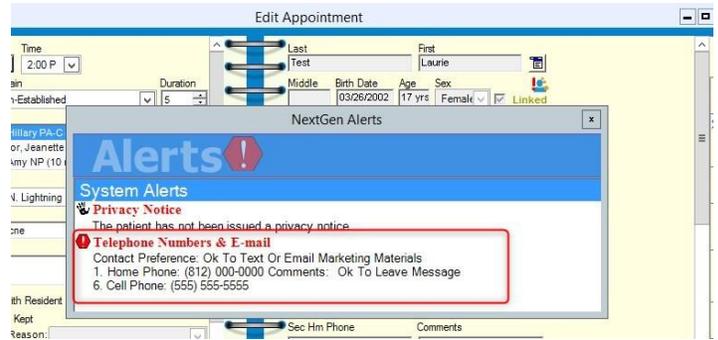
Physician/PA/NP – Documenting the visit on paper encounter forms (without clinical assistant):

1. Monitor schedule in NextGen PM:
 - a. **TEP** = Telehealth Established Patient
 - b. **TNP** = Telehealth New Patient
2. Double click on the patient's appointment to view their contact phone number and/or email in *Alerts* or appointment screen.
3. Call the patient on FaceTime using new Apple ID.
4. Obtain verbal consent from the patient, parent, or legal guardian to perform a Telehealth audio/visual encounter.
5. **MINOR PATIENTS:** Ensure parent or legal guardian is present throughout the visit. Discussed at the time of scheduling.
6. Verbally review specific side effects, risks, and benefits of recommended treatment.
7. Document the visit on paper encounter forms. **Key points to include:**
 - a. Home clinic location
 - b. Patient name, date of birth, and MRN
 - c. All components of E&M visit. Write diagnosis codes next to each assessment (common ICD-10 list provided).
 - d. Presence of parent or legal guardian throughout the visit for minors.
 - e. Specific side effects, risks, and benefits of recommended treatment discussed with the patient, parent or legal guardian beneath the statement on the paper encounter form that states: **Patient / Patient / Legal guardian verbally consented to the patient's Telehealth audio/visual encounter. Audio/visual encounter was performed due to Coronavirus community travel restrictions. The side effects, risks, and benefits of treatment were discussed.**
 - f. Circle E&M choice at bottom of encounter form.
8. Sign and date.
9. Take paper chart notes into the clinic starting Monday 3/30 to scan into Billing folder on your printer/fax machine.

How Telehealth visits will appear in NG:



Contact information – double click appt to view contact info:



Paper encounter forms:

14	Genitalia/groin/ buttocks		
15	Lymph nodes (List)		
16	Vitals (Document results)		
17	Gen appearance		
18	Mood/Affect		
19	A&O x 3		

Patient verbally consented to and was seen for a Telehealth audio/visual encounter. Audio/visual encounter was performed due to Coronavirus community travel restrictions. The side effects, risks, and benefits of treatment were discussed.

Document side effects, risks, and benefits of treatment here.

Follow-up in _____ Wk(s) / Mo(s) / Yr(s)

Office Visit Code (circle one):

Circle E&M and sign/date

99201 / 99202 / 99203 / 99212 / 99213 / 99214 / Cash New / Cash Est

Physician/PA/NP Signature and Date

Resources/Contacts for Assistance:

RCM's – Telehealth and clinic specific work-flow questions

IT Help Desk: Direct line 920-663-9040 or 920-482-0671 or Internal Ext: 26626

- Option 1 (Training Team) - Telehealth scheduling or documentation questions
- Option 2 (IT) – Forefront device or system issues

Additional NextGen Navigation Tips

How to Access NextGen Physician/PA/NP Schedules:

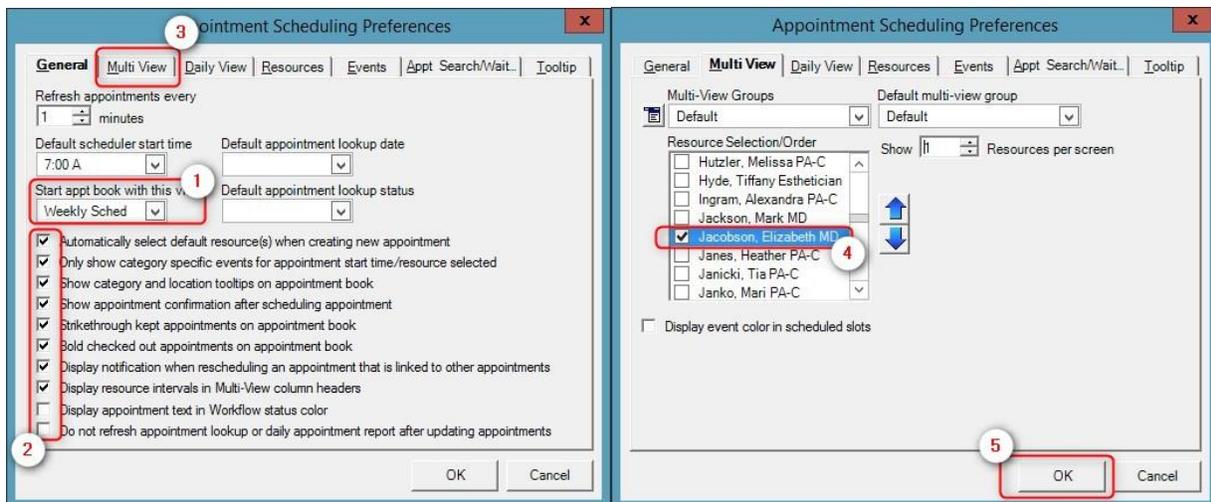
1. Log in to Forefront Citrix
2. Select the NextGen PM Icon from your Forefront Desktop



3. Within NextGen PM, navigate to scheduling preferences if not previously set. If already set, skip to step 9



4. Choose Weekly Schedule
5. Select all checked options (the first 8)
6. Navigate to MultiView
7. Find and choose your name from the list of resources
8. Select OK to Save Changes

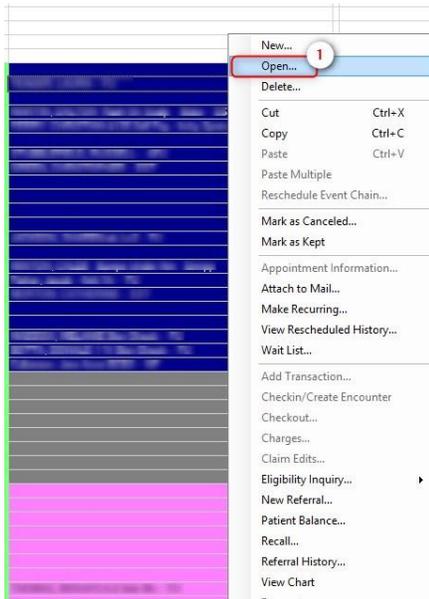


9. Choose the Appt Book icon to display your weekly schedule



How to Access Patient Contact Information and View Scanned NextGen Patient Documents:

1. To access patient demographics and phone number right click on Patient's Appointment and select Open to view the appointment or double click on patient's name to open the appointment screen



2. Patient demographics is located in the upper right hand section and patient phone number located middle of the right hand screen

A screenshot of the 'Edit Appointment' window in a software application. The window is divided into several sections. On the left, there are fields for Date (03/23/2020), Time (8:20 A), Event/Event Chain (Telehealth-Established), Duration (10), Resources, Service Location (Birmingham, AL - Inverness Center Dr), Description (Test, Maverick), and Details. The main area on the right is for patient demographics and contact information. It includes fields for Last Name (Last), First Name (Maverick), Middle Name, Birth Date (01/01/1981), Age (39 yrs), Sex (Female), Address (123 Easy Street), City (Jeffersonville), State (IN), Zip (47131-), County (CLARK), and Country. There are also fields for Home Phone ((812) 000-0000), Work/Day Phone, Alt Phone, Sec Hm Phone, E-Mail (danielle.m.elkins@gmail.com), Cell Phone, Race, Religion, and Church. At the bottom, there are fields for Rendering Physician, Referring Physician (None), Primary Care Provider, Encounter Number, Date, Case Description, and Date. The window has a blue border and a title bar that says 'Edit Appointment'. There are 'OK' and 'Cancel' buttons at the bottom right.

3. To view scanned new patient documents Right click on patient appointment and select View Chart to navigate within the patient chart.



4. Within the Clinical History/Notes tab, under Document Management you will find scanned documented such as: new patient paperwork, consents, and outside records.

