Telehealth Workflow

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Agenda

- Finger Lakes Community Health at a Glance

- Preparation for Telehealth

- Engage Change Agents

- Yes, But How Do We Get There?

- Changes We Implemented

- Moving Forward with Virtual Visits

Finger Lakes Community Health

- Federally Qualified Health Center (FQHC)

- Located in the Finger Lakes Region of upstate New York.

- Have 8 clinical locations located in rural communities,

- Offer medical, dental, & behavioral health services

- Provide mobile services to agricultural patients

- See approximately 28,000 unique patients per year.

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Preparing for Telehealth

- Right Equipment.

- Trained Staff on the equipment

- Staff that evaluates & monitors the equipment

- Talk to staff to know their workflow

- Evaluate how telehealth can meet or enhance workflow

Communicate, Communicate, Communicate!

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Engage Change Agents

Engage a core team as change agents

Encourage & Empower your change agents

Be prepared to have unsuccessful attempts

This is, after all, how we learn!

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Yes, But How Do We Get There?

- Utilize our current scheduling process

- Appointments are on our provider & nursing staff schedules

- The Place of Service code is a billing component

- Create telehealth visit types

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Different levels of visits

- Level 1 visit
  - Visits that require no assistance with the visit
  - Example: counseling, medication adherence
  - Require someone to room, insure a connection, completion of the visit

- Level 2 visit
  - Require some "rooming" needs – vitals, height/weight, medication review
  - Example: psychiatry, dental visit

- Level 3 visit
  - Require assessment – use of stethoscope, otoscope, exam
  - Example: specialist, provider at another site

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Changes We Implemented

- Created separate E&M Codes that are specifically for telehealth that include the needed modifier

- Documenting was first done under HPI, with many inconsistencies

- Created general templates to contain necessary documentation

- Notes can be created based on the person documenting/setting up the connection with the patient

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Moving Forward with Virtual Visits

Virtual Visits through Healow App

Staff that can test with patients/providers offsite to trouble shoot real-time issues

Any Questions?