



Telehealth Scheduling

Disclaimer:

All information reflects our opinions and is based on our best judgment. Nothing in this presentation constitutes legal advice. We make no warranty, expressed or implied.



Agenda:

- Telehealth Scheduling Policy and Procedure
- Internal/External Visit Scheduling
- Documentation
- Scheduling Tele-Presenters/Interpreters
- Patient Telehealth Screening/Education



Establishing vocabulary

- Telehealth
 - Directo to Consumer/Virtual visit
 - Telephonic visit
- Telepresenter
 - Levels
- Documentation language



Vocabulary

Telephonic = phone

Virtual visits = Direct to consumer, real-time video conferencing technology w/o a trained telepresenter

Telehealth = real-time video conferencing technology with a telepresenter and the use of peripherals



Virtual visit:



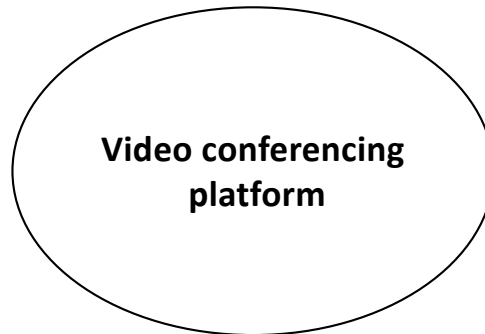
Video conferencing
platform or
Telephonic



Telehealth scenario one:

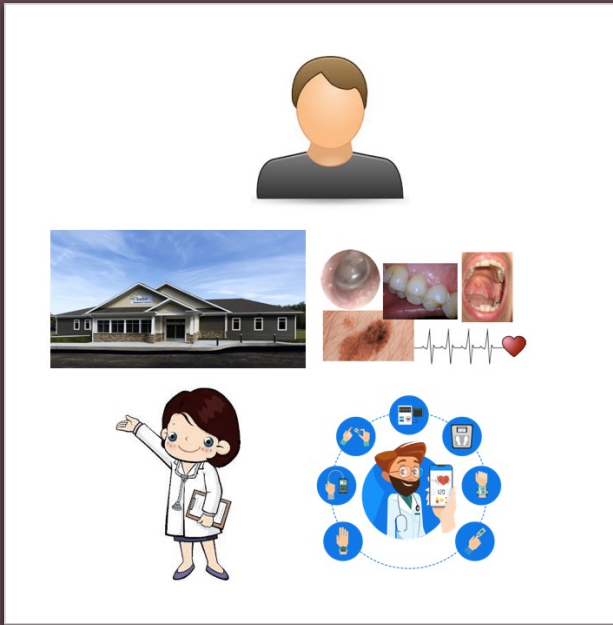


Telehealth scenario two:





Internal Telehealth:



External Telehealth:

Visit Levels

Level One Visits

- Internal Nutrition/Diabetic Educator
- Internal LCSW/LMHC counseling/counselor
- TeleTAC (Treatment Adherence Counseling)
- DRS (Digital Retinopathy Screening)

Level Two Visits

- Internal Psychiatry
- Internal TeleDental

Level Three Visits

- TelePeds Neurology
- TeleInfectious disease
- Teledental
- Internal Telehealth –Primary Care, AIDS care, Hep C, MAT,



Tele presenting Levels

Level One Visits

- Can be clinical or support staff
- Nursing: RN, LPN, MA
- Support Staff: Patient Navigator

Level Two Visits

- Must be clinical staff
- Nursing: MA, LPN, RN
- Dental: Dental Hygienist, Certified Dental Assistant

Level Three Visits

- Must be clinical independent license
- Nursing: RN
- Medical: PA, NP, MD, DO
- Dental: Dentist, Dental Hygienist
- Behavioral Health: NPP, Psychiatrist, LCSW, LMHC



Scheduling Naming Convention

- **Telehealth visits will be labeled by**
 - **Level**
 - **Site (site the internal provider is at or external agency)**
 - **Provider**
- **Examples**
 - **Level One Visits**
 - L1 Ovid Abby
 - L1 DRS
 - **Level Two Visits**
 - L2 Newark T. Yonker
 - **Level Three Visits**
 - L3 Newark Dr. Canario
- **This will assist in not double booking the RN**



Where To Schedule

- **Level One Visits**

- On Office RN's Schedule or LPN's (if no Office RN)
- DRS can be scheduled directly on Patient navigator's schedule if they are performing DRS
- Scheduled as a regular telehealth visit

- **Level Two Visits**

- On Office RN's Schedule or LPN's (if no Office RN)
- Scheduled as a regular telehealth visit

- **Level Three Visits**

- Needs to be scheduled on Provider's, RN's, or LCSW's schedule
- Scheduled as a regular telehealth visit

****Level 1& 2 visits Telepresenter is determined during site's morning huddle. Appointment will be changed to presenter's schedule at that time**

****We will no longer be using the telehealth resource schedule or "room in use"**



How To Schedule

- **Schedule appointment by type for: Virtual or Telehealth, VIRVI60 = (Behavioral Health Only),**
- **Telephone Encounter Documentation:**
 - Telephone Encounter reason will be listed as: Schedule Virtual Visit/Telephone Visit
 - Provider and Facility need to accurately reflect where the provider will be at time of visit
 - Include appointment date, time, facility, and provider name in message body
 - Staff will go to the “Virtual Visit” tab in the telephone encounter, click on “HPI”, select “Virtual Visit Screening”, select “Questions”, and follow the prompts:



Visit

Visit Type* Enter Visit Type

Visit Status

- PHONE15 (Telephone Visit 15)
- PHONE30 (Telephone Visit 30)
- TeleEst30 (Telehealth Established)
- TeleEst45 (Telehealth Established)
- TeleInit60 (Telehealth Initial Consult)

Billing

Open Cases

Referral

- Vatica-CR ()

Billing Notes

- VIRVI30 (Virtual Visit)

General Notes

- WALK (Walk In Visit)

Enter Visit Type

- PHONE60 (Telephone Visit 60)
- TELECHPSYC (Tele-Child Psychiatry)
- TeleEst30 (Telehealth Established)
- TeleEst45 (Telehealth Established)
- TeleInit60 (Telehealth Initial Consult)
- VIRVI30 (Virtual Visit)
- VIRVI45 (Virtual Visit 45 Mins)
- VIRVI60 (Virtual Visit 60 Minutes)

Patient Telehealth Screening and Education

- Bandwidth questionnaire
- HIPAA
- Safety
- Video etiquette
- How to access tech support

Questions		Virtual Visit Screening ▾
Are you interested in having your visit by Telehealth?		<input type="text"/>
<input type="checkbox"/> Yes (Continue)		
<input type="checkbox"/> No (No further answers are needed)		
"We are conducting this visit via Zoom. Are you in agreement to have your visit take place via this method?"		<input type="text"/>
<input type="checkbox"/> Patient agrees (Continue)		
<input type="checkbox"/> Patient declines (No further answers are needed)		
Do you have Wifi or a data plan?		<input type="text"/>
<input type="checkbox"/> Yes (Continue)		
<input type="checkbox"/> No (No further answers are needed)		
What device will you use to connect?		<input type="text"/>
<input type="checkbox"/> Smart phone		
<input type="checkbox"/> Computer		
<input type="checkbox"/> Laptop		
<input type="checkbox"/> Tablet		
Are you able to stream Netflix/Videos or browse the internet at home?		<input type="text"/>
<input type="checkbox"/> Yes		



Thank you!

Questions?

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