

## Hosting and Documenting a Telehealth Visit:

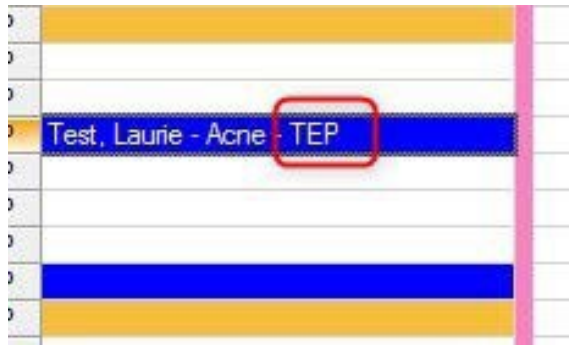
### Physician/PA/NP – Documenting the visit in the EMR (with clinical assistant or without):

1. Monitor schedule in NextGen PM:
  - a. TEP = Telehealth Established Patient
  - b. TNP = Telehealth New Patient
2. Double click on the patient's appointment to view Telehealth information in the **Details** field and contact information.
3. Contact patient via their preferred audio/visual platform (FaceTime or Zoom for example).
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 under the COVID-19 related Public Health Emergency guidelines. 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 Telehealth information in the **Details** field and contact information.
3. Contact patient via their preferred audio/visual platform (FaceTime or Zoom for example).
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 identifiers - 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. These can be written near the pre-populated consent statement.
  - f. Circle E&M choice at bottom of encounter form.
8. Sign and date.
9. Take paper chart notes into the clinic and scan each into the new **TeleDerm** scan folder on printer/fax machine (see printer list for those that have this scan folder).

How Telehealth visits will appear in NG:



Double click appt to view Details field and contact info:

Date: 03/31/2020 Time: 1:15 P

Event/Event Chain: Telehealth-Established Duration: 5

Resources: [Dropdown]

Service Location: Pensacola, FL - 530 Fontaine St.

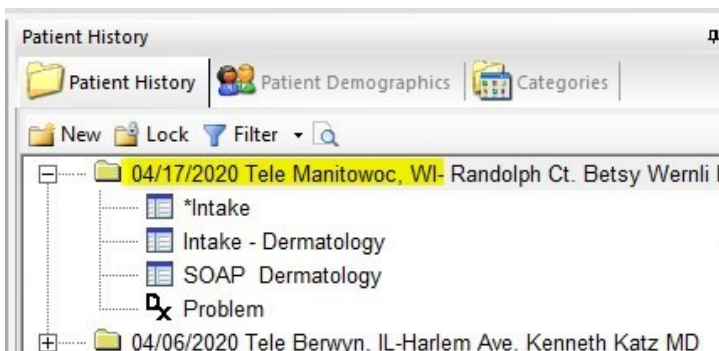
Description: Test, Laurie - Acne Follow-Up

Details: Android / Zoom / Self-Pay

Procedure with Resident  Confirmed

Appointment Kept

NG Clinics - use encounter created at time of check-in:



EMA clinics – create new visit with Tele facility:

Visit on April 17, 2020 2:24:52 PM

Bill as: Established Patient

Facility: Tele Ames, IA - Main St.

Transition of Care? No

Attendees:

Additional Visit Notes Follow Up

Paper Encounter Forms:

12	L lower extremity		
13	Digits/nails		
	Genitalia/groin/ buttocks		
14	Lymph nodes (List)		
15	Vitals (Document results)		
16	Gen appearance		
17	Mood/Affect		
18	A&O x 3		

Circle code here

E&M Visit Code (circle one):  
99201 / 99202 / 99203 / 99212 / 99213 / 99214 / Cash New / Cash Est

Follow-up in \_\_\_\_\_ Wk(s) / Mo(s) / Yr(s)

Patient/Parent/Legal guardian verbally consented to the patient's Telehealth audio/ visual encounter. Audio/visual encounter was performed under the COVID-19 related Public Health Emergency guidelines. The side effects, risks and benefits of treatment were discussed.

Document patient specific side effects, risks, benefits here.

Physician/PA/NP Signature and Date

Print Name

Sign, date, and print your name here.

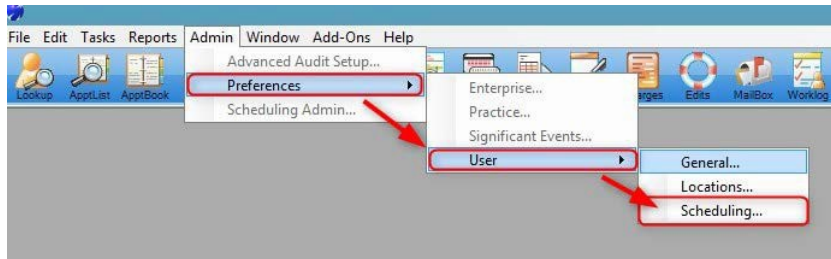
## Additional NextGen Navigation Tips

### How to Access NextGen Physician/PA/NP Schedules:

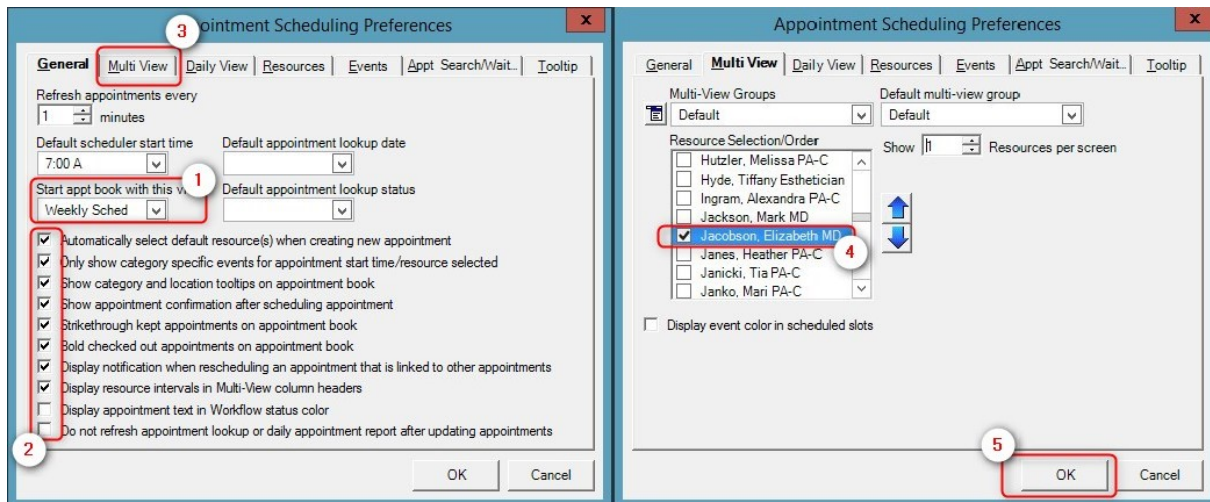
1. Log in to Forefront Citrix
2. Select the NextGen PM Icon from your Forefront Desktop



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



4. Choose WeeklySchedule
5. Select all checked options (the first8)
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

