From the Office of Clinical Informatics

Cerner Millennium
Patient Portal Messages
Containing Pictures for Evaluation

December 14, 2020

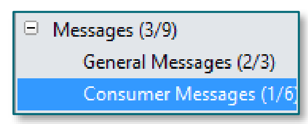
In addition to Telehealth visits, patients have the ability to communicate with their providers regarding treatment of certain conditions by sending photos for evaluation. Providers are now able to bill for the interpretation and treatment of the patient, based on a photo sent. Please follow the steps outlined below to charge for the interpretation of the photo sent.

Patient Generated Portal Message with Picture Attachment

Patients can send pictures to their provider's office through the Patient Portal for evaluation. If the patient consents, providers will be able to provide the interpretation and treatment recommendations via the portal message back to the patient and bill accordingly.

➢ **Clinical Staff**

STEP 1: Patient message is received in the **Consumer Messages** section of the Office Pool inbox.



STEP 2: Clinical staff will respond via the portal to obtain consent for submitting to insurance.

- If the patient declines, staff can set up an in person visit if appropriate.

STEP 3: Upon receiving patient consent, update the subject line to **e-Visit** and forward the message to the provider for review.

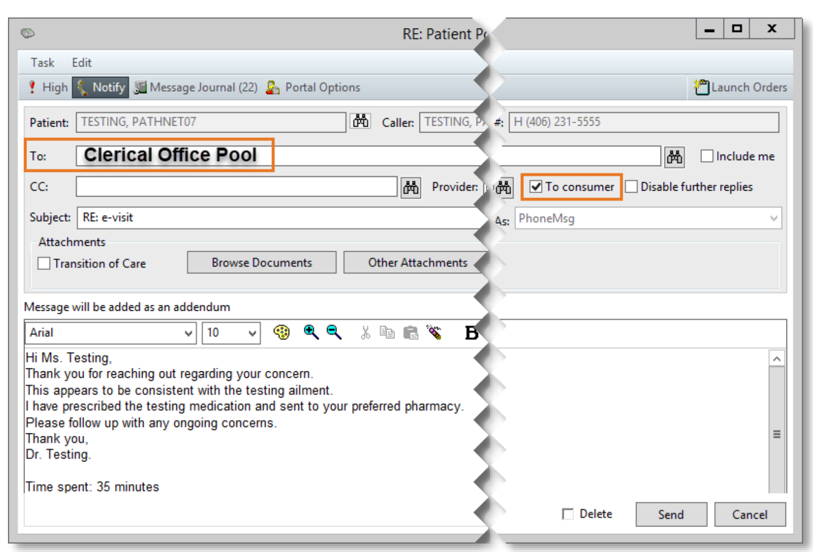
➢ **Provider**

STEP 4: The provider will review the message in their **General Messages** section of Message Center.

STEP 5: Document a note including the **assessment**, **plan** and **time spent**.

- The auto-text **/portalvisit** has been created for the e-visit documentation outlining that the patient has initiated and consented to the e-visit.

STEP 6: Reply to the **PSR Pool** inbox and confirm the **To Consumer** box is checked for the patient to receive the message.

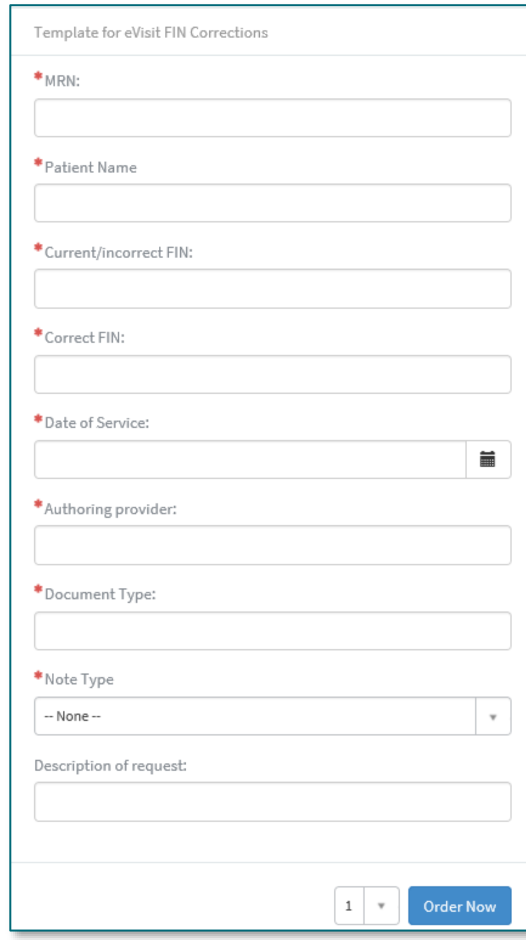


- **Office Staff**

<u>STEP 7</u>: Review the Subject Line for the **e-Visit**.

<u>STEP 8</u>: Create a new FIN for the e-Visit.

- Open **PreReg Create Visit** from PM Conversation.
- Search for patient and **Add Encounter** using correct Facility Name then click **OK**.
- Complete the full registration per typical process and click **OK**. If patients have had a face to face in the past 60 days, not additional calls are needed.
    - Office who do not typically perform a full registration will continue with their typical processes. Registration staff will process these patients from a currently generated report.



<u>STEP 9</u>: Enter a Help Desk ticket to be processed by HIM staff.

- Open the Self Service Portal and search for "eVisit". The template has been linked here.
- Complete required fields and click **Order Now.**

<u>STEP 10</u>: Delete the message from the inbox.

- **HIM Staff**

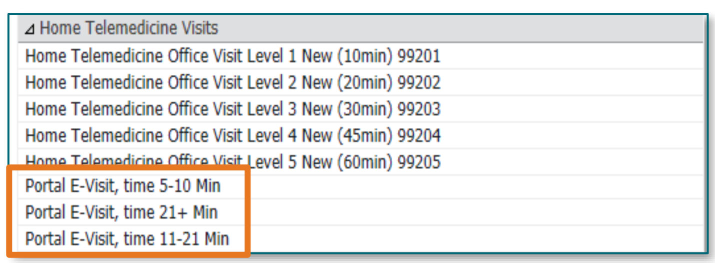
<u>STEP 11</u>: Copy the appropriate Note information onto the new FIN.

<u>STEP 12</u>: Send the new note to the provider's message center.

- **Provider**

<u>STEP 13</u>: Review the new message in Documents to Sign section of the inbox and **Sign**.

- This new note will generate charges for the e-Visit.



<u>STEP 14</u>: On the **new FIN,** assign the correct billing code from the E&M component under the Home Telemedicine Visits section located on the Quick Orders MPage.

- Sign the order to complete the charges.