
On the day of the scheduled “virtual” appointment, the provider will follow the recommended workflow to “seeing” the patient, selecting the correct E&M charge, and creating an office note. This will ensure that the appointment will flow smoothly for the patient and for the entire staff. Following this recommended workflow will ensure that documentation is complete and the charges will drop appropriately.

Need Help? Let’s get you to the people who can best help you...

For questions regarding process and/or policies, please contact your department’s subject matter expert (SME). For any other questions please contact the Mayo IT Help Desk at: extension 4357 (HELP) or 207-564-4357. You can also use the [Support Portal - Submit an IT Ticket](#) which is found on the intranet page.

Prior to Using Zoom

To ensure that the TeleHealth visit goes smoothly, here are some important information and recommendations from the pilot program:

- Zoom is HIPAA compliant. Use of other electronic video methods is prohibited.
- When activating the Zoom account, please use the password option. Please do not link the account to Facebook or Gmail.
- Play with the camera ahead of time for quality. Please ensure that the webcam is not covered.
- Remember to look into the camera for eye contact with the patient so he/she knows that you are listening.
- The camera will allow the ability to zoom in for more details within the video feed.

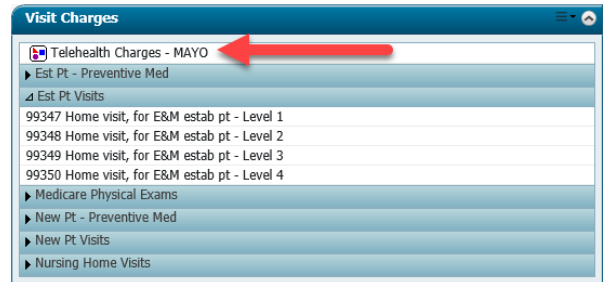
TeleHealth Visit

The recommended documentation workflow for telemedicine visits follows the in-person visit workflow. Utilizing the same tools such as the Ambulatory Organizer and the Ambulatory 2018 MPage will ensure that the right FIN is selected.

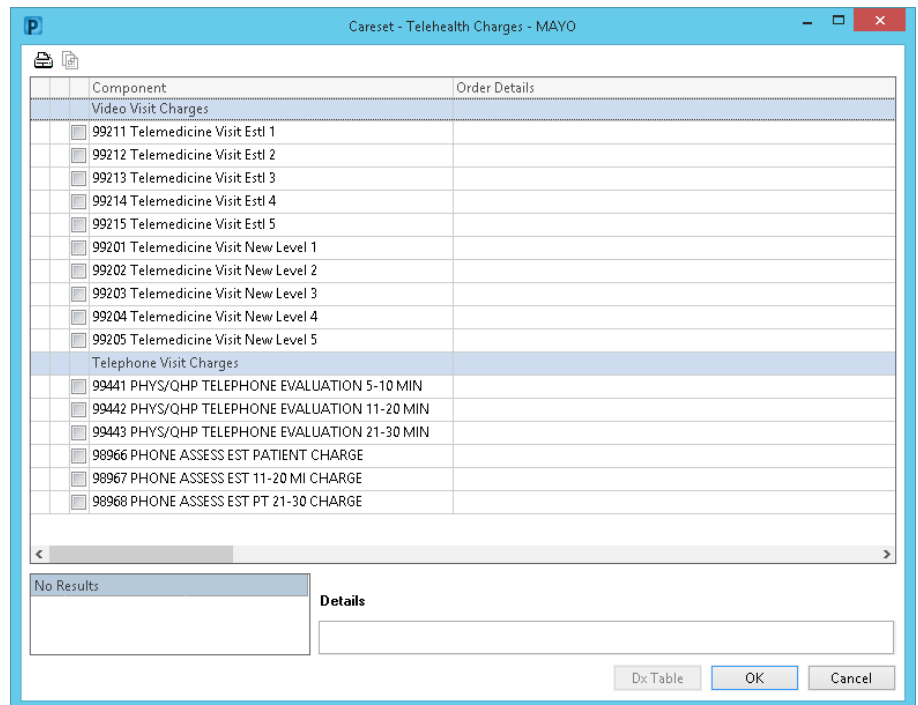
➤ **E&M Charges on Primary Care Quick Order MPages**

These E&M charges are found in a Care Set labeled “Telehealth Charges-MAYO”

- The charges are divided into 2 types: Video Visit and Telephone Visit.
- Check the appropriate charge, then click OK to put the charges into the “cart” for signing in the normal way.
- The codes are currently available for physician, physician assistant, and nurse practitioner visits.



IMPORTANT: If performing a telephone visit, please use the appropriate Telephone Visit E&M order.



➤ **Documentation Requirements**

Please use the Office Visit template. In order for coding teams to assist in capturing the appropriate charges, please use the following Cerner autotext: **.telehealth** in the History of Present Illness component. The autotext can be shared from the user COVID-19 via the Auto Text Sharing Utility in PowerChart. The autotext is also available in Dragon using the phrase, “insert telehealth”. The autotext will include the following:

- **Informed Consent:** This needs to be added to every telehealth visit to meet billing requirements which will state the following:
 - This is a telehealth visit with the patient located in their residence. Provider informed patient of the benefits and risks of telehealth, including the risk that personal information could be exposed during telehealth visits or that technical problems or the type of health problem being treated could result in the transmission of information that is not adequate for medical decision making. Provider informed patient that this visit will be documented in the patient’s medical record. Patient understands they have the right to verify the identity of their telehealth provider. Patient understands they have the right to stop or refuse treatment at any time and request the same service in a face-to-face setting. Patient verbalized consent for this visit.

- **Intended Modality:** This will auto-populate to Telehealth.
- **Modality of Service Performed:** If the intended modality cannot be performed, please use the dropdown and pick the appropriate sentence. **This sentence will ensure that the visit will be coded as a telehealth visit – successful or not.**
 - Successful video telehealth visit.
 - Visit completed by telephone as video link not available.
 - **Telephone: Patient Declined Video Service.**
- **Complete Documentation in typical SOAP** format to degree applicable.
- **Total Time of Visit**

➤ **Place Follow Up Order If Needed**

➤ **Conclusion of Visit**

- Option #1: Print Ambulatory Patient Summary and mail to patient.
 - Option #2: Send Ambulatory Patient Summary using the patient portal.
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