



First Friday April 2020

04/03/2020

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Agenda

1. CIs: Emmi Duke & Lisa el Hajj
2. Televisits / Zoom Training
3. Upgrades
 1. Smoking Cessation Powerform
 2. Comprehensive Diabetic Foot Exam
 3. Upcoming CODE UPDATE - Saturday April 25, 2020
4. Centricity- “I’m not dead yet”
5. Ticket review-next month
6. Stupid Cerner Tricks –
M-Modal Keyboard shortcuts

Under Construction...



Remember the good old days, when Opioids were a Crisis?

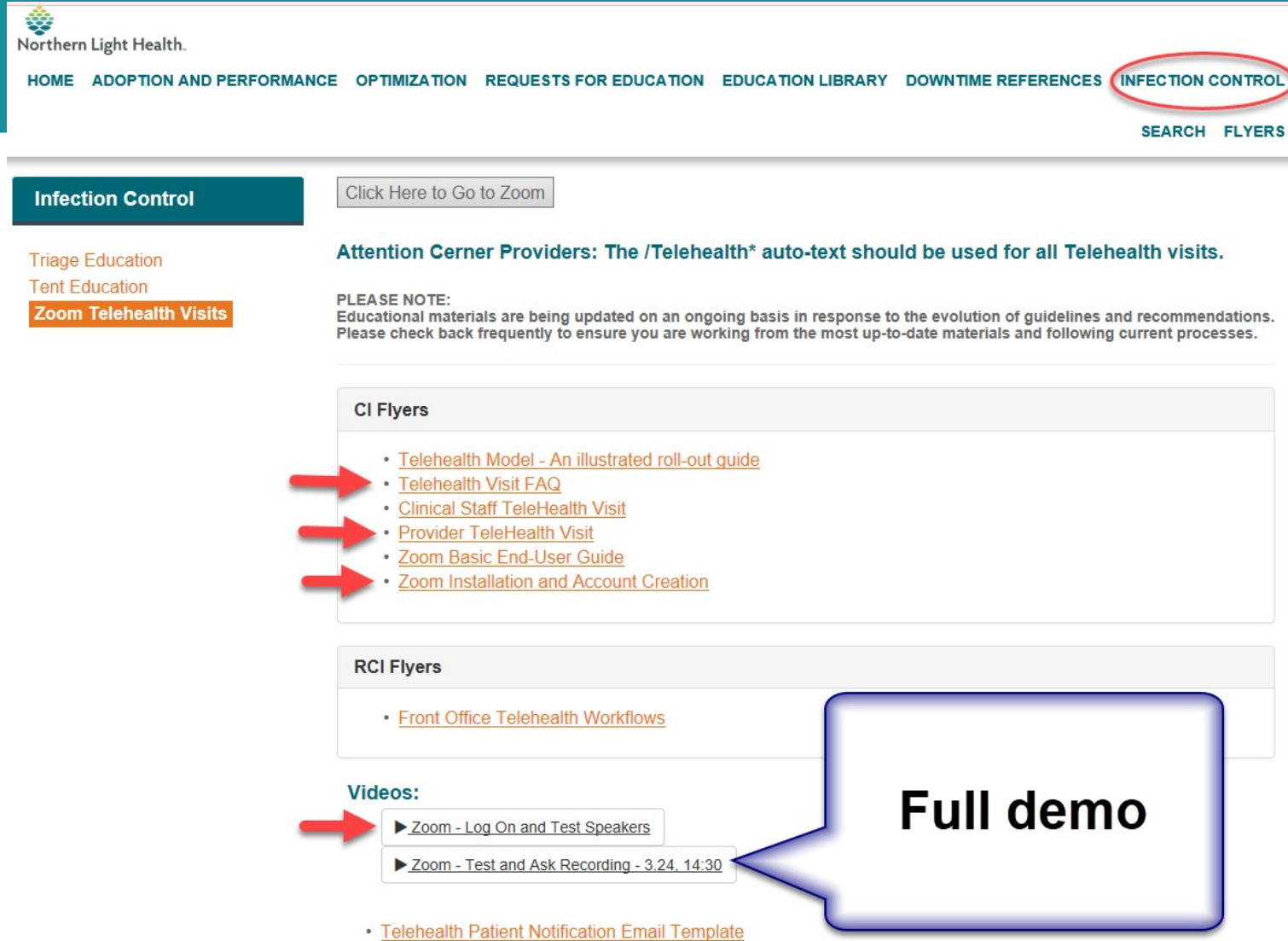
Zoom - in 3 parts

1. References, and Demo
2. Tips and Tricks to doing a Televisit
3. Coding Your Visit

Televisits using Zoom

CI Website:
<http://ci.emhs.org/Infection-Control/Telehealth-Visits.aspx>

ONLY install from:
<https://emhs.zoom.us/>



Northern Light Health.

HOME ADOPTION AND PERFORMANCE OPTIMIZATION REQUESTS FOR EDUCATION EDUCATION LIBRARY DOWNTIME REFERENCES **INFECTION CONTROL**

SEARCH FLYERS

Infection Control

Triage Education
Tent Education
Zoom Telehealth Visits

[Click Here to Go to Zoom](#)

Attention Cerner Providers: The /Telehealth* auto-text should be used for all Telehealth visits.

PLEASE NOTE:
Educational materials are being updated on an ongoing basis in response to the evolution of guidelines and recommendations. Please check back frequently to ensure you are working from the most up-to-date materials and following current processes.

CI Flyers

- [Telehealth Model - An illustrated roll-out guide](#)
- [Telehealth Visit FAQ](#)
- [Clinical Staff TeleHealth Visit](#)
- [Provider TeleHealth Visit](#)
- [Zoom Basic End-User Guide](#)
- [Zoom Installation and Account Creation](#)

RCI Flyers

- [Front Office Telehealth Workflows](#)

Videos:

- ▶ [Zoom - Log On and Test Speakers](#)
- ▶ [Zoom - Test and Ask Recording - 3.24. 14:30](#)
- [Telehealth Patient Notification Email Template](#)

Full demo



Zoom Software Demo

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Zoom and Televisits: 15 Tips

See Word Document



Men's Business Fashions for Zooming into Spring 2020

Zoom and Televisit: Documentation/Coding/Billing

Northern Light Approach: Keep it Simple for Providers-> with 100% Coder Audit to bill correctly

1. Document a visit as you normally do- include everything you talk about, review labs, diagnostics, consults, hospitalizations, ED visits, etc.
2. What about the exam?- not needed for EST patient- code based on History/PFSHx/ROS + Medical Decision Making
3. Time based billing also works; 45 minute EST visit is a level 5!

Zoom and Televisit: Documentation/Coding/Billing

You must use Autotext **/telehealth*** for every visit!

- must use the dropdowns to document if video vs telephone.
- must document the minutes
- must confirm the consent

History as above obtained by the nurse/medical assistant, and incorporated into my medical decision making. Additional history or corrections to the above, is written below.

Adam Testing is a 31 years male visited today at home, via televisit.

Informed consent: 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: Telehealth

Modality of Service performed: Successful video telehealth visit ▼

Total Time of Visit: 20 ▼ minutes

Script for the Consent

MA script for the Consent; then Provider to confirm/answer questions

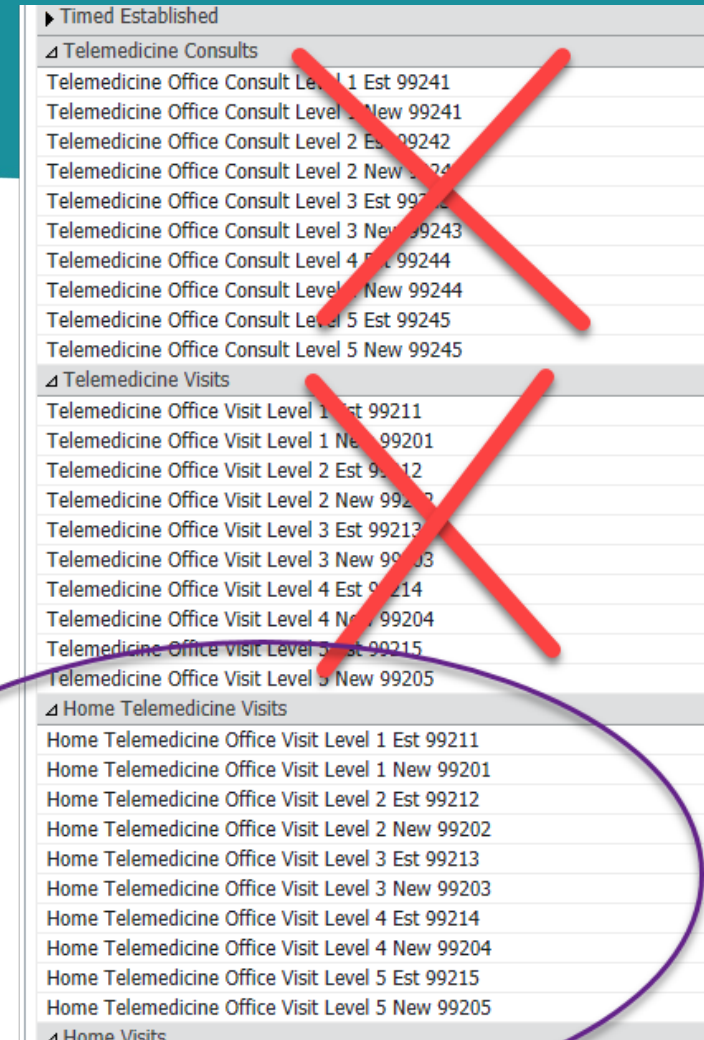
Turn legalese Into this:

- *We need your verbal permission to do this video visit.*
- *We use a secure Zoom connection, but there is always a very tiny risk that your information could be exposed or hacked.*
- *There is also a risk that the information we collect to treat you is not as good as it would be if you were in the office.*
- *We will keep a medical record of the visit the same as usual.*
- *You have the right to confirm your providers identity.*
- *You can stop the visit and request to come into the office at any time.*
- *Is all this ok with you?*

Zoom and Televisit: Documentation/Coding/Billing

Use the HOME visits only.

Even if you use the Telephone instead of Video,
use the same code based on the level of your
work.

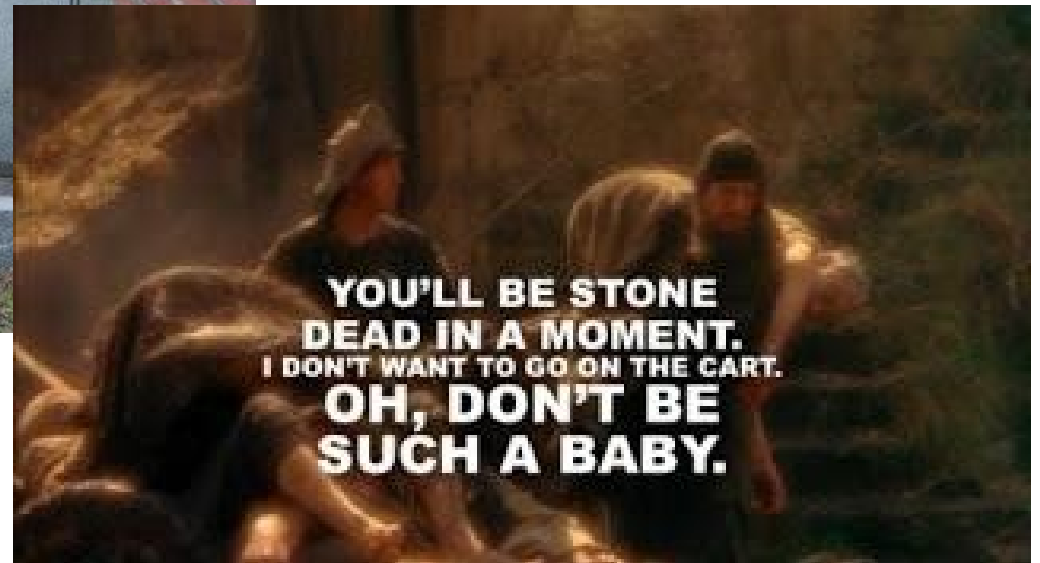


▶ Timed Established
△ Telemedicine Consults
Telemedicine Office Consult Level 1 Est 99241
Telemedicine Office Consult Level 1 New 99241
Telemedicine Office Consult Level 2 Est 99242
Telemedicine Office Consult Level 2 New 99242
Telemedicine Office Consult Level 3 Est 99243
Telemedicine Office Consult Level 3 New 99243
Telemedicine Office Consult Level 4 Est 99244
Telemedicine Office Consult Level 4 New 99244
Telemedicine Office Consult Level 5 Est 99245
Telemedicine Office Consult Level 5 New 99245
△ Telemedicine Visits
Telemedicine Office Visit Level 1 Est 99211
Telemedicine Office Visit Level 1 New 99201
Telemedicine Office Visit Level 2 Est 99212
Telemedicine Office Visit Level 2 New 99202
Telemedicine Office Visit Level 3 Est 99213
Telemedicine Office Visit Level 3 New 99203
Telemedicine Office Visit Level 4 Est 99214
Telemedicine Office Visit Level 4 New 99204
Telemedicine Office Visit Level 5 Est 99215
Telemedicine Office Visit Level 5 New 99205
△ Home Telemedicine Visits
Home Telemedicine Office Visit Level 1 Est 99211
Home Telemedicine Office Visit Level 1 New 99201
Home Telemedicine Office Visit Level 2 Est 99212
Home Telemedicine Office Visit Level 2 New 99202
Home Telemedicine Office Visit Level 3 Est 99213
Home Telemedicine Office Visit Level 3 New 99203
Home Telemedicine Office Visit Level 4 Est 99214
Home Telemedicine Office Visit Level 4 New 99204
Home Telemedicine Office Visit Level 5 Est 99215
Home Telemedicine Office Visit Level 5 New 99205
△ Home Visits

Additional Televisit Charges

CMS has extended telemedicine services for the following services during the pandemic.

CPT	Description
90791	Psych diagnostic evaluation
90832	high inten beh couns std 30m
90834	Psytx pt&/family 45 minutes
90837	Psytx pt&/family 60 minutes
90839	Psytx crisis initial 60 min
90840	Psytx crisis ea addl 30 min
90846	Family psytx w/o patient
90847	Family psytx w/patient
90853	Group psychotherapy
96160	Pt-focused hlth risk assmt
96161	Caregiver health risk assmt
99354	Prolonged service office
99355	Prolonged service office
99406	Behav chng smoking 3-10 min
99407	Behav chng smoking > 10 min
99495	Trans care mgmt 14 day disch
99496	Trans care mgmt 7 day disch
99497	Advncd care plan 30 min
99498	Advncd are plan addl 30 min
G0442	Annual alcohol screen 15 min
G0443	Brief alcohol misuse counsel
G0444	Depression screen annual
G0445	High inten beh couns std 30m
G0446	Intens behave ther cardio dx
G0447	Behavior counsel obesity 15m



Ticket in Progress; stay tuned!

1. Improved tools to documenting **Smoking Cessation**- Installed April 2nd
2. New Powerform for **Diabetes Foot Exams** (that meets CMS requirements)-Installed April 2
3. **DONE! Appointments Orders** no longer require a diagnosis (but you can add them optionally)
4. **Done! Recommendations for AAA, Hepatitis C** should now be reliable.
5. NEW DOCUMENT FILTERS upgrade for M page is coming (note that currently “ALL” button = “only things not in filters above”)
6. Smart Templates for Family History, and "New and Discontinued Meds"- Built, coming
7. Global View- like Centricity Summary Page- coming Real Soon Now™

Today's Stupid Cerner Trick!!

MModal Headphone Tricks; Keyboard Mapping

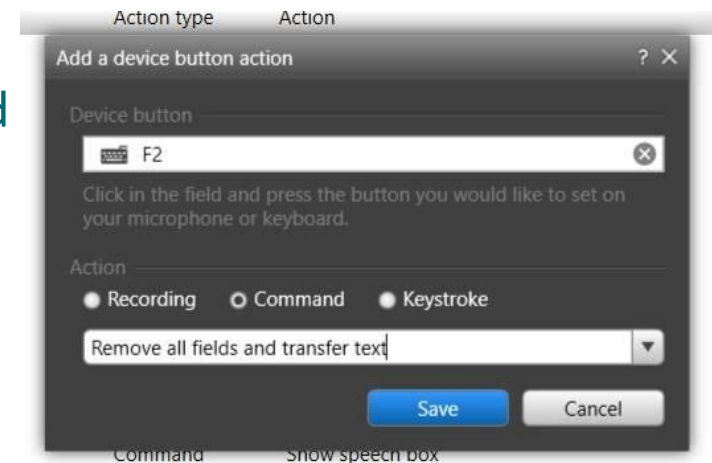
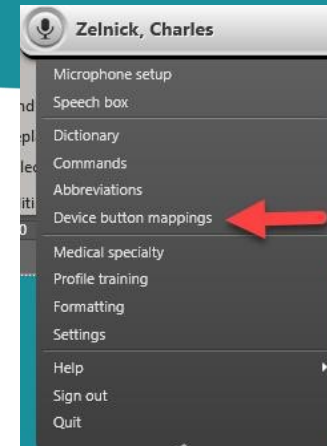
To change how a button functions:

Click on your name in FD Control Bar and go to **Device Button Mappings**.

To add a keyboard key for remove all fields, click add in the upper right hand corner.

Under device button field, choose the key you want to perform that action. I have chosen F2. I would recommend using keys you don't use that often.

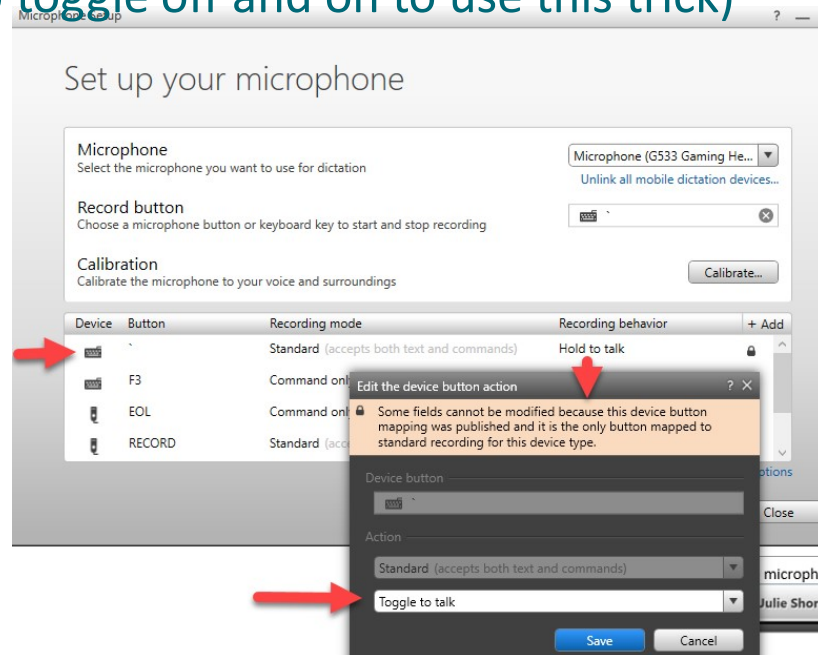
Under Action, select command and in the blank field - start typing remove all fields, it should give you a drop down and you can choose Remove all fields and transfer text. Click Save.



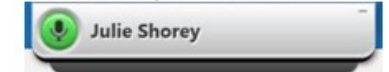
MModal “Headphone” tricks

Another helpful item when using a headset is you can tell Fluency Direct to “go to sleep” and “wake up”.

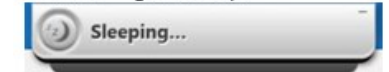
You can do this after you’ve initiated recording and the microphone icon on Fluency Direct is green. (You must set keyboard Microphone key- usually the Tilde- to toggle off and on to use this trick)



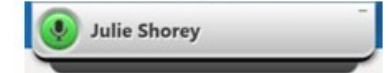
Hit the microphone button to turn on recording:



Dictate: “go to sleep”



Dictate: “wake up”



Bob's your uncle



Uncle Bob