

# Telehealth - Workflow and EHR Configuration Considerations

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# Team Approach

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- Talk through and “map out” what services you want to provide and how you want to provide them
- Considerations:
  - Audio only
  - Audio/Visual – what platform will you use?
  - Where will provider be located?
  - Scheduled visits vs “walk-in”
  - Use existing clinic names?
  - Screening/Triage step?
  - New note templates?
  - Evolving needs

# Toolkits

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- National Council of Informatics collaboration with Health Information Management as well as National Business Office
- Mostly RPMS EHR specific, but some concepts would apply to any electronic medical record

Type of Service	What is the Service? (per CMS)	Modality
<b>Virtual Check-In</b>	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	Audio only Medical services
<b>Telemedicine</b>	A visit with a provider that uses telecommunication systems between a provider and a patient.	Audio-visual Medical services
<b>E-Visit</b>	A communication between a patient and their provider through an online patient portal.	Personal Health Record (PHR) and DIRECT Secure Messaging
<b>Virtual Check-In BH</b>	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	Audio only Behavioral Health services
<b>Telebehavioral Health</b>	A visit with a provider that uses telecommunication systems between a provider and a patient.	Audio-visual Behavioral Health services
<b>E-Visit BH</b>	A communication between a patient and their provider through an online patient portal.	Personal Health Record (PHR) and DIRECT Secure Messaging

# Toolkit Overview

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- Review RPMS/EHR Parameters
- Create Clinics in Practice Management Application Suite
- Create Note Titles
- Create Progress Note Templates
- Create EHR Quick Note Button
- Develop/Import Patient Education Picklists
- Develop/Import EHR Problem Management – Integrated Problem List - SNOMED Picklist
- Develop/Import EHR Superbill CPT Picklists
- Coding and Billing guidance toolkit/guidance documents are also coming soon

# IHS Standard Code Book

Code	Name
01	General
28	Family Practice
D7	Online Services
C4	Behavioral Health
C9	Telebehavioral Health
90	Telemedicine
51	Telephone Call
52	Chart Rev/Rec Mod
25	Other
E8	Public Health Emergency

Code	Name	Description
A	Ambulatory	Used for workload.
E	Historical (Event)	Used to document past events. Not used for workload.
T	Telecommunications	Used to document informal patient encounters such as telephone conversations. Not used for workload.
C	Chart Review	Used to document chart reviews. Not used for workload.
I	In-Hospital	Used to document ambulatory visits on hospitalized patients.
S	Day Surgery	Used to document Day Surgery visits.
R	Nursing Home	Used to document nursing home visits.
N	Not Found	Used for service categories not otherwise specified.
M	Telemedicine	Used to document telemedicine visits.

# Summary Table - Suggestions

Clinic Name	Clinic Code	Service Category
Blue Team (existing clinic example)	General (01)*	Telemedicine (M)
Virtual Check-In	General (01)*	Telemedicine (M)
Telemedicine	Telemedicine (90)*	Telemedicine (M)
E-Visit	Online Services (D7)	Telemedicine (M)
Virtual Check-In BH	Behavioral Health (C4)	Telemedicine (M)
TeleBehavioral Health	TeleBehavioral Health (C9)	Telemedicine (M)
E-Visit BH	Online Services (D7)	Telemedicine (M)



# Watch for toolkit release

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- In the meantime:
  - Contact Area Informaticists
  - Come to EHR Office Hours
  - Watch EHR Listserv
  - Attend calls like this!
  - Research any state specific telemedicine requirements/waivers/etc