



**OP** EDUCATIONAL  
EXPERIENCE

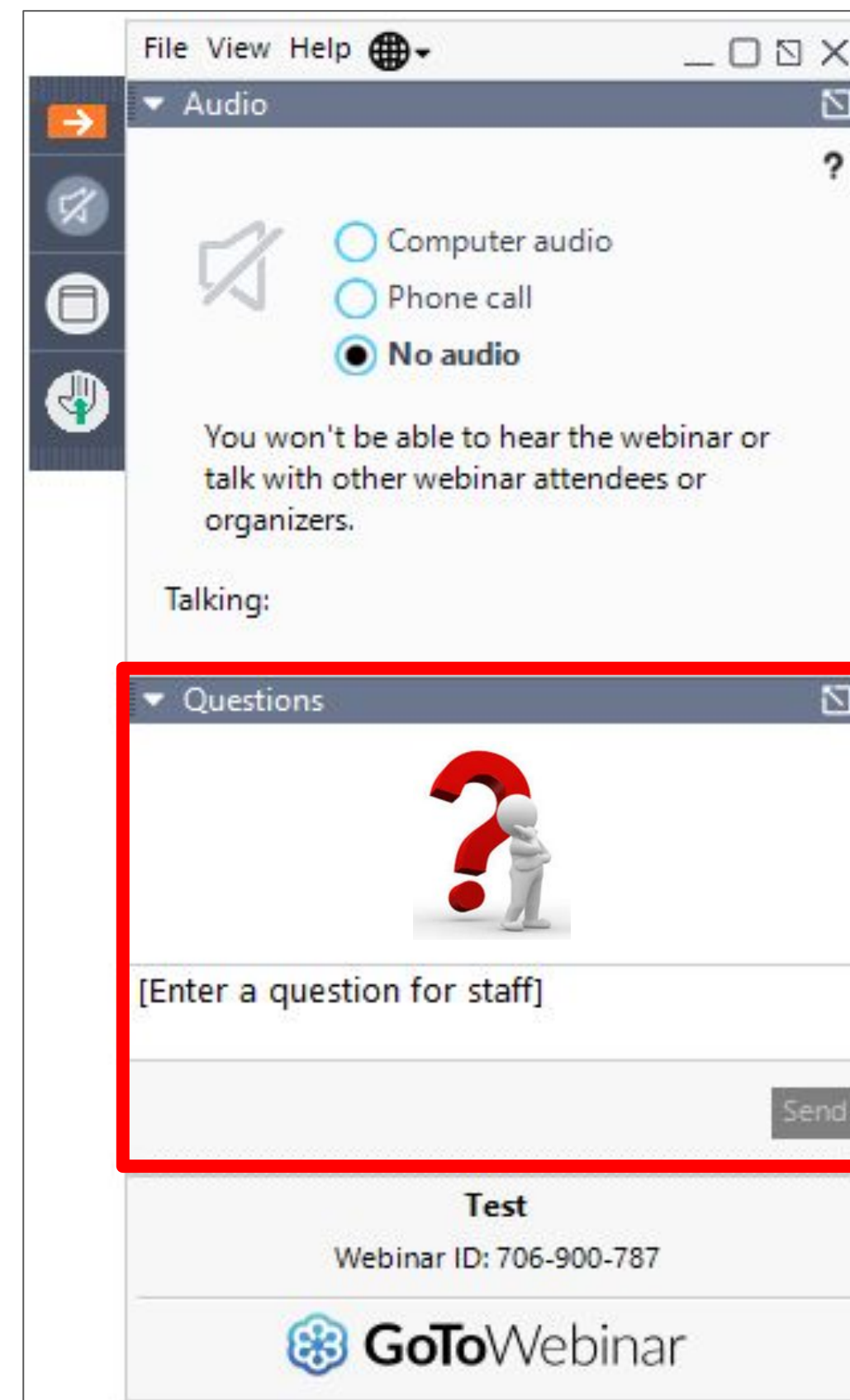
## **Navigating Your Practices New Normal**

Leveraging Telehealth Templates  
for Sick and Well Visits

# Welcome to Navigating Your Practices New Normal: Leveraging Telehealth Templates for Sick and Well Visits

Audience: All

- Attendees will be muted. If you have a question, enter it into the **Questions** box.
- Any unanswered question(s) will be communicated to the Webinar attendees via email.





# Navigating Your Practices New Normal

## Objectives:

- How to Prepare Your Database for Telehealth
- How to Import Well Visit Templates
- How to Import Diagnosis/Symptom Templates
- How to Chart a Telehealth Well Visit
- How to Chart a Telehealth Sick Visit

C O R O N A V I R U S  
COVID-19



S O C I A L   D I S T A N C I N G

# Template Adoption

- Templates are generic and may require customization
  - Workflow
  - ICD Codes
  - Age Default
- Be sure to remove/adapt any language that is not possible to perform at a telehealth visit
- Rename Templates for ease of searching

# Activity 1: Preparing Your Database



# Scenario

## Adjustments to OP Billing to Support Telehealth

- New Telehealth Codes to OP
  - Place of Service 02-Telehealth
  - Modifiers 95 and GQ
  - New CPT and HCPCS Codes
- New Payer Preferences
  - Adds Modifier of YOUR choice to each CPT where the POS is Telehealth.
  - Override POS for Telehealth



# Scenario

## Review and Update:

- Appointment Zones
- Zone Purpose
- Appointment Types

Appointment Types and Zones						
Appointment Types	Appointment Zones	Zone Purpose	Patient Tracking Stages	Rooms/Resources	Schedule Tabs	Patient Status
<div><div></div><div></div><div></div><div></div><div></div></div>						
Visit Type	Description	Duration	Sort	Appt Line Color	Department	Purpose
EXTRA TIME SICK	EXTRA TIME SICK VISIT	20	2		Doctor	Non-Preventive Encounter
EST WELL	ESTABLISHED WELL CHECK-UP	20	3	Aqua	Doctor	Preventive Encounter
EST TEEN WELL	ESTABLISHED TEEN WELL VISIT	30	4	Gray	Doctor	Preventive Encounter
EXTRA TIME WELL	EXTRA TIME WELL CHECK-UP	30	5		Doctor	Preventive Encounter
NURSE VISIT	IMMUNIZATION	5	6	Lime	Nurse	Nurse-Only Encounter
NP SICK	NEW PATIENT SICK VISIT	20	8	Red	Doctor	Non-Preventive Encounter
NP WELL	NEW PATIENT WELL CHECK-UP	30	9		Doctor	Preventive Encounter
NP TEEN WELL	NEW PATIENT TEEN WELL	30	10	Olive	Doctor	Preventive Encounter
PHONE VISIT	PHONE ENCOUNTER	10	11	Yellow	Doctor	Non-Preventive Encounter
VIRTUAL VISIT	TELEHEALTH ENCOUNTER	20	12		Doctor	Telehealth Encounter
PRENATAL	GROUP PRENATAL VISIT	60	13	Green	Doctor	Consultation
CONSULT	CONSULTATION	20	14		Doctor	Consultation
GROUP VISIT	OFFICE GROUP VISIT	60	15		Doctor	Consultation
ELL CLINIC	ELL CLINIC	10	20	Purple	Doctor	Ellu Clinic
TM WELL VISIT	TELEHEALTH WELL ENCOUNTER	20	21		Doctor	Preventive Encounter
TM TEEN WELL	TELEHEALTH TEEN WELL	30	22		Doctor	Preventive Encounter
HOME VISIT SICK	HOME VISIT SICK EXTRA TIME	30	90		Doctor	Non-Preventive Encounter







## Activity 2: Importing Visit Templates



# Scenario

- Telemedicine (Telehealth) Templates can be found on the Help Center
  - [Well Visits](#)
  - [Diagnosis Templates](#)
  - [Additional Diagnosis Templates](#)
  - [Symptom Templates](#)





## Activity 3: Charting Well Visits



# What's Included in Well Visit Templates

- Wording that emphasizes why the Well Visit is being performed via Telehealth
- Documentation that identifies the visit was not done in the office, including location, missing components, and that vitals obtained were provided by the patient/caregiver
- Items of the Physical Exam that cannot be performed virtually have been removed

# Let's Get Started

Navigate to a Well Visit:

**Clinical, Practice Management, or Billing Tab > Calendar > Select  
Patient Appointment > Right Click “Open Well Visit”**





# Well Visit Recap

## 1 Update Visit Info Tab

Well: CHARLIE TEST (107)

Visit status:

Room:

No privacy restrictions

☐ Include confidential

Visit Info

Interval Hx

Problem List

Allergies

Medications

Immunizations

History

Risk Assess

Surveys

Vitals/Growth

Implantables

Development

**Visit Information**

Visit date/time: 04/21/2020 02:21 PM 24h

Date written: 04/21/2020 02:21 PM

Place of service: Telehealth

Practice location: Healthy Peds

Appointment type: TM WELL VISIT

Accompanied by: Mother

Entered by: 314

Nurse/assistant:

Rendering provider: Corinne A Robbins, MD

Supervised by:

Staff chaperone:

## 2 Default Visit Info Tab

Summary

Visit Info

Interval Hx

Problem List

Allergies

Medications

Place of service: Office

Refresh badges

Always open on Visit Info

Hide Visit Info

## 3 Add a Comment to Vitals

Growth Measurements

New Delete Edit Save Cancel Refresh CDC 2000

Measure date: 04/16/2020 00:00 Age in months: 59.0 Mid-Parental Height

Measurement English Metric Percentile

Stature: 65.00 in 165.1 cm

Weight: 125 lb 56.699 kg

Head circumference: in cm

Body mass index (BMI): Hint: click here for BMI norms

Weight for stature:

Comment: measured at home

Exclude from charts:

Mother: in

Father: in

Predicted: in

## Activity 4: Charting Encounter/Sick Visits



# What's Included in Encounter/Sick Templates

- Wording that emphasizes the Encounter/Sick Visit is being performed via Telehealth
- Documentation that identifies the visit was not done in the office and missing components.
- Items of the Detail Exam that cannot be performed virtually have been removed or updated to reflect that it was completed through video connection.



# Let's Get Started

Navigate to an Encounter/Sick Visit:

**Clinical, Practice Management, or Billing Tab > Calendar > Select  
Patient Appointment > Right Click “Open Encounter”**



# Encounter/Sick Visit Recap

## 1 Update Visit Info Tab

Calendar Schedule Enc: BRIANA TEST (111)

Visit status: Room:

**Visit Information**

Visit date/time: 04/21/2020 02:47 PM 24h

Date written: 04/21/2020 02:47 PM

Place of service: Telehealth

Practice location: Healthy Peds

Appointment type: TM SICK VISIT

Accompanied by: Mother

Entered by: 314

Nurse/assistant:

Rendering provider: Corinne A Robbins, MD

Supervised by:

Staff chaperone:

Telehealth:

Provider location: Office

Patient location: Home

Length of visit: 30 minutes

## 2 Default Visit Info Tab

Summary

Place of service: Office

Visit Info

Refresh badges

Always open on Visit Info

Hide Visit Info

## 3 Add a Comment to Vitals

**Growth Measurements** New Delete Edit Save Cancel Refresh CDC 2000

Measure date: 04/16/2020 00:00 Age in months: 59.0 Mid-Parental Height

Mother: in

Father: in

Predicted: in

**Measurement** English Metric Percentile

Stature: 65.00 in 165.1 cm

Weight: 125 lb 56.699 kg

Head circumference: in cm

Body mass index (BMI): Hint: click here for BMI norms

Weight for stature:

Comment: measured at home

Exclude from charts:



# Takeaway Action Plan

- ❑ Work with your payers to understand the payer-specific rules about coding and payment
- ❑ Review your practices existing appointment types
- ❑ Update Appointment Types to reflect Telemedicine Well and Sick Visits
- ❑ Import and Review Telemedicine Templates and make any of the necessary adjustments
- ❑ Discuss scheduling telemedicine visits with your staff to ensure that they understand how and where these appointments should be scheduled.

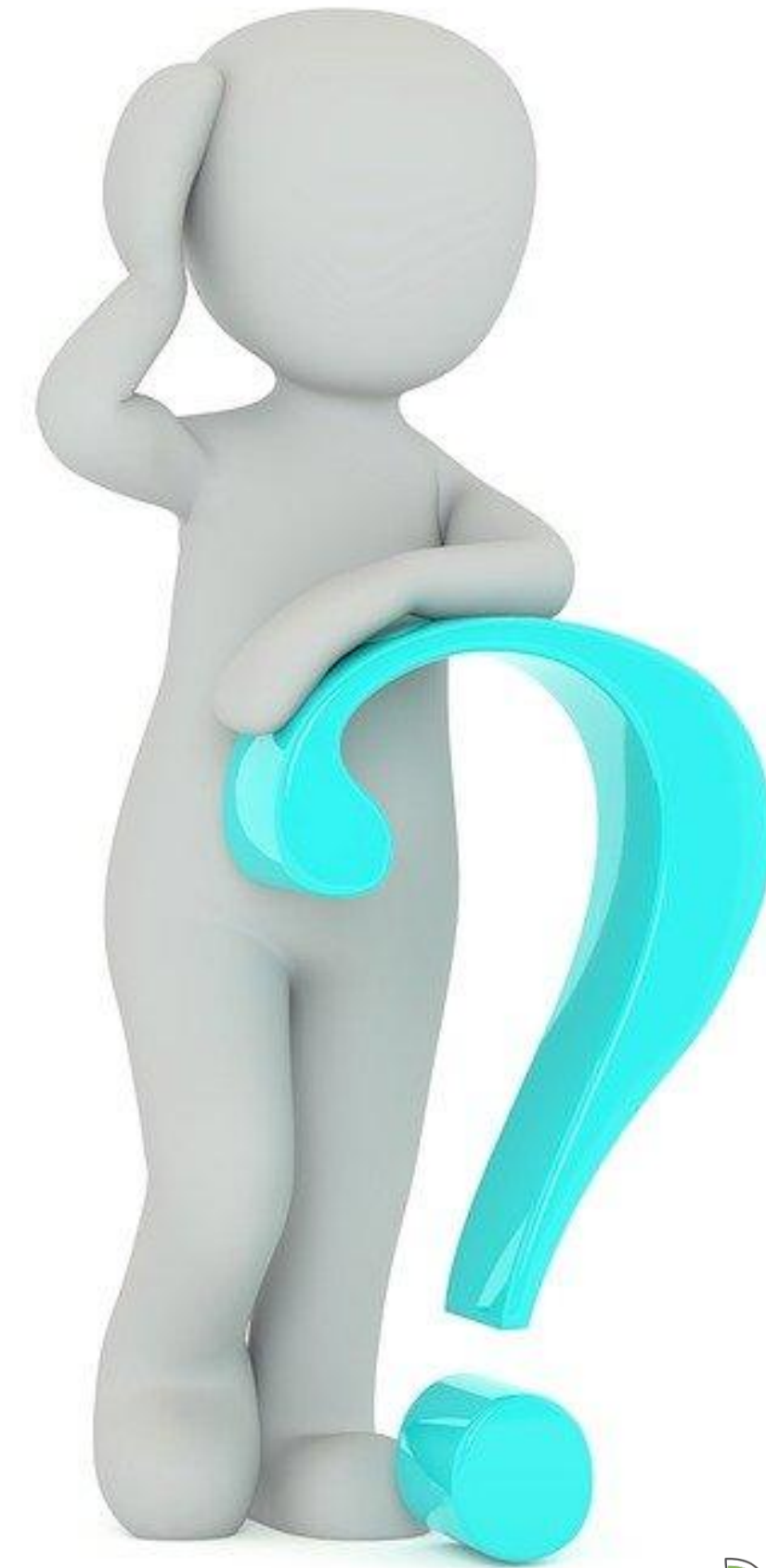


# Resources

- [Pediatric Practice Survival Checklist for COVID-19](#)
- [Telehealth Workflow for Charting and Billing Video](#)
- [Telehealth Well Visits: Practice Guidance](#)
- [Standard Reports: Scheduled Appointments](#)
- [Dr Sue Kressley's Video on Performing Telehealth Well Visits](#)

# Questions

- Type it into the **Questions** box
- Any unanswered question(s) will be communicated to the Webinar attendees via email





## The OP Way

We are committed to providing the best **pediatric technology**, **resources**, and **community** to drive practice success and quality patient outcomes.

## *Our Mission: Improving Health Through Technology*

