

| Telehealth Pre-Encounter Task Details | |
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| Scheduling telehealth encounters | <p>Telehealth clinics are set up in pairs; with one clinic set up at the patient or Originating Site (OS), and the corresponding clinic set up at the provider or Distant Site (DS). Telehealth events <u>must be</u> set up in this manner, and then properly closed out at both the OS and DS in order to complete the encounter correctly and receive workload credit.</p> <p>Two appointments cannot be made at the same time in the same appointment system. A fifteen minute offset at the DS will overcome this limitation.</p> |
| Correct clinic stop codes | <p>The importance of correct coding cannot be stressed enough. In order to monitor clinical activity and undertake routine outcome measurements that ensure clinical quality, all activity for telehealth must be coded correctly as clinics.</p> <p>These will be compared in usage reports to examine the numbers of patient visits, types and care being provided, and workload statistics.</p> |
| Consultation vs. provision of care | <p>Determine if the telehealth encounter is a consultation (remote clinician is consulting and offering advice) or direct provision of care (remote clinician responsible and directs the patient's care). In either case, the clinician must have credentials appropriately documented. If this is direct patient care, then the clinician must also have privileges to practice at the patient site.</p> |
| Adding remote clinicians to local provider lists | <p>This is part of correctly documenting the remote providers' privileges to practice and supplying the means for them to access patient records and provide care.</p> |
| Correct CPT and HCPCS codes and modifiers | <p>Correct patient records and billing depends on accurate CPT and HCPCS codes for each encounter. This includes using correct modifiers at both the patient and provider sites, and using the correct Q3014 HCPCS code.</p> |
| Vista consult menus | <p>When the IFC consult is received at the provider site (DS) an action must be taken on that consult within 5 administrative work days. Action taken means the consult is scheduled, cancelled, discontinued etc. It is helpful for the program support assistant at the DS to receive the appropriate consult tracking alerts and monitor a consult tracking list to help ensure proper coordination of care between facilities.</p> |
| Videoconference Environment Preparation | <p>Consider these factors in the environment for a telehealth encounter:</p> <ul style="list-style-type: none"> Privacy Simplicity Lighting Audio <ul style="list-style-type: none"> The camera view On-camera etiquette |
| Telehealth Equipment Preparation and Pretest | <p>When all staff members have a basic understanding of the telehealth equipment and its functions, and maintain an attitude of anticipation and readiness, then everyone can be a part of efficient operations and troubleshooting.</p> |