

Telehealth Post-Encounter Task Details	
Check-out procedures	<p>Identify telehealth clinics appropriately in both the <u>title</u> and the <u>provider note</u> from a compliance point of view. By placing the term telehealth (or some variation, such as Tmed) in the clinic title and including verbiage in the progress note indicating that the episode was a telehealth episode, there will be little chance that the event will be confused with a face to face (FTF) encounter.</p> <p>Be sure that the appointment is closed at both the patient site and the provider site to complete the encounter.</p>
Patient Satisfaction Survey	Asking about patients' satisfaction with the telehealth encounter or having them complete a satisfaction survey will help to identify and correct any issues that arise and help to improve your services. This information is also helpful to document the success and sustainability of your telehealth clinic.
Selection of correct provider	The clinician who provided the care to the patient for the encounter should be listed as the primary provider for the encounter when the appointment is checked out. Also if any resident providers participated in the encounter their names should be reflected in the body of the note. For example: Drs. Smith (attending physician/primary provider), Jones (resident) and Williams (resident) present for Teledermatology encounter.
Schedule a next appointment	Remember that the next telehealth appointment needs to be scheduled for both the patient and the provider at the distant site. Be sure to offset the appointment times.
Use of encounter activity reports	When data for telehealth encounters are accurately entered, then the reports can yield usable information. These data can be used to show clinic utilization, improved patient outcomes, decreased no shows, etc. These reports can also be instrumental in helping to increase your staffing by reflecting additional workload. Documentation for VERA reimbursements or increased funding from insurance is also drawn from these reports.
VSSC reports	General Telehealth reports are available from the Veterans Service Support Center (VSSC). Data is pulled based on the primary and secondary DSS stop codes, by VISN, division and date. Access to these reports must be requested through the facility Information Security Officer (ISO). These reports can be used to ensure that workload credit is received. By reviewing this data routinely, errors in documentation, coding and encounter completion can be identified. The goal is to have an equal number of patient encounters and provider encounters. It may be necessary to obtain real SSN access in order to match up patient and provider encounter information.