

Telehealth FAQ

PATIENT

- **What do I need for my telehealth visit?**
You must have an active MyChart account and have access to a screen with a camera and microphone (smartphone, table, computer).
- **How do I start my telehealth visit?**
You will receive a MyChart notification with a Zoom link. Follow instructions to download Zoom app.
- **How will you get my insurance information?**
Before your appointment, you will receive a phone call from our registration staff to verify your insurance.
- **How will I receive After Visit Summary and Patient Instructions?**
These will be available in MyChart.
- **How will I get medications that are prescribed?**
Medications will be sent to your preferred pharmacy.
- **How do I schedule my referrals, radiology and lab?**
We are working through this process and will inform patients of updates as soon as possible.
- **Who do I contact for a follow- up appointment?**
Contact your healthcare provider's office through MyChart or by phone.

PSR/SCHEDULER (REGISTRATION)

- **Can the patient schedule a telehealth appointment if they do not have MyChart?**
No. The patient must have MyChart.
- **Can the patient schedule a telehealth appointment if they are not an established patient?**
Yes. We are offering this service for new and established patients.
- **What is 'Telehealth New' criteria?**
This is for any patient who has not been seen in the department in the last 3 years.
- **What is 'Telehealth Established' criteria?**
This is for any patient who has been seen within the department in the last 3 years.
- **Will a copay be collected?**
It will be billed following the visit.

NURSE/MA/LPN

- **How are vitals collected?**
There will be a guide for patients on suggested devices to be used to obtain vitals. The patient can communicate their vitals to the nurse during the check in and/or rooming process.
- **Where should I be sending medication orders?**
Verify the preferred pharmacy with patient and offer free home delivery using the health system's pharmacy.
- **What other "Rooming" information needs to be obtained? (i.e. history, screenings, medications etc.)**
You should follow the standard rooming workflow as applicable.
- **Can I send Krames and patient education to the patient via MyChart?**
Yes.

PROVIDER

- **When do I use a clinical Telephone Call Encounter (virtual check-in G2012)?**
This is a 5-10-minute phone call or other telecommunication device to decide whether an office visit or other service is needed. We encourage you to review our new tipsheet.
- **Is there a specific Notewriter Template I should be using?**
Use your preferred template.
- **Should I consent the patient?**
Yes, you should verbally consent the patient to complete the video telehealth encounter.
- **Should I consent the patient before the visit starts?**
Yes, add the SmartPhrase . TUKHSCOVIDTELEHEALTHCONSENT to the beginning of your note.
- **Should I add time a based billing attestation?**
Yes, TIMEBASEDBILLING.
- **How do I order radiology and labs?**
Place these orders just as you usually would within the encounter.
- **How do I charge for a telehealth visit?**

Established Patient- Telehealth visit type- Zoom

99211 – 5 minutes

99212 – 10 minutes

99213 – 15 minutes

99214 – 25 minutes

New Patients- Telehealth visit type- Zoom

99201 – 10 minutes

99202 - 20 minutes

99203 - 30 minutes

99204 (**time based only**) – 45 minutes

- **What should I schedule for follow-up visit: in-person return or a video telehealth encounter?**
This should be a shared decision discussed between the patient and the provider.
- **Who can perform telephone and video telehealth visits?**
MDs and APPs may perform telehealth visits.
- **Will an AVS be sent?**
Yes, in MyChart after the encounter is closed.
- **Is there a specific telehealth code that needs to be added to my encounter?**
No, the visit type will ensure the appropriate place of service.