

HMMG Guided Front Desk Workflow for TeleHealth (with and without Video)

If a patient calls and would like to schedule a BlueJeans Video, this script will assist you on advising the patient prior to making the appointment:

1. **It is imperative during this public health emergency that patients avoid travel, when possible, to physicians' offices where they could risk their own or others' exposure to further illness.**
2. **We are recommending telehealth visits in lieu of an in-person visit which helps to reduce this risk.**
3. **Would you be interested in one of those encounters, if the answer is yes, we will schedule you right now but first we need to obtain verbal consent before proceeding.**
4. **Telehealth Video requires you are able to connect your computer in a secure area; you need Google Chrome (free download) as the program doesn't work well with Internet Explorer.**
5. **This encounter is treated as a telehealth office visit.**
6. **Please note that many insurance companies are waiving fees/co-pays but there might be out of pocket liability after your claim is processed.**

Examples of TeleHealth Visits:

- A. **If the patient chooses to Video with the provider** – schedule the appointment through the Blue Jeans protocol, then schedule in EPIC. Prior to the scheduled appointment the front desk should contact the patient, confirm that they are on the BlueJeans connection, full check in process – advise the provider to get on the BlueJeans call. The provider will open an encounter as normal procedure. ***For those offices who do not have cameras attached to your computers, your providers can log into the Blue Jeans using their cell phones for the video.*
- B. **If the patient chooses to telephone encounter** – you schedule the appointment for the provider through EPIC ONLY –before the scheduled EPIC appointment call the patient, full check in process – transfer the call to the provider. Notify the provider that it is only a call, there is no video. The provider will open an encounter as normal practice.
- C. **No prior scheduling in Epic or Blue Jeans:** If a patient calls and wishes to speak to the provider immediately, with no prior appointment, and the provider is available at the time for the call, transfer the call to the provider who will then need to open a telephone encounter and complete the “Telehealth Encounter Form” for manual billing. We suggest practices keep all the “Telehealth Encounter Forms” in one place – reconciling with your telephone call list to be sure all calls were responded to. **This workflow and the form should only be utilized for those patient calls of an urgent matter and the provider takes the call.** If the doctor cannot take the call, schedule through Epic – see Example B.