

Scheduled Telephone Visit (flipped from Office visits for Covid-19 precautions)

- Registration/Scheduling staff has been instructed on how to “flip” in-clinic visits to “scheduled phone visits” for improved patient safety. These visits will appear on your schedule.
- **IF YOU RUN INTO ANY ISSUES CONTACT YOUR INFORMATICS REPRESENTATIVE OR CALL 216-957-EPIC (3742)!**

Scheduled Telephone Visit

Visit type displays as **Scheduled Telephone Visit** on the multi-provider schedule

Visit Type	Time	Provider	Age / Gender	MRN	Visit Type
Scheduled	3:00 PM	Money, Jack	47 year old / M	5920004	FOLLOW UP 2
Scheduled	3:20 PM	Maderia, Jennie	30 year old / F	5921652	SCHEDULED TELEPHONE VISIT
Scheduled	4:00 PM	Advantage, W...	64 year old / F	5921228	MEDICARE INIT ANNUAL WELLNESS

1. Click **Continue Check-in** on the registration screen
2. Click **Continue** in the registration error window
3. Click **Not Collecting**
4. Enter reason: **No copay due**
5. Click **Cancel** on the print screen window

Review the following warnings before proceeding.

Warnings (1)

Patient does not have the REG Consent for Medical Treatment document on file. Scan the document into OnBase.

Continue Go Back

First 5 steps above **ONLY** need to be followed if the PSR did not check in the patient as part of scheduling the telephone visit. If you do not see the “Continue Check In” button (Step 1) move directly to the Reason For Visit section below.

Enter the reason you aren't collecting the minimum amount due at this time.

Reason: No Copay Due

Comment:

Not Collecting

Continue Check In

Reason For Visit:

- At present time, Providers are required to place aRFV in the encounter to close the encounter.
- From the **Rooming Activity** (may need to wrench it in) select an appropriate RFV.

Rooming

Reason For Visit

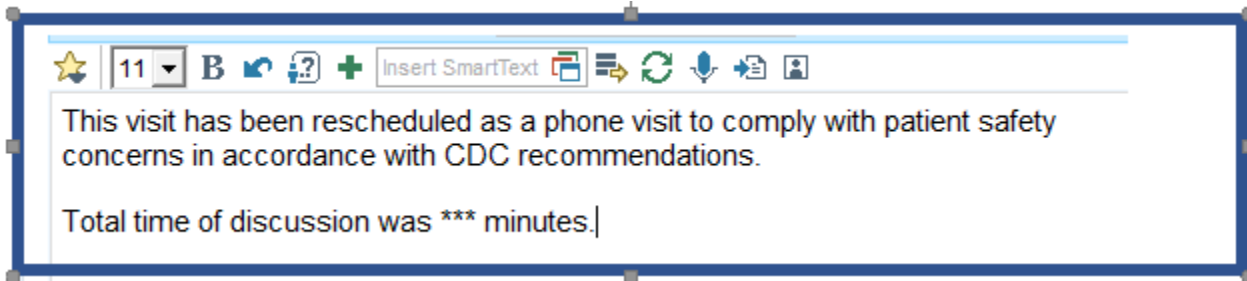
URI (head cold)	Cough	Diabetes I
Hypertension	New patient, to...	Follow
Complete exam	Immunization	Blood Pres
Medicare Weln...	ER follow-up	Hospital fo
F/U AC Visit	Urgent Visit	Lab:

Chief Complaint: Hypertension


Restore Close

Progress Note:

- For these flipped visits, it is assumed that patients are being seen for reasons other than Covid-19.
- Please utilize the smartphrase “.TELEFLIP” in your typical in-clinic documentation to indicate that this visit was performed via telephone for corona virus safety reasons.



Add LOS Modifier

1. Scheduled Telephone Visits LOS codes are **5-10 minutes(99441); 11-20 minutes (99442); 21-30 minutes(99442)**
2. Visits switched from in-clinic to scheduled telephone visits should include two modifiers.
 - a. **GT modifier** – indicates that the visit was completed using telemedicine
 - b. **CVF2T modifier**– indicates that the visit was converted for Corona virus related safety reasons
3. Use the wrench  in the LOS section of the “Wrap Up” activity to create speed buttons. You can add the LOS buttons and the modifiers for telemedicine visits.

