Implementation of virtual visits/telemedicine to enhance and improve patient access and retention in care

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Disclosures

We (the Presenters) have no financial interest to disclose.

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Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Participants will learn about rationale for use of virtual visits in a Ryan White Part C Clinic.

2. Participants will learn about software/hardware options for use in virtual visits.

3. Participants will learn about consent and documentation guidelines surrounding virtual visits.

4. Participants will learn about third party billing for virtual visits.

Why Consider Virtual Visits?

Western Colorado HIV Specialty Care Clinic Service Area (light gray)

Why Consider Virtual Visits?

- Improved patient engagement
  - Improved viral suppression
  - Increased CD4 counts
  - Lower Rates of transmission
- Cost Effective
- Improved patient satisfaction

Technology

- What platform is currently being used at the practice or affiliate hospital?
- HIPAA secure internet connection.
- Safe data transmission.
- Confidentiality assured at both originating and distant site.

Consent and Documentation

- Consent guidelines
- EMR Templates

Downloading VidyoMobile App

1. Search in your device app store for "VidyoMobile"

2. Install the app when you find it

3. Open the app once it's been installed

4. When asked for Portal, enter https://virtualhealth.sclhealth.org

5. You're ready to log in! Please see your VidyoMobile User Guide for directions on logging in and using the app

SCL Health

Virtual Health Visit Types for Ambulatory

Description: The *Telemedicine 30* visit type is now called *Virtual Health Short* and the *Telemedicine 60* visit type is now called *Virtual Health Long*. This tip sheet will review each Virtual Health visit type and how you can review the encounter information in Chart Review.
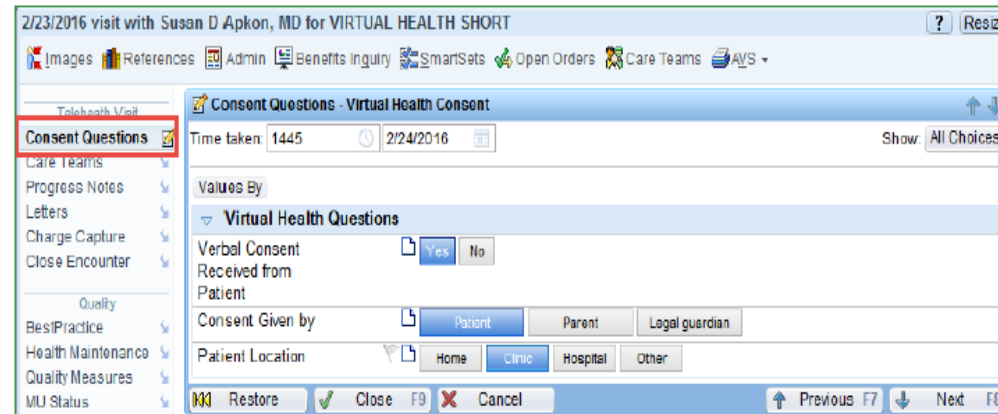
Virtual Health Short
Steps:

1. Go to the provider schedule and double click on the **Virtual Health Short** visit type.
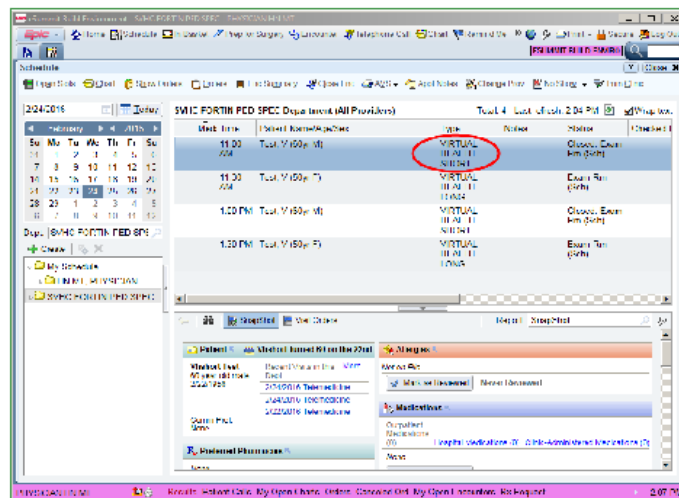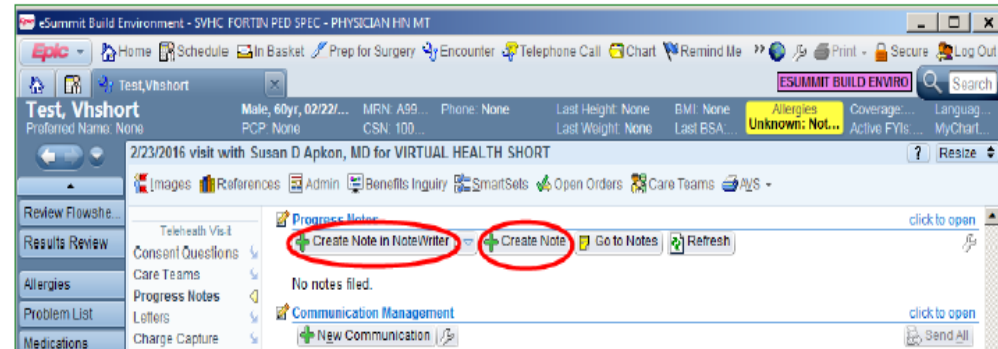

ⓘ The **Telehealth Visit** navigator for the **Virtual Health Short** visit will appear differently, compared to a standard office visit navigator.

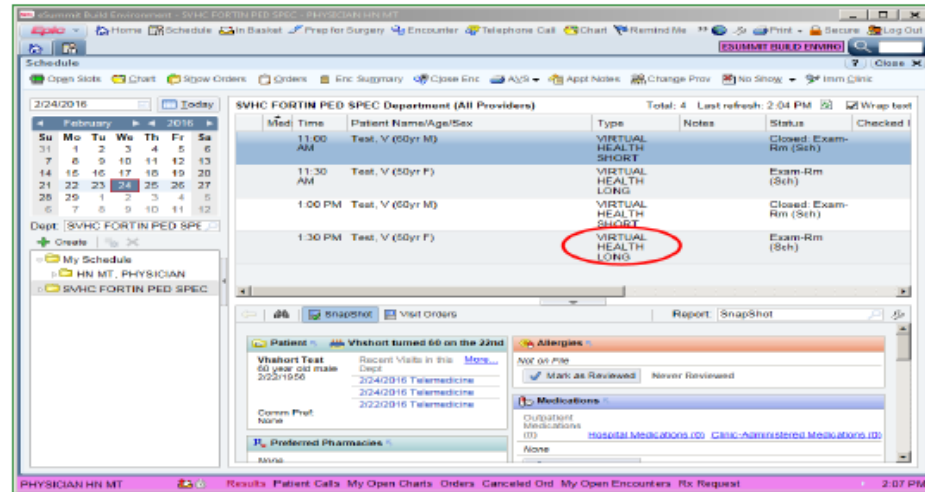2. Click on the **Consent Questions** section and complete all (3) questions.

3. Select the **Care Teams** section and update if needed.
4. Create the visit note by clicking on the **Progress Notes** section and selecting either the **Create Note in Notewriter** or **Create Note**.
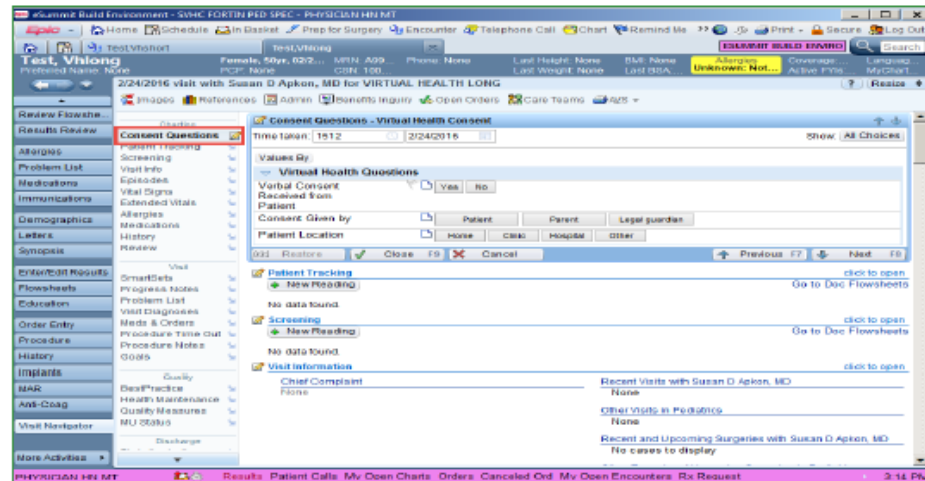

(i) The Letters and Charge Capture sections are used just like a standard office visit encounter.

5. Select **Close the Encounter** upon completion of the appropriate documentation. A progress note is required.

2. Click on the **Consent Questions** section and complete all (3) questions.

6. Create the visit note by clicking on the **Progress Notes** section and selecting either the **Create Note in Notewriter** or **Create Note**.

BILLING

- Medicaid
- Medicare
- Private Insurance

OUR COLLABORATIVE INTERDISCIPLINARY TEAM
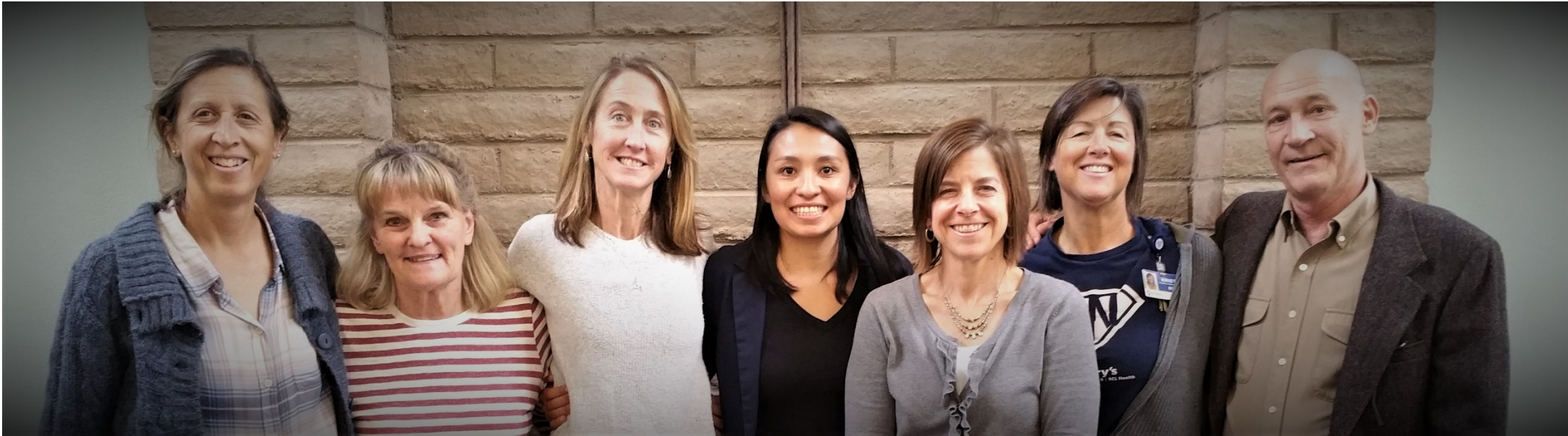
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