

MGH Telephone or Video-assisted Virtual Visits in EPIC during the COVID-19 crisis

This tip sheet is for ambulatory clinicians providing virtual visits as a replacement for office visits during the COVID-19 crisis. This document will address both telephone and video assisted virtual care.

Important Updates 5/7/2020

UPDATED: Attestation smartphrase language updated to be in compliance with MassHealth requirements.

BEST PRACTICE: Attestation language may change periodically. When adding the virtual visit SmartPhrases to a personal SmartPhrase, add them in the format **@VVVIDEO@** and **@VVTELEPHONE@**. This will ensure that the SmartPhrase will be linked to the Enterprise updates.

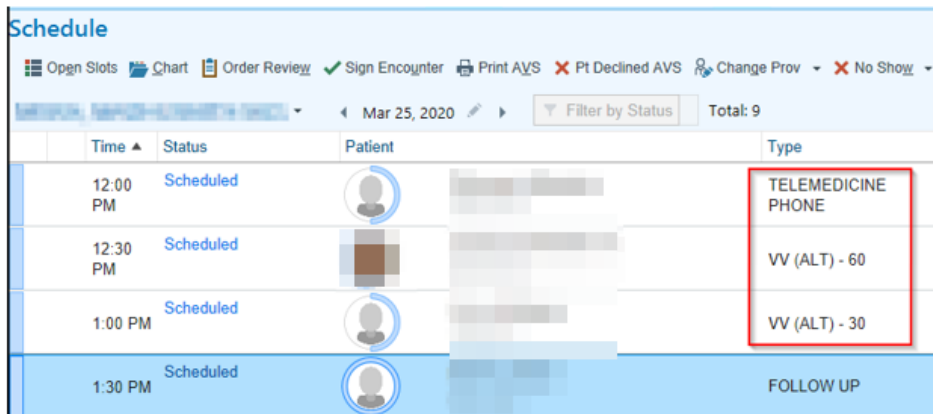
Previously Scheduled Visit

Clinical support staff/schedulers should use the visit types **TELEMEDICINE PHONE, VV (ALT) -30 or VV (ALT) -60** to schedule virtual care. Schedulers will be instructed to choose the **TELEMEDICINE PHONE** visit type if the patient indicates a preference for a telephone call, or one of the **VV(ALT)** visit types if the encounter is anticipated to be completed on a video-enabled platform.

Type of Patient Interaction	Visit Type
Phone Visit	TELEMEDICINE PHONE [555066]
Video Visit (outside of Epic)	VV (ALT) 30 [555064] VV (ALT) 60 [555065]
Video Visit (inside of Epic) * For providers who were enabled with integrated video visits	VIRTUAL NEW [555034] VIRTUAL ESTABLISHED [555035] VIRTUAL INTERNATIONAL [555036]

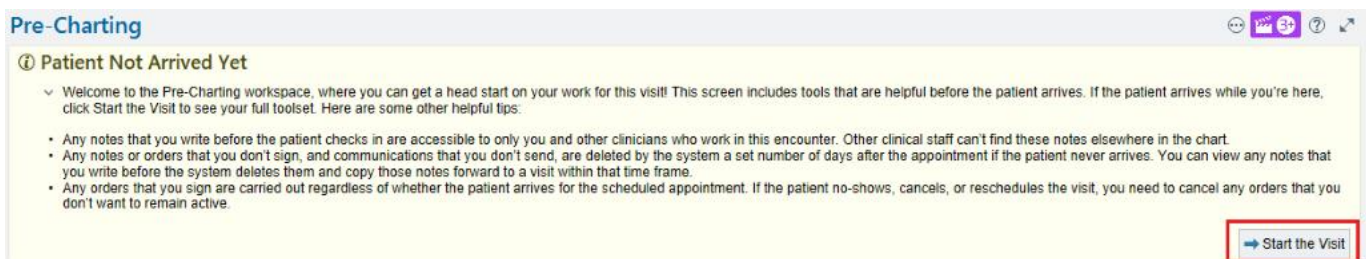
It is important to understand that this distinction of anticipated communication platform when scheduling does **NOT** commit the clinician to that mode of communication. Clinicians may choose to deviate from this workflow (choose to use video for a visit anticipated to be a telephone visit), if they follow the recommendations outlined below.

From the **Multi-provider schedule**, double click on the patient name in your provider schedule to open the encounter.



Because your patient will not have been arrived for a telemedicine or a VV visit, this will launch Epic in **Pre-Charting** mode.

BEST PRACTICE: Do not **Start the Visit** until you have established video/audio contact with patient, then select **Start the Visit**.



Proceed with your visit and complete your documentation using your standard office visit workflows and preferred tools. All your standard Epic SmartPhrases and activities will be available for your use; the documentation process will be the same as your office visits.

Two new workflows are required:

1. Attestation to the note
2. Modifier to the bill

Attestation to the Note

It is important to include language documenting that this visit was completed virtually during the COVID-19 crisis. To facilitate this, we have created the SmartPhrases **.VVTELEPHONE** and **.VVVIDEO** which will add the necessary language. You can document using your standard note template and simply append this to your note. Virtual teaching attestation for Residents & Fellows, use **.VVATTEST**

BEST PRACTICE: Attestation language may change periodically. When adding the virtual visit SmartPhrases to a personal SmartPhrase, add them in the format **@VVVIDEO@** and **@VVTELEPHONE@**. This will ensure that the SmartPhrase will be linked to the Enterprise updates.

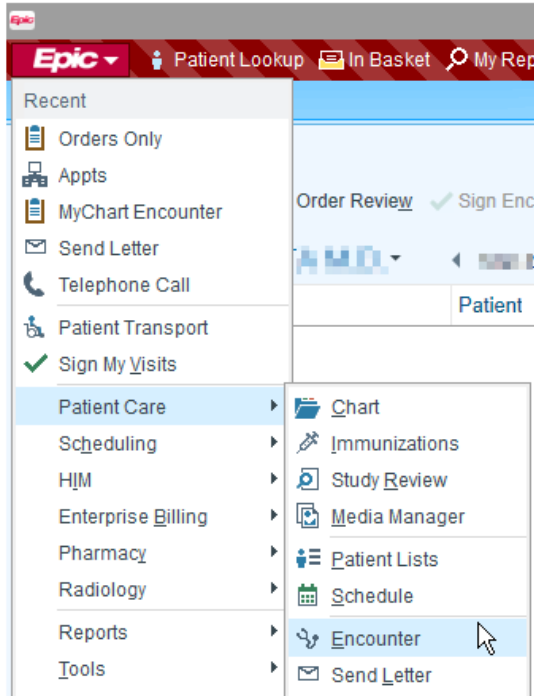
Abbrev	Expansion
☆ VV	varicose veins
☆ VVTELEPHONE	PHS Virtual Visit Telephone statement on location, ...
☆ VVTELEPHONESOAP	PHS Virtual Telephone SOAP Note - COVID-19 - En...
☆ VVVIDEO	PHS Virtual Visit Video statement on location, cons...
☆ VVVIDEO SOAP	PHS Virtual Video SOAP Note - COVID-19 - Enterpr...

Add to Favorites by clicking on the star

Unscheduled Virtual Visits

For unscheduled visits or real time visits, a **telemedicine encounter** can easily be created on-the-fly in order to document any telephone or video virtual visits for patients.

From the **EPIC** button -> **Patient Care** -> **Encounters** -> **New**:



Type: Telemedicine

 A screenshot of the 'New Encounter for Oe Test, Cathy' dialog box. The 'Date' field is set to 3/19/2020. The 'Type' dropdown menu is open, and 'Telemedicine' is selected and highlighted in yellow. A red square highlights the magnifying glass icon next to the 'Telemedicine' option. The 'Provider' field is set to 'STRATTON, LAWRENCE WI' and the 'Department' field is set to 'MGH EVERETT FAM CARE'. There are 'Accept' and 'Cancel' buttons at the bottom.

This will open a **Telemedicine** encounter with the same workflow as a regular office visit.

Proceed with the visit and complete documentation using standard office visit workflows including the 2 additional requirements of the **note attestation** using the SmartPhrase **.VVTELEPHONE** and **.VVVIDEO** and the **billing modifier "GPH PHONE" or "GT VIDEO"** as outlined in the above scheduled appointment workflow. Virtual teaching attestation for Residents & Fellows, use **.VVATTEST**

BEST PRACTICE: The note attestation language indicates that verbal consent was obtained from the patient. Unscheduled visits may require the provider to consent the patient themselves.

Billing

It is recommended to use time-based billing (see appendix for reference).

Time Attestation

For time-based billing, it is important to document the time you spend with the patient. You can use the SmartPhrase **.TIMEATTESTATION** to document this. Always include a time statement for all telephone visits for billing purposes, even if you level your service based on complexity.

Abbrev	Expansion
★ TIMEATTESTATION	I personally spent *** minutes with the patient, >50% was spent i...

Billing / Adding Modifier

It is essential that the necessary modifier, "GPH PHONE" or "GT VIDEO" be added. This modifier should be used for all virtual visits, even if the content of the visit is unrelated to COVID-19.

Many of you will have already had these automatically added as a **Modifier** speed buttons:

If you have customized your **Level of Service** buttons these will not have been added, and you will need to do it manually. (See appendix below for detailed instruction on how to do this)

REQUIRED: Visits must be **Signed** within 4 days of the visit. Any visits that have not been signed within 4 days will automatically change to a status of **No Show**.

Support

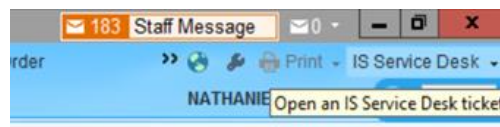
MGH eCare Support Resources

For Epic and Virtual Care questions and support resources, please contact:

[MGH eCare Telemedicine Support Mailbox](#)

Epic / Dragon Support Hotline: Call 1-866-266-3240

Open a ticket in Epic:



Appendix

Time based billing

Established Patient	Total telephone/video time
99211	5 min
99212	10 min
99213	15 min
99214	25 min
99215	40 min

New Patient	Total telephone/video time
99201	10 min
99202	20 min
99203	30 min
99204	45 min
99205	60 min

Adding Modifiers Manually:

The easiest option is to select **Restore Defaults**. This will add the new **modifiers**, but this will also **undo** your customized LOS buttons.

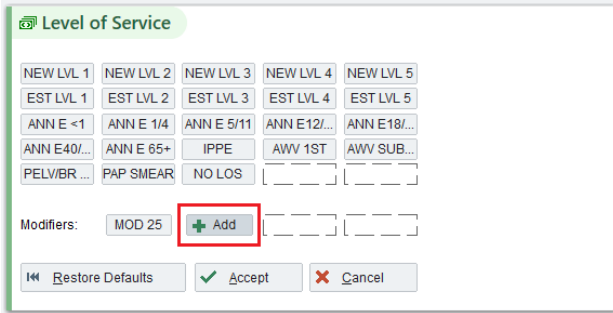
Use the **wrench** in the LOS section

The screenshot shows the 'Level of Service' configuration screen. It features a grid of buttons for different service levels: NEW LVL 1-5, EST LVL 1-5, ANN E <1, ANN E 1/4, ANN E 5/11, ANN E12/..., ANN E18/..., ANN E40/..., ANN E 65+, IPPE, AWW 1ST, AWW SUB..., PELV/BR..., PAP SMEAR, and NO LOS. Below the grid is an 'LOS:' input field and a 'Modifiers:' section with 'MOD 25'. A red box highlights a wrench icon in the top right corner of the interface.

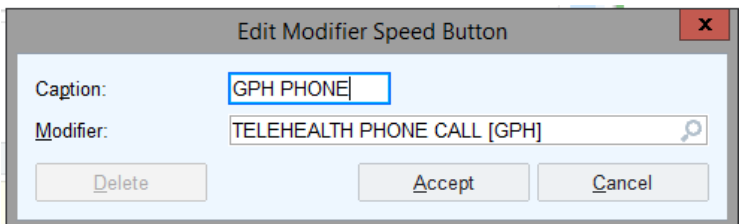
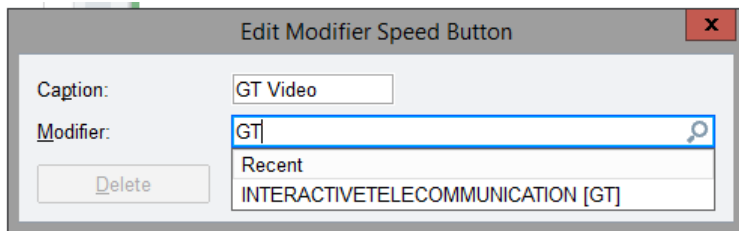
Select Restore Defaults

This screenshot shows the same 'Level of Service' configuration screen as above, but with a 'Restore Defaults' button highlighted by a red box. The 'Restore Defaults' button is located at the bottom left of the interface, next to 'Accept' and 'Cancel' buttons. The 'LOS:' field is empty, and the 'Modifiers:' section shows 'MOD 25' and several empty slots.

Alternatively, you can manually add the two **modifiers**. After selecting the **+ADD**.

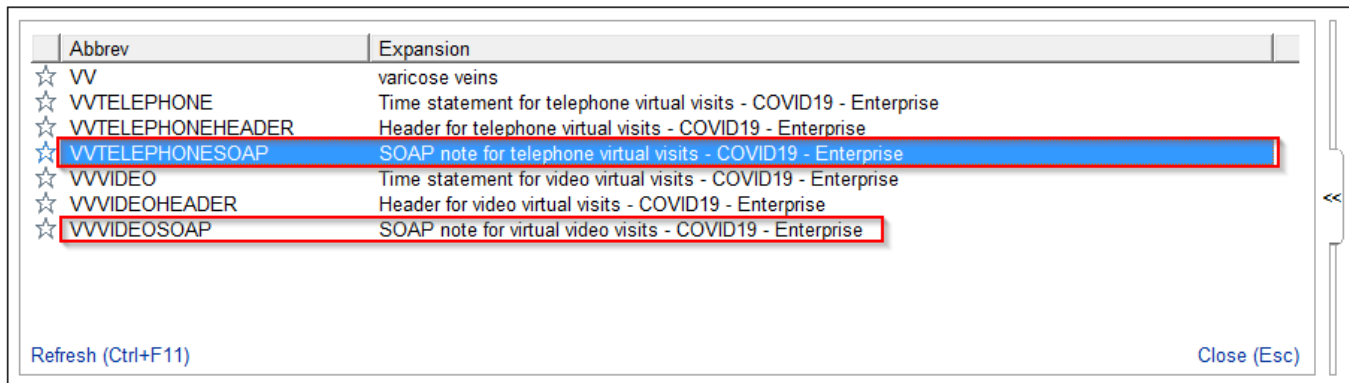


Add and **Accept** the two modifiers **GPH Phone** and **GT Video**, which will preserve your customized LOS buttons.

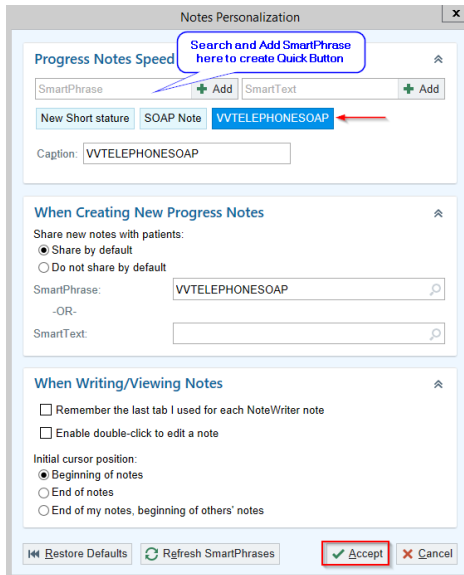


Streamlined Documentation (optional)

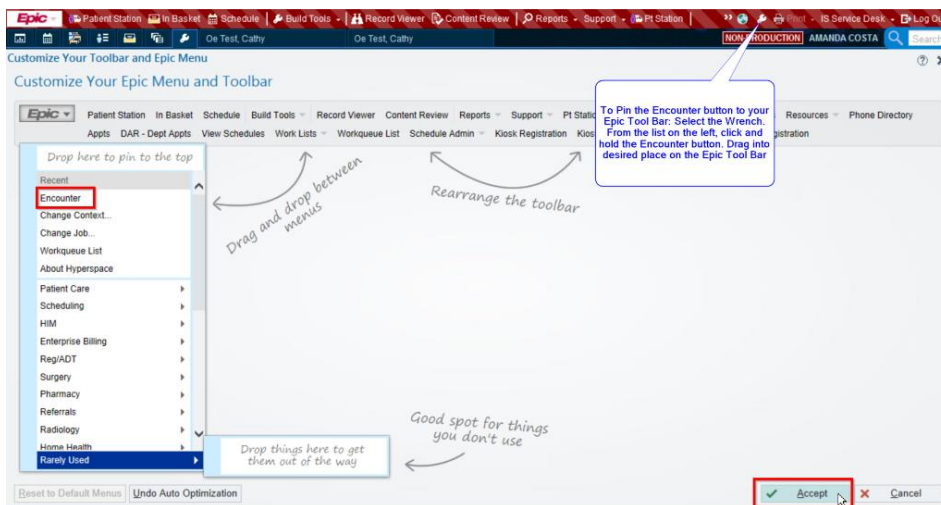
If preferred, use standard note templates which will create a note that is optimized for telephone virtual visits which include all the necessary regulatory language. **.VVTELEPHONESOAP** or **.VVVIDEOSOAP**



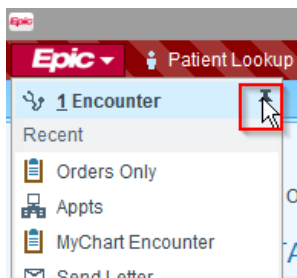
Adding speed buttons for notes



Launching On-the-fly virtual visit from Encounter tab on Epic Toolbar



Pinning the Encounter Button in the EPIC Button



Patients with Disabilities

Question	Answer
Patients with Disabilities (Special Needs in Epic)	
What if patient has Visual Impairment in Epic?	<p>Guidance from Zary Amirhosseini, MGH Disabilities Program Manager, and MGH Disabilities Task force:</p> <p>It depends on the level of vision loss.</p> <ul style="list-style-type: none"> • If patient has access to screen reader software such as JAWS and can navigate to the link, they may be able to use virtual video. • If not, a telemedicine phone would be best
What if patient has Hearing Impairment in Epic?	<p>Guidance from Zary Amirhosseini, MGH Disabilities Program Manager, and MGH Disabilities Task force for scheduling virtual visits for deaf and late-deafened patients -</p> <p>1) <u>Deaf Patients (ASL Interpreter)</u></p> <ul style="list-style-type: none"> • Schedule virtual video visit • Request a virtual visit with a Deaf patient by emailing the following information in advance to Susan Muller-Hershon and cc Melissa Calverley, include - <ul style="list-style-type: none"> ○ Patient Name ○ MRN ○ Appointment date/time ○ Department contact name/phone ○ Virtual platform being used <p>NOTE: If the request is for the same day, please call the Interpreter Services Department at 617 726-6966</p> <p>2) <u>Late-Deafened/Non-Sign Language Patients (CART remote transcription service)</u></p> <ul style="list-style-type: none"> • Schedule virtual video visit • Email same information above in addition to <ul style="list-style-type: none"> ○ Provider email address ○ Patient email address

Please reference <https://apollo.massgeneral.org/coronavirus/virtual-care/> for the most recent Front Desk workflow related to scheduling Virtual and Telephone Visits as well as the most up-to-date Billing and Compliance information.