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.

Last Updated: 05/07/2020

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

Schedule				
Open Slots	<u>) C</u> ha	rt 📋 Order Revie <u>w</u> 🗸	Sign Encounter 🖶 Print AVS 🗙 Pt Declined AVS 🔒 Chan	ge Prov 👻 🗙 No Sho <u>w</u> 👻
Second, Sec	0-0		Mar 25, 2020 💉 🕨 🝸 Filter by Status Total:	9
Time	e 🔺 St	atus	Patient	Туре
12:0 PM)0 So	cheduled		TELEMEDICINE PHONE
12:3 PM	30 So	cheduled		VV (ALT) - 60
1:00) PM	cheduled		VV (ALT) - 30
1:30) PM	cheduled		FOLLOW UP

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.

Pre-Charting	🕀 🚾 🚱 🕐 🖍
Patient Not Arrived Yet	
Welcome to the Pre-Charting workspace, where you can get a head start on your work for this visit! This screen includes tools that are helpful before the patient arrives. If the pacific Start the Visit to see your full toolset. Here are some other helpful tips:	atient arrives while you're here,
 Any notes that you write before the patient checks in are accessible to only you and other clinicians who work in this encounter. Other clinical staff can't find these notes elsewh Any notes or orders that you don't sign, and communications that you don't send, are deleted by the system a set number of days after the appointment if the patient never arrivy you write before the system deletes them and copy those notes forward to a visit within that time frame. Any orders that you sign are carried out regardless of whether the patient arrives for the scheduled appointment. If the patient no-shows, cancels, or reschedules the visit, you n don't want to remain active. 	ere in the chart. les. You can view any notes that leed to cancel any orders that you
	→ 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
☆ V V	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
Add to Favorites by clicki the star	ng on Virtual Video SOAP Note - COVID-19 - Enterpr

Role(s): Providers and HP's Site: MGH

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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:

Epic .			
E	pic 🗸 🕴 Patient Lo	ok	up 😑 In Basket 🔎 My Rep
Re	cent		
	Orders Only		
品	Appts		
	MyChart Encounter		Order Review V Sign Enc
	Send Letter		WHELE A state
E	Telephone Call		Patient
Ъ.	Patient Transport		Tauent
~	Sign My <u>V</u> isits		
	Patient Care	F	<u> </u>
	Sc <u>h</u> eduling	۲	Immunizations
	HIM	×	Study <u>R</u> eview
	Enterprise <u>B</u> illing	×	🖸 Media Manager
	Pharmacy	×	₽ atient Lists
	Radiology	۲	🛗 Schedule
	Reports	۲	↔ Encounter
	Tools	۲	Send Letter

Type: Telemedicine

	New Encount	ter for Oe Test, Cat	hy	X		
Date:	3/19/2020					
<u>T</u> ype:	Telemedicine	Q.				
Provider:						
Department:	MGH EVERE	ETT FAM CARE 🔎				
		Accept	Cancel			

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.

Role(s): Providers and HP's
Site: MGH

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.

Γ		
	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:

a Level of Service	
NEW LVL 1 NEW LVL 2 NEW LVL 3 NEW LVL 4 NEW LVL 5 EST LVL 1 EST LVL 2 EST LVL 3 EST LVL 4 EST LVL 5 CON LVL 1 CON LVL 2 CON LVL 3 CON LVL 4 CON LVL 5 PRVCOU PRVCOU PRVCOU POST OP PROC ON NO LOS EST LVL 4 EST LVL 5	8
LOS: PR OFFICE OUTPATIENT VISIT 15 MINUTES (99213) Modifiers: MOD 25 GT VIDEO GPH PH + Billing area:	CPT® 🐴 📀

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:

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rder		>>	0	s	-	Print	*	IS Se	rvice	Desk
			NA	THAN		Open a	an l	S Servi	ce D	esk tic

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Appendix

Time based billing

Established Patient	Total telephone/video time	New Patient	Total telephone/video time
99211	5 min	99201	10 min
99212	10 min	99202	20 min
99213	15 min	99203	30 min
99214	25 min	99204	45 min
99215	40 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

ම Level c	of Service				
NEW I VL 1	NEW I VI 2	NEW I VL 3	NEW I VI 4	NEW I VL 5	J.
EST LVL 1	EST LVL 2	EST LVL 3	EST LVL 4	EST LVL 5	
ANN E <1	ANN E 1/4	ANN E 5/11	ANN E12/	ANN E18/	
ANN E40/	ANN E 65+	IPPE	AWV 1ST	AWV SUB	
PELV/BR	PAP SMEAR	NO LOS			
LOS:					× 0
Modifiers:	MOD 25				

Select Restore Defaults

Level of Servi	ce		
NEW LVL 1 NEW LVL	2 NEW LVL 3 NEW LVL 4 NEW LVL 5		
EST LVL 1 EST LVL	.2 EST LVL 3 EST LVL 4 EST LVL 5		
ANN E <1 ANN E 1	I/4 ANN E 5/11 ANN E12/ ANN E18/		
ANN E40/ ANN E 6	5+ IPPE AWV 1ST AWV SUB		
PELV/BR PAP SME	AR NO LOS		
Modifiers: MOD 25			
Image: Restore Defaults Accept Cancel			

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

🗇 Level o	of Service			
NEW LVL 1	NEW LVL 2	NEW LVL 3	NEW LVL 4	NEW LVL 5
EST LVL 1	EST LVL 2	EST LVL 3	EST LVL 4	EST LVL 5
ANN E <1	ANN E 1/4	ANN E 5/11	ANN E12/	ANN E18/
ANN E40/	ANN E 65+	IPPE	AWV 1ST	AWV SUB
PELV/BR	PAP SMEAR	NO LOS		
Modifiers: MOD 25 + Add				
I≪I <u>R</u> estor	e Defaults	✓ <u>A</u> cce	pt 🗙	<u>C</u> ancel

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

	Edit Modifier Speed Button	x
Caption:	GT Video	
Modifier:	GT	0
<u>D</u> elete	Recent INTERACTIVETELECOMMUNICATION [GT]	

	Edit Modifier Speed Button	x	
Caption:	GPH PHONE		
Modifier:	TELEHEALTH PHONE CALL [GPH]		
Delete	<u>A</u> ccept <u>C</u> ance	ł	

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**

		Π
Expansion		
varicose veins		
Time statement for telephone virtual visits - COVID19 - Enterprise		
Header for telephone virtual visits - COVID19 - Enterprise		
SOAP note for telephone virtual visits - COVID19 - Enterprise		Ц
Time statement for video virtual visits - COVID19 - Enterprise	- I	
Header for video virtual visits - COVID19 - Enterprise		~
SOAP note for virtual video visits - COVID19 - Enterprise		
		Π
Close (Es	c)	
	Expansion varicose veins Time statement for telephone virtual visits - COVID19 - Enterprise Header for telephone virtual visits - COVID19 - Enterprise SOAP note for telephone virtual visits - COVID19 - Enterprise Time statement for video virtual visits - COVID19 - Enterprise Header for video virtual visits - COVID19 - Enterprise Beader for video virtual visits - COVID19 - Enterprise SOAP note for virtual video visits - COVID19 - Enterprise SOAP note for virtual video visits - COVID19 - Enterprise Close (Estimation of the statement of video visits - COVID19 - Enterprise	Expansion varicose veins Time statement for telephone virtual visits - COVID19 - Enterprise Header for telephone virtual visits - COVID19 - Enterprise SOAP note for telephone virtual visits - COVID19 - Enterprise Time statement for video virtual visits - COVID19 - Enterprise Header for video virtual visits - COVID19 - Enterprise SOAP note for virtual visits - COVID19 - Enterprise SOAP note for virtual visits - COVID19 - Enterprise SOAP note for virtual video visits - COVID19 - Enterprise Close (Esc)

Adding speed buttons for notes

	Notes Personalization	
Progress Notes Speed	Search and Add SmartPhrase here to create Quick Button	
SmartPhrase	+ Add SmartText + Add	
New Short stature SOA	P Note VVTELEPHONESOAP	
Caption: VVTELEPHONE	SOAP	
When Creating New	Progress Notes	
Share new notes with patier Share by default Do not share by default	its:	
SmartPhrase:	VVTELEPHONESOAP	
-OR-		
SmartText:	٩,	
When Writing/Viewir	g Notes 🛛 🖈	
Remember the last tab	I used for each NoteWriter note	
Enable double-click to	edit a note	
Initial cursor position: Beginning of notes		
O End of notes		
⊖ End of my notes, beginn	ing of others' notes	
Restore Defaults	efresh SmartPhrases	

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

DiC - 😰 Pabent Station 🔛 in Basket 🚔	Schedule & Build Tools - H Record V Test, Cathy Oe Test, Ca	tewer 🚯 Content Review 🔎 Reports - Su	pport - 👘 Pt Station 🛛 🤒 🤌	🖶 Print - IS Service Desk - 🗗 Log Ou UCTION AMANDA COSTA 🔍 Search
omize Your Toolbar and Epic Menu Istomize Your Epic Menu and	Toolbar			0 3
Patient Station in Basket Sch Appts DAR - Dept Appts View Drop here to pin to the top	edule Build Tools - Record Viewer Con v Schedules Work Lists - Workqueue List	tent Review Reports - Support - Pt Static Schedule Admin - Klosk Registration Klos	To Pin the Encounter button to your Epic Tool Bar: Select the Wrench. From the list on the left, click and hold the Encounter button. Drag into desired place on the Epic Tool Bar	Resources ··· Phone Directory sistration
Encounter Change Context Change Job Workqueve List About Hyperspace	Drag and wrenus	Rearrange the toolbar		,
Patient Care Scheduling HIM Enterprise Billing Reg/ADT				
Surgery Pharmacy Referrals Radiology Rad	Drop things here to get them out of the way	Good spot for things you don't use		
eset to Default Menus	ation			Accept X Cancel

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	Guidance from Zary Amirhosseini, MGH Disabilities Program Manager, and MGH Disabilities Task force:			
Epic?	It depends on the level of vision loss.			
	 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?	Guidance from Zary Amirhosseini, MGH Disabilities Program Manager, and MGH Disabilities Task force for scheduling virtual visits for deaf and late- deafened patients -			
	 <u>Deaf Patients (ASL Interpreter)</u> Schedule virtual video visit Request a virtual visit with a Deaf patient by emailing the following information in advance to <u>Susan Muller-Hershon</u> and cc <u>Melissa</u> <u>Calverley</u>, include - 			
	 2) Late-Deafened/Non-Sign Language Patients (CART remote transcription service) Schedule virtual video visit Email same information above in addition to Provider email address Patient email address 			

Please reference <u>https://apollo.massgeneral.org/coronavirus/virtual-care/</u> 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.

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