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## SCRIBBLE TIP SHEET FOR VIRTUAL CARE

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You can use Scribble for any *scheduled or unscheduled* telemedicine phone or video visit in the same way you do for in-office visits. Here are some tips for Scribbling virtual (phone or telemedicine) visits:

- **Scribble tablets must be used on PHS Wifi for now.** We are exploring solutions for remote work (e.g. from home) and will provide and update when ready.
- Please see the [MGH Apollo Web Site](#) tip sheets for up-to-date info on scheduled and unscheduled virtual phone or video visits.

For **scheduled** virtual visits:

The scheduled “TELEMEDICINE PHONE” or “VV (ALT) 30/60” (virtual video outside of Epic) or “VIRTUAL NEW/ESTABLISHED/INTERNATIONAL” (virtual video visits enabled/integrated within Epic) visit types look and work like a regular in-office visit in Epic.

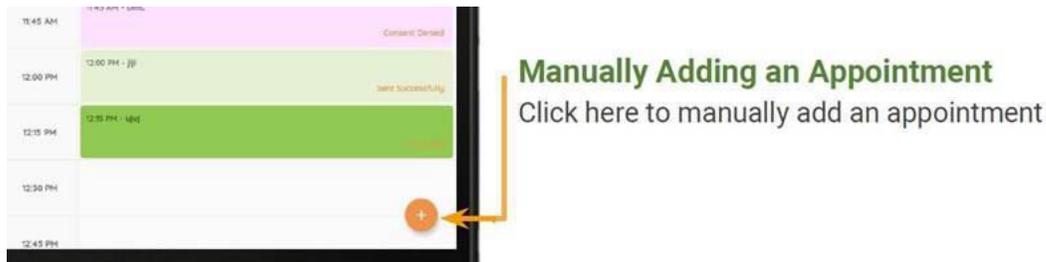
- 1) Obtain consent from your patient to use Scribble for the visit.
- 2) Tell Scribble (before or after the recording) that this is a virtual phone or virtual video visit.  
*Your scribe will use institutionally-approved templated wording which will attest to the visit being a virtual phone or virtual video visit.*
- 3) Place your Scribble tablet next to your phone speaker and record the conversation.  
*The microphone is at the top right or top center of the tablet, so place it in such a position near the phone speaker to get a clear recording.*
- 4) Exam findings, including any vital signs, should be specifically called out by the provider.
- 5) Identify your visit diagnosis(es) as per usual Scribble workflow.

Note: Your scribe will use templated wording for the time attestation and will, by default, document the recorded time as the length of the visit. **You may override this time if the visit was, in fact, longer than the recording.** Just let Scribble know.

- 6) For Charge Capture: See the Apollo Web Site link (above) for detailed billing instructions.
  - i. **For Phone Visits:** use E&M level code (based on time) and **add the “GPH” Modifier.**
  - ii. **For Video Visits:** use E&M level code (based on time or complexity) and **add the “GT” Modifier.**
  - iii. Helpful Hint: wrench your modifiers into your charge capture tool.

For **unscheduled** ('on-the-fly') virtual visits:

- 1) In your patient's Epic chart, open "Encounter", select "New", select "TELEMEDICINE" visit type.
- 2) On your Scribble tablet, click the Orange "+" icon in the bottom right of your screen (image below).



- 3) Type in the time of the unscheduled visit, and the CSN of the Encounter (you can find the CSN number at the top middle screen of Epic). This will add the encounter to the Scribble schedule, but not in Epic.
- 4) Follow instructions as above for using Scribble for phone-based or video-based visits.
- 5) Remember to use the same modifiers (above) to distinguish phone ("GPH") vs. video ("GT") visit.

To review the catalogue of previously released Scribble Tips, click [here](#) and click on the "Tips of the Week Archive" tab (about ½ way down the page).