Telemedicine
What You Need to Know
Nancy Lohuis, M.D.
WHY USE TELEMEDICINE IN A PANDEMIC?

1. Reserve face-to-face visits for only the SICKEST patients and REDUCE WAIT TIMES

2. Keep at-risk or mildly symptomatic patients with infectious diseases or stable patients with CONFIRMED diagnoses at home while they receive evaluation and medical care, thus limiting their interactions with other patients in waiting rooms or other communal settings, and thus decreasing the risk of person-to-person transmission

3. CONSERVE PPE EQUIPMENT to keep healthcare providers safe

4. Allow physicians who are symptom-free, but who need to remain in quarantine, to continue to provide patient care remotely

5. Permit front-line physicians to consult with specialists, such as infectious disease or pulmonology
RESPIRATORY SYMPTOMS BY TELEHEALTH

IF/WHEN WE RUN OUT OF PPE EQUIPMENT:

PATIENT CALLS WITH RESPIRATORY SYMPTOMS

ARRANGE TELEHEALTH VISIT

DETERMINE NEED FOR TESTING

CONSIDER DRIVE-UP TESTING FOR PATIENT

ASSIGN ONE STAFF TO TAKE SAMPLES IN PARKING LOT
## Types of Telemedicine

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VIRTUAL VISITS</strong></td>
<td>Medicare patients only - telephone only</td>
</tr>
<tr>
<td></td>
<td>Some commercial payors (99441-99443)</td>
</tr>
<tr>
<td><strong>TELEHEALTH</strong></td>
<td>Medicare as of March 6, Humana, BCBS, Aetna, PEIA, United Health Care, Tricare, Anthem, Cigna and others likely to follow. MEDICAID joined as of March 23</td>
</tr>
<tr>
<td></td>
<td>VIDEO AND AUDIO REAL-TIME</td>
</tr>
<tr>
<td><strong>E-VISITS</strong></td>
<td>Medicare, BCBS, Aetna, PEIA and others likely to follow.</td>
</tr>
<tr>
<td></td>
<td>NO MEDICAID</td>
</tr>
<tr>
<td></td>
<td>VIDEO AND AUDIO REALTIME VIA EXPANSE PORTAL</td>
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</table>
REQUIREMENT FOR ALL TELEMEDICINE

• Patient must **INITIATE VISIT** once they have been made aware of the availability of this service.

• Receptionist must obtain **VERBAL CONSENT** and document in chart due to some cost sharing.

• Consent must be documented in the patient’s chart. Consent is necessary only once a year.

• **COPAY and DEDUCTIBLE CAN BE REDUCED OR WAIVED DUE TO EMERGENCY 1135 WAIVER.**

• **PROVIDER MUST PROVIDE THE SERVICE.** Reception and nursing staff can do legwork but provider must have telephone or video contact with patient.

• **ALL providers are eligible, including licensed SWs, counselors and midwives.**
Keep Your Appointment from the Comfort and Safety of Your Home!

To all Mercer Medical Group Patients (Athens Medical Center, MMG Primary Care, MMG Cardiology, MMG ENT, MMG General Surgery, MMG Nephrology, MMG Neurology, MMG Pulmonology, MMG Urology, MMG Women’s Health):

For your health and safety, and to allay any concerns you have regarding an office visit at this time, we are offering virtual appointments via computer or telephone for certain appointment types.

Telehealth (via computer) or Virtual Check-ins (via telephone) will enable you to keep your appointment from the comfort and safety of your home. Please call your Mercer Medical Group office for details and instructions on using these new options.

Call us today to learn more about this exciting new technology!

Athens Medical Center: 304.384.7325
MMG Primary Care: 304.487.7936
MMG Cardiology: 304.431.7200
MMG ENT: 304.487.3407
MMG General Surgery: 304.425.1852

MMG Nephrology: 304.425.0345
MMG Neurology: 304.425.2200
MMG Pulmonology: 304.425.0403
MMG Urology: 304.425.6525
MMG Women’s Health: 304.425.0025
VERBAL CONSENT

Date: ______________________

Patient: ______________________

Patient has verbally requested and consented to participation in telemedicine visit. There may be copay, deductible and cost sharing depending on coverage. This consent is active for period of one year.

STAFF PERSON: ______________________

Signature of Staff: ______________________
VIRTUAL CHECK-IN (TELEPHONE) MEDICARE

MEDICARE PATIENTS ONLY

Established patients only with face-to-face visit in clinic within the last year RELAXED DURING EMERG WAIVER 1135

No visit within 7 days and can’t have visit for the same reason in the 24 hours following the Virtual Check-in for the same issue.

Platform: Telephone only or video/audio or “store and forward” evaluation of pictures, videos, data or images.

*** Only 5-10 min. conversation
REIMBURSEMENT: $15 and 0.25RVU
VIRTUAL CHECK-IN (TELEPHONE)

COMMERCIAL INSURANCE PATIENTS

Established patients only with face-to-face visit in clinic within the last year

Telephone evaluation and management service provided by a physician to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.

Platform: Telephone only
HOW TO GET PAID:

VIRTUAL VISITS: Telephone, 5-10 min.
- G2012: telephone call $15/0.25 RVU
- G2010: evaluation of uploaded image from last 7 days and interpreted within 24 hours $15/0.25 RVU
- G0177: average of G2012 and G2010 nationwide
VIRTUAL CHECK-IN (TELEPHONE ONLY) COMMERCIAL INSURANCE

• **Established patients only** with face-to-face visit in clinic within the last year

• Telephone evaluation and management service provided by a physician to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.

• PLATFORM: Telephone only

• MUST BE PROVIDER TO PATIENT
HOW TO GET PAID

COMMERCIAL PAYORS - TELEPHONE ONLY: PROVIDER TO PATIENT

• 99441: 5-10 min. $14.44 avg. RVU: 0.25 wRVU
• 99442: 11-20 min. $28.15 avg. RVU: 0.50 wRVU
• 99443: 21-30 min. $41.14 avg. RVU: 0.75 wRVU
TELEHEALTH: VIDEO/AUDIO REAL-TIME

UNDER NORMAL CIRCUMSTANCES:

- Must be patient in DESIGNATED RURAL HEALTH AREA
- Must be established patient within the last 3 years
- Patient travels to ORIGINATING SITE (hospital or clinic) where there is video and audio connection to DISTANT SITE (provider at another center)
- Platform used must be HIPAA-compliant and secure
• Must be patient in DESIGNATED RURAL HEALTH AREA: RELAXED: TO INCLUDE ANY PATIENT IN THE USA
• Must be established patient within the last 3 years: RELAXED: CMS WILL NOT AUDIT TO DETERMINE IF ESTABLISHED PATIENT
• Patient travels to ORIGINATING SITE (hospital or clinic) where there is video and audio connection to DISTANT SITE (provider at another center). RELAXED: CMS ALLOWS PATIENT TO CONNECT FROM ANYWHERE, INCLUDING HOME
• Platform used must be HIPAA-compliant and secure. RELAXED: ANY VIDEO/AUDIO REALTIME CAN BE USED (FaceTime, Skype, Zoom, etc. NOT TikTok or Facebook)
• Can do any type of visit: CDM, URI, UTI, RASH, MEDICARE WELLNESS, POST HOSPITAL FOLLOW-UP, POST-OP CHECKS, COUNSELING
HOW TO GET PAID:

TELEHEALTH: VIDEO/AUDIO REAL-TIME (like a regular office visit)

• Bill like a regular office visit except use POS-02
• PEIA only allowing 99211, 99212, 99213, 99214 and 99215 visits are reserved for in office face-to-face only
• MEDICAID will only pay for 99211 and 99212
• Might be good to include how much time spent in visit
E-VISITS: EXPANSE PORTAL

VIDEO/AUDIO PLATFORM VIA EXPANSE PATIENT PORTAL

Patient can request an E-VISIT VIA PORTAL. Visit must be completed within 7 days of request. Any services provided via phone or portal during that time are included.

MEDITECH has waived first 6-month fee for this service and provided a condensed 14-day build to accomplish this.
**HOW TO GET PAID: E-VISIT PORTAL**

<table>
<thead>
<tr>
<th>MD/DO, NP, PA, Midwife</th>
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<tbody>
<tr>
<td>99421</td>
<td>5-10 min.</td>
</tr>
<tr>
<td>99422</td>
<td>11-20 min.</td>
</tr>
<tr>
<td>99423</td>
<td>&gt;20 min.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Licensed Psychologists, Social Worker</th>
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<tbody>
<tr>
<td>G2061</td>
<td>5-10 min.</td>
</tr>
<tr>
<td>G2062</td>
<td>11-20 min.</td>
</tr>
<tr>
<td>G2063</td>
<td>&gt;20 min.</td>
</tr>
</tbody>
</table>
EXPANSE WORKFLOW: RECEPTIONIST

• Patient initiates request after receptionist makes them aware of option. Should be offered if patient is HIGH RISK or if they do not feel comfortable coming in for face-to-face visit.
• Receptionist obtains VERBAL CONSENT.
• Receptionist determines if they want TELEHEALTH (preferable for Medicare but only choice for all other insurances currently) vs. VIRTUAL CHECK-IN (Medicare only).
• Receptionist determines if patient has computer, laptop, tablet, smartphone and Internet capable of doing TELEHEALTH.
TELEMEDICINE WORKFLOW:
RECEPTIONIST BOOKING THE APPOINTMENT

TELEHEALTH:
- APT TYPE: TELEHEALTH
- RFV: TELEHEALTH

VIRTUAL CHECK-IN:
- APT TYPE: VIRTUAL
- RFV: VIRTUAL

COMMENT BOX:
Add why patient wants telemedicine visit: CDM, respiratory complaint, urinary symptoms, etc.
What About Controlled Substances?

Under EMERGENCY Declaration:

Practitioner may issue controlled substance to patient when they have not conducted an in-person evaluation of the patient as long as the following are met:

1. RX is for legitimate medical reason and prescribed by practitioner in usual course of his/her profession
2. Telemedicine must be through audio/visual real-time 2-way communication platform
3. Practitioner must act in accordance with applicable federal and state law.

*** NOTE: If a practitioner has evaluated the patient face-to-face in the past for this reason, even when no emergency, it is lawful to renew RX for controlled via any form of telemedicine so long as it complies with state law.
## TELEHEALTH VIDEO-AUDIO PLATFORM

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<table>
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<tr>
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<tbody>
<tr>
<td><strong>ZOOM</strong></td>
<td><strong>ZOOM MEETINGS</strong></td>
</tr>
<tr>
<td><strong>SET UP</strong></td>
<td><strong>SET UP ZOOM ACCOUNT FOR EACH PROVIDER</strong></td>
</tr>
<tr>
<td><strong>SHARE</strong></td>
<td><strong>SHARE THE USER NAME AND PASSWORD WITH THE RECEPTIONISTS AND NURSING STAFF SO THEY CAN SCHEDULE ZOOM SESSIONS</strong></td>
</tr>
<tr>
<td><strong>SEND</strong></td>
<td><strong>SEND EMAIL TO THE PATIENT ON BEHALF OF THE PROVIDER INVITING PATIENT TO THE ZOOM SESSION AND INCLUDE LINK</strong></td>
</tr>
</tbody>
</table>
How to Get Patients on Board with ZOOM

1. Do they have a computer or smart phone or does a family member have one?

2. Do they feel comfortable downloading the ZOOM app or can a family member do it for them?

3. Share the link to the YouTube instructional video:
   https://www.youtube.com/watch?v=GEQLjLYhuJQ&feature=youtu.be

4. Have them download the app or software the day before the appointment.
1. Check in TELEHEALTH patients in the morning
2. CHANGE STATUS to NURSE
TELEHEALTH WORKFLOW - Nurse

NURSE

1. CHANGE STATUS to NURSE IF receptionist has not.
2. Call patient and ask if they received email with link to ZOOM session.
3. Determine if the patient has ZOOM app or software installed (this is only needed for the first telehealth appointment).
4. While ZOOM app is downloading, OPEN document, do Chief Complaint, Vitals (if patient has them), QPP (Yes, we have to do this!), Med Reconciliation and ROS. (DO NOT NEED VIDEO FEED FOR NURSING PART OF VISIT).
5. Change STATUS to PROVIDER.
6. TELL PATIENT TO TRY LINK AND MAKE SURE IT WORKS. IF IT DOES, they can close the window and go back to it when provider is ready.
7. CALL PATIENT when provider is ready to start. Patient will then activate link again and join ZOOM.
TELEHEALTH WORKFLOW - Provider

1. “START” THE ZOOM MEETING from the ZOOM website bookmarked on the provider’s laptop/pc/tablet.
2. UNCLICK the VIDEO button so the patient can see you.
3. “Manage Participants” button allows the PROVIDER to manipulate the patient’s video and audio.
4. Use a second computer to open EXPANSE and document the visit. Conduct the visit just as you normally would but skip the EXAM section. You can order tests, office procedures, etc.
5. CHANGE STATUS to MA if there are office procedures.
6. CHANGE STATUS to PRE-DEPART so receptionist or MA will DEPART the patient, BOOK NEXT APPT, SEND VISIT SUMMARY and a copy of the COVID-19 instructions.
How to Book a ZOOM and Send Email to Patient

Please see the handout sent to office managers for instructions:

• Once you have created an account, click on meetings in blue on the left.
• Give the meeting a title.
• Fill in time and date.
• Schedule for amount of time you wish to use.
• UNSELECT the MEETING PASSWORD. We don’t want patients to have to enter a password every time.
• CLICK SAVE
• Add to your OUTLOOK calendar.
• ON the right side: look for COPY THE INVITATION.
• INVITATION POPS UP and select COPY THE INVITATION AGAIN.
• GO TO EMAIL AND PREPARE EMAIL FOR PATIENT USING THE CANNED TEXT or something similar. SEND.
SET UP A ZOOM MEETING

Schedule a Meeting

Topic: AMBTEST.MMG/DR. LOHUIS TELEHEALTH VISIT
Description (Optional): AMBTEST.MMG/DR. LOHUIS TELEHEALTH VISIT

When: 03/24/2020 3:00 PM
Duration: 1 hr 0 min
Time Zone: GMT-4:00 Eastern Time (US and Canada)

Recurring meeting

Meeting ID: Generate Automatically
Personal Meeting ID 287-388-5966

Meeting Password: Require meeting password
**SET UP A ZOOM MEETING**

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**Meeting Password**
- Require meeting password

**Video**
- Host: on/off
- Participant: on/off

**Audio**
- Telephone: on/off
- Computer Audio: on/off
- Both
- Dial from United States of America: Edit

**Meeting Options**
- Enable join before host
- Mute participants upon entry
- Enable waiting room
- Only authenticated users can join
- Record the meeting automatically on the local computer

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[Options]

Save  Cancel
Nancy Lohuis is inviting you to a scheduled Zoom meeting.

Topic: My Meeting
Time: Mar 20, 2020 08:00 AM Eastern Time (US and Canada)

Join Zoom Meeting
https://zoom.us/j/552627502

Meeting ID: 552 627 502

One tap mobile
+13126266799,552627502# US (Chicago)
+16465588656,552627502# US (New York)

Dial by your location
+1 312 626 6799 US (Chicago)
+1 646 558 8656 US (New York)
+1 346 248 7799 US (Houston)
+1 669 900 9128 US (San Jose)
+1 253 315 8782 US
Dear PATIENT,

Please join me on a TELEHEALTH call via ZOOM session March 20 at 8:00 AM.

Use any laptop or computer with microphone and camera, tablet, iPad or simply your smart phone. Whatever you use, it must be connected to the Internet.

Locate this email and click on the link in BLUE below. Follow the instructions. The first time there may be some installation issues but the next time should be super easy.

Remember, this is new to all of us. So, if it doesn’t work, we will simply call you on the telephone for your visit. We are trying to improve your care while keeping you safe during this pandemic.

As always,

Nancy Lohuis, M.D.

*** Reminder. This is not a secure email and should never be used to send any health or patient information. Please call our office or use the patient portal.
What the Email Looks Like

Lohuis, Nancy

AMBTEST MMG/DR. LOUIS MEETING

To: Nancy Lohuis

Read found 1 event Today at 3:00 pm

Please join me on a TELEHEALTH call via ZOOM session.

Use any laptop or computer with microphone and camera or simply your smart phone.

Locate this email and click on the link in BLUE below. Follow the instructions. The first time there may be some installation issues but then next time should be super easy.

Remember, this is new to all of us. So, if it doesn’t work, we will simply call you on the telephone for your visit. We are trying to improve your care while keeping you safe during this pandemic.

As always,

Nancy Lohuis, M.D.

Reminder this email is not secure for patient health or demographic information. Do not use this email address for personal or health communication. Contact office or use our PCH patient portal for secure messaging at https://pchoffline.org/pour-services/pch-patient-portal

Nancy Lohuis is inviting you to a scheduled Zoom meeting.

Topic: AMBTEST, MMG/DR. LOUIS TELEHEALTH VISIT

Time: Mar 24, 2020 03:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

https://zoom.us/j/343918407

Meeting ID: 343 918 407

One tap mobile
+16465886556, 343918407# US (New York)
+13124857799, 343918407# US (Chicago)

Dial by your location
+1 646 588 6556 US (New York)
+1 312 485 7799 US (Chicago)
+1 301 715 8592 US
+1 340 485 7799 US (Housten)
+1 659 900 9128 US (San Jose)
+1 253 215 8782 US

Meeting ID: 343 918 407
Find your local number: https://zoom.us/u/a15L0qMa