**Primary Care – Workflow**

* **Scheduling patient** - Patients are to be scheduled on the provider’s schedule. Visit type should be “Remote Telephone visit” or “Office Visit”
* **Telephone Remote Visits**
  + PSR:  all pre-registration work queues should be completed.
  + Medical Assistant: will call patient on day of appointment and perform med reconciliation and arrive patient. Will confirm time that provider is calling for appointment. Remind patient to pick up a call from a 793 # or “spam” as it is likely the provider calling.
  + PSR: will complete check out day after and schedule any necessary follow up visits.
  + Providers should document in note as normal with the exception of, No Examination, and follow up instructions in wrap-up.  (Billing will keep the providers updated on the insurance companies billing requirements and updates)
  + Patients are expecting the phone visit to occur within 15 to 30 minutes of the scheduled time.
* Provider schedule Developed that lists who is doing Telehealth during each session and which provider is seeing patients in the office if needed (One provider/session seeing patients in office)

**Express care unit – Workflow**

* Incoming call from patient to PSR
* PSR uses standard smart phrase to document and send COVID related calls to pool for RN triage
  + Pool Name: TMH WMC WELLNESS CLIN CLINICAL
* RN Triage and Documentation
  + If patient requires telehealth visit with provider:
    - Document call, schedule on generic resident in TMH WMC PRIMARY CARE
      * Resource Name: TMH WMC PRIM CARE, RESIDENT 01
      * Visit Type: REMOTE TELEPHONE VISIT
    - Advise patient that they will receive a call from provider but do not give time frame.
  + If patient requires follow up or other clinical triage that does not require telehealth visit, route telephone encounter to TMH WMC WELLNESS CLIN ADMINISTRATIVE pool
  + If patient needs RN f/u add to Wellness pool Reminder list
* COVID Office Express Provider
  + Provider will add “TMH WMC PRIM CARE, RESIDENT 01” to multi-provider schedule view
  + Provider will click change provider button.  to change generic resource to self
  + Open visit encounter (okay to click “start visit” if the patient hasn’t been arrived yet)
  + Document, select visit dx and charge capture as normal
  + In Basket Messages: continue to use take function to select encounters. If follow up call is made and provider determines the level of care warrants a telehealth visit, route encounter to JM to schedule and to MH for billing.
* COVID Office Express PSRs
  + Will complete check in and check out within 48 hours from these visits
  + Will schedule if any visits identified after provider call
  + Can schedule follow up calls if only provider outreach is required (i.e. wrap up note says “schedule follow up telehealth with office express in 5 days”)
* PUI Forms
  + PSR: Completes Patient Information, Patient Location and Provider Information sections
  + Provider: completes clinical information and risk factor sections, gives form to PSR to fax and track
  + If provider is working remotely, provider must send a message to PSR using the smartphrase “RIDOHPUICOVID” which contains information necessary for admin to complete on provider behalf.