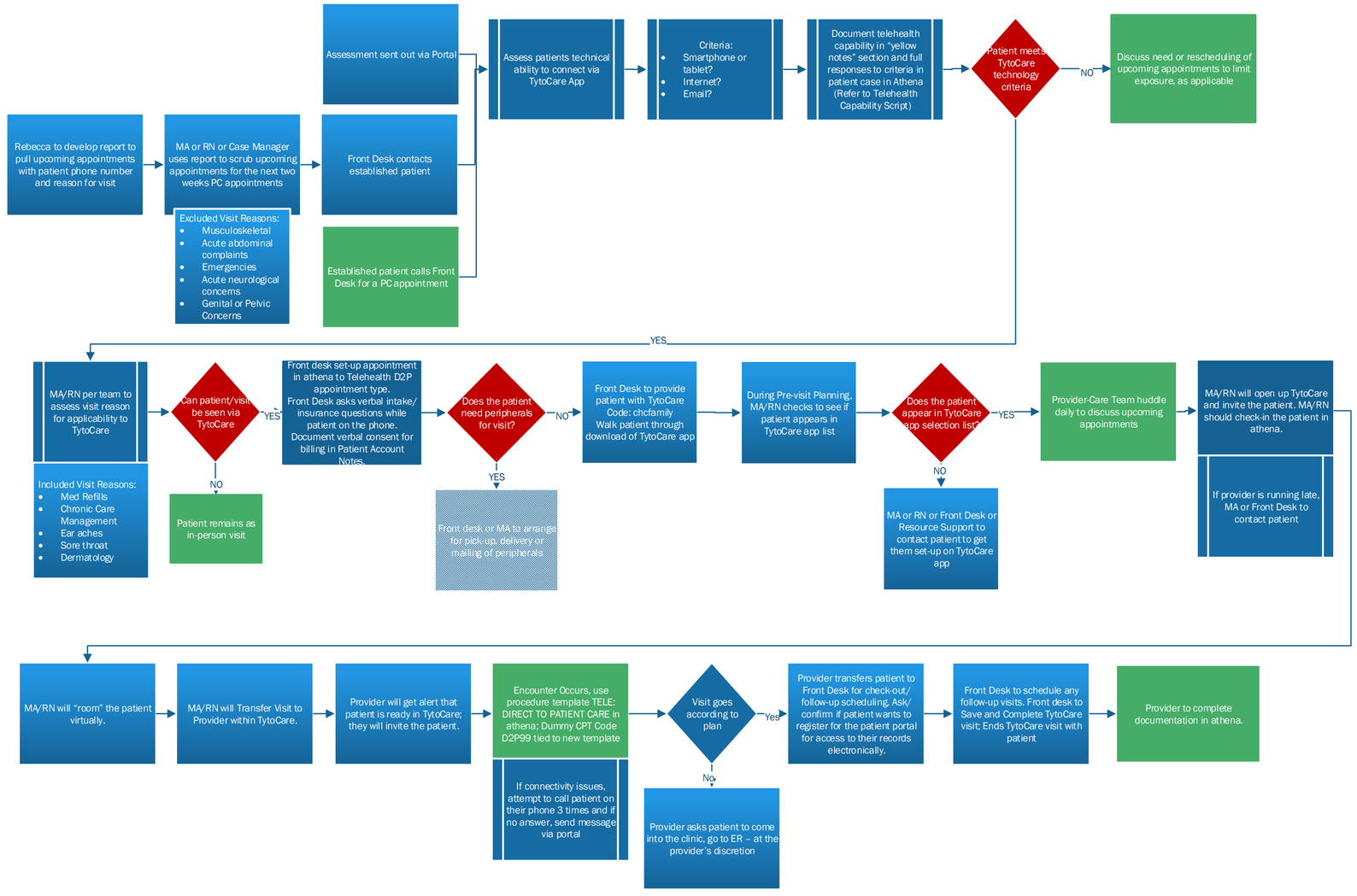
Visit


Rebecca to develop report to pull upcoming appointments with patient phone number and reason for visit
MA or RN or Case Manager uses report to scrub upcoming appointments for the next two weeks PC appointments
Excluded Visit Reasons:
Musculoskeletal
Acute abdominal complaints
Emergencies
Acute neurological concerns
Genital or Pelvic Concerns
Assessment sent out via Portal
Front Desk contacts established patient
Established patient calls Front Desk for a PC appointment
Assess patients technical ability to connect via TytoCare App
Criteria:
Smartphone or tablet?
Internet?
Email?
Document telehealth capability in "yellow notes" section and full responses to criteria in patient case in Athena (Refer to Telehealth Capability Script)
Patient meets TytoCare technology criteria
NO
Discuss need or rescheduling of upcoming appointments to limit exposure, as applicable
YES
MA/RN per team to assess visit reason for applicability to TytoCare
Included Visit Reasons:
Med Refills
Chronic Care Management
Ear aches
Sore throat
Dermatology
Can patient/visit be seen via TytoCare
YES
NO
Patient remains as in-person visit
Front desk set-up appointment in athena to Telehealth D2P appointment type.
Front Desk asks verbal intake/ insurance questions while patient on the phone.
Document verbal consent for billing in Patient Account Notes.
Does the patient need peripherals for visit?
NO
YES
Front desk or MA to arrange for pick-up, delivery or mailing of peripherals
Front Desk to provide patient with TytoCare Code: chcfamily
Walk patient through download of TytoCare app
During Pre-visit Planning, MA/RN checks to see if patient appears in TytoCare app list
Does the patient appear in TytoCare app selection list?
YES
NO
MA or RN or Front Desk or Resource Support to contact patient to get them set-up on TytoCare app
Provider-Care Team huddle daily to discuss upcoming appointments
MA/RN will open up TytoCare and invite the patient. MA/RN should check-in the patient in athena.
If provider is running late, MA or Front Desk to contact patient
MA/RN will "room" the patient virtually.
MA/RN will Transfer Visit to Provider within TytoCare.
Provider will get alert that patient is ready in TytoCare; they will invite the patient.
Encounter Occurs, use procedure template TELE: DIRECT TO PATIENT CARE in athena; Dummy CPT Code D2P99 tied to new template
If connectivity issues, attempt to call patient on their phone 3 times and if no answer, send message via portal
Visit goes according to plan
Yes
No
Provider asks patient to come into the clinic, go to ER – at the provider's discretion
Provider transfers patient to Front Desk for check-out/ follow-up scheduling. Ask/ confirm if patient wants to register for the patient portal for access to their records electronically.
Front Desk to schedule any follow-up visits. Front desk to Save and Complete TytoCare visit; Ends TytoCare visit with patient
Provider to complete documentation in athena.