**PRIORITY HEALTH CARE**

**POLICY AND PROCEDURES MANUAL**

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| **CLINICAL**  **POLICY AND PROCEDURES** | | | |
| **TITLE: TELEHEALTH** | | **SECTION: CARE OF PATIENT** | |
| **EFFECTIVE DATE: 05/01/2020** | **APPROVAL DATE(S): 04/29/2020** | **REFERENCE #**  **300.43** | **PAGE 1 OF 2** |

**STATEMENT:** Priority Health Care is committed to providing comprehensive health care services to our patients through telehealth/telemedicine utilizes a HIPAA compliant system with interactive audio/video telecommunications capacity.

**POLICY:**

Priority Health Care provides telehealth/telemedicine services to engage with patients for primary medical care and behavioral health services.

**PROCEDURE:**

1. The patient service specialist will confirm and document in patient chart if they consent to telehealth services for primary care/behavioral health services.
2. During COVID-19 state of Emergency, in accordance with Louisiana Department of Health Healthcare Facility Notice/Order #2020-COVID19-ALL-007, PHC will transition all in-person visits to a telehealth mode of delivery given it is medically appropriate and the same standard of care can be met as in-person visits.
3. The method of patient contact via text or email is also documented in the practice management system to alert patient when appointment is scheduled. The patient service specialist is responsible for ensuring that the cell phone and email fields are populated with accurate information
4. The patient ~~also~~ completes a consent to treat and HIPAA acknowledgement form electronically before each telehealth visit via the telehealth platform.
5. The medical assistant is the first point of contact for patients with primary care and psychiatric appointments. This allows them to verify patient ID, document reason for visit, update medication information and complete screenings. I.e. PHQ-2, PHQ-9, and tobacco screening
6. For other behavioral health appointments (mental health and substance use appointments) the provider will be the first point of contact for patients after patient completes consent forms electronically.
7. All new patients will need to have photo ID verified by first point of contact and documented in EHR
8. At the conclusion of all visits the providers will send a medical message to the patient service specialist to schedule follow-up appointments.
9. The patient service specialist will follow-up with the patient to confirm date and time of follow-up appointment.
10. All visit documentation is to take place in the EHR following the same procedures and standards as an in-person visit