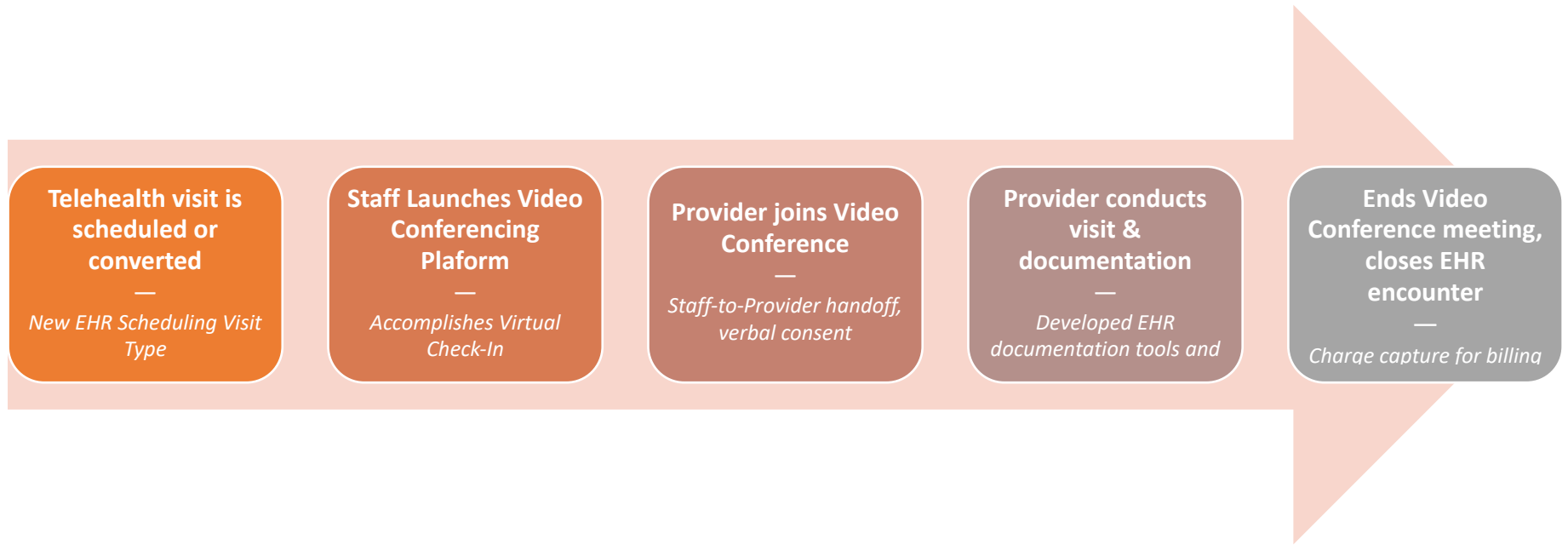


Example Telehealth Workflow



Telehealth (Audio-Visual)

Technology

- **Video Conferencing Platform** – Video and audio platform as per the [Office of Civil Rights \(OCR\) Notification](#)
- **Electronic Health Record** – Utilized for scheduling telehealth visit, documentation (including verbal consent), and charge capture

Clinical Documentation

- **Patient Consent** – Must obtain verbal consent for the visit and document the consent in the visit note.
- **Telehealth Documentation**- Follow the recommendations for documenting telemedicine encounters
- **Full progress note** to document the visit
- LOS codes, Diagnosis codes, and appropriate POS and modifiers (please refer to payer requirements for POS & modifiers)

***Virtual check-ins** (telephone only) and **e-visits** (patient portal) encounters. Check with each payer to determine coverage, consent and documentation requirements for these billable services.