Example Telehealth Workflow

**Telehealth (Audio-Visual) Technology**
- **Video Conferencing Platform** – Video and audio platform as per the [Office of Civil Rights (OCR) Notification](https://www.hhs.gov/ocr/privacy/hipaa/understand/consumer/index.html)
- **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.