



Providing solutions...not just software

# Telemedicine User Guide: Telemedicine Visit

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# Purpose

# Purpose

The purpose of this user guide is to explain:

- How to register for Telemedicine
- How clinicians can use Telemedicine in their practice

# Registration

# Registration

Contact ModuleMD Client Services to register your practice for Telemedicine. You will be unable to use Telemedicine without registering your practice.

Client Services is available to help you through the setup process.

# Clinician use of Telemedicine

# Telemedicine Visit

Dashboard **Schedule X**

View Office Visit Appointments Overbook Schedule Templates Modify Schedule View Calendar Multi Provider Day View View Facility Visit Appointments

**View Office Visit Appointments X**

Office Visit Appointments for - 5/28/2019 - Telemedicine - Clinician Lead - All Visit Types

Start Time	Visit Type	Duration (Min)	Authorization	Eligibility	Patient Portal	Exclude No Show		Patient Name	Notes
9:30 AM	SCR								
9:45 AM	SCR								
10:00 AM	AFU								
10:15 AM	AFU								
10:30 AM	AFU								
10:45 AM	TLM	15	N	Y	<input type="checkbox"/>	<input checked="" type="checkbox"/>	VS	103, Patient Michael	<input type="button" value="Generate Visit Slip"/>
11:00 AM	SV								
11:15 AM	SV								

**1. Prior to the visit, check the patient in from the schedule by selecting the “VS” button and generating a visit slip.**

103, Patient Michael  Search Options

Dashboard Schedule X Patient Chart X

TeleHealth Demographics View Notes Visit Notes ePrescriptions Immunotherapy Medication Adminis

Patient Dashboard Quality Measures Dashboard Telemedicine X

To Do S O A P MU All Visit Slip#: 961272 Visit Date: 05/28/2019 Provider: Clinician Lead Service Type: Telemedicine

To Do Categories

- Chief Complaint
- Objective
- Medication Use
- 

**2. Use the dropdown arrow to choose your service type.**

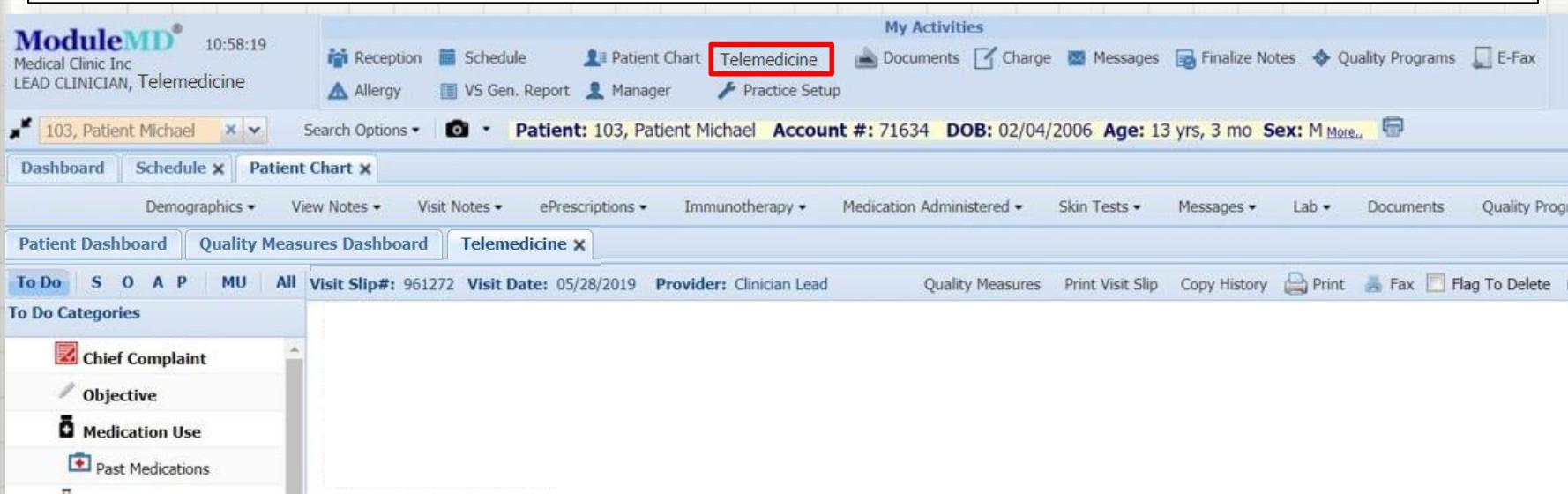
**3. Select “Create”**

**\* Tip – Make sure the visit type you’re selecting is tied to Telemedicine. See the “Telemedicine User Guide (Registration & One Time Setup)” user guide to find out how to link a visit type to Telemedicine. The notes you take in the Telemedicine visit will not come back into patient’s chart in ModuleMD if a note hasn’t been created.**

# Telemedicine Visit

## (Continued)

1. Select “Telemedicine” to launch the Telemedicine window. Our Telemedicine integration is “single-sign on” so there is no need to remember an extra password.



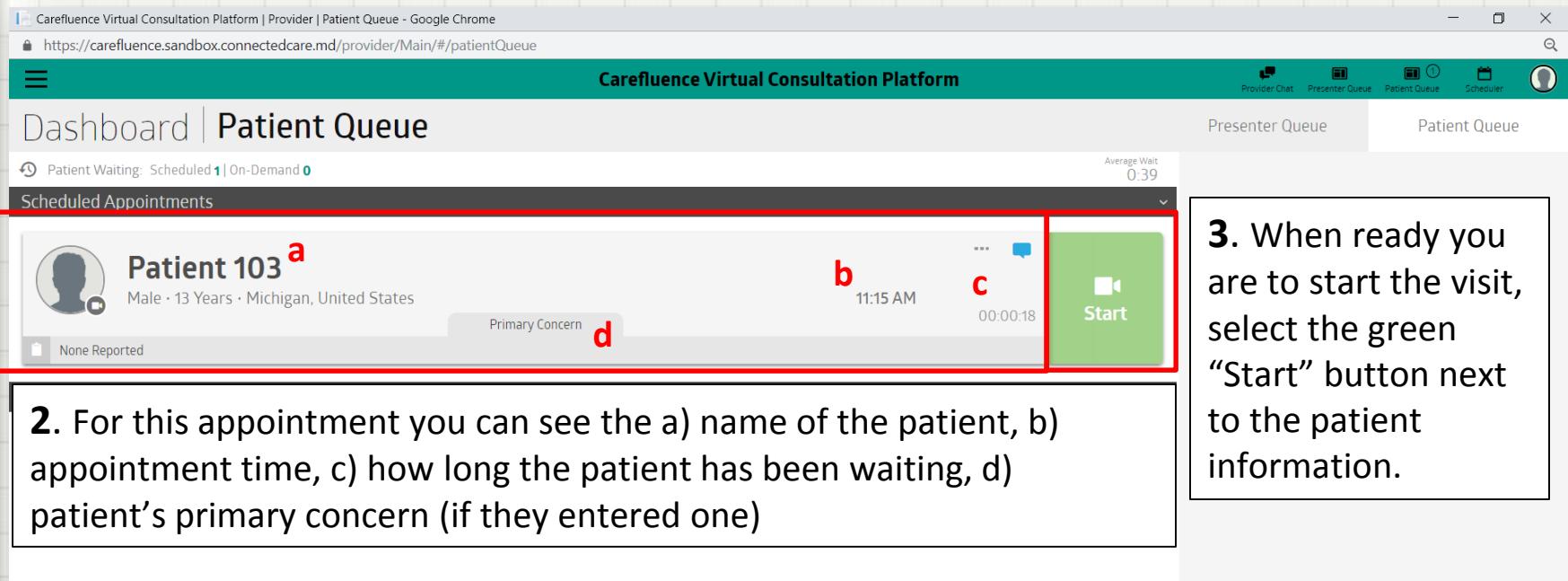
The screenshot shows the ModuleMD software interface. At the top, there is a navigation bar with various icons and links: Reception, Schedule, Patient Chart, **Telemedicine** (which is highlighted with a red box), Allergy, VS Gen. Report, Manager, and Practice Setup. To the right of these is a "My Activities" section with links for Documents, Charge, Messages, Finalize Notes, Quality Programs, and E-Fax. Below the navigation bar, a patient summary is displayed: Patient: 103, Patient Michael, Account #: 71634, DOB: 02/04/2006, Age: 13 yrs, 3 mo, Sex: M. The interface includes tabs for Dashboard, Schedule, and Patient Chart. The Patient Chart tab is active. Below the tabs, there are several dropdown menus: Demographics, View Notes, Visit Notes, ePrescriptions, Immunotherapy, Medication Administered, Skin Tests, Messages, Lab, Documents, and Quality Prog. A "To Do" section on the left lists categories: Chief Complaint (checked), Objective, Medication Use, and Past Medications. At the bottom of the interface, there are buttons for Quality Measures, Print Visit Slip, Copy History, Print, Fax, and Flag To Delete.

**\* Tip –** Keep your ModuleMD patient chart open during the Telemedicine visit in order to access any necessary information on the patient you're seeing.

# Telemedicine Visit

## (Continued)

1. When Telemedicine launches, you will be directed to your dashboard. This will show patients waiting to see you.



The screenshot shows the Carefluence Virtual Consultation Platform Patient Queue dashboard. At the top, there are tabs for 'Patient Queue' (selected), 'Presenter Queue', and 'Scheduler'. Below the tabs, the dashboard title is 'Carefluence Virtual Consultation Platform'. The main area is titled 'Dashboard | Patient Queue'. It shows a list of 'Scheduled Appointments'. The first appointment in the list is highlighted with a red box and labeled 'a'. The appointment details are: 'Patient 103', 'Male · 13 Years · Michigan, United States'. To the right of the patient's name is a 'Primary Concern' section with a red box and the label 'd'. To the right of that is a 'Waiting Time' section with a red box and the label 'b'. To the right of that is a 'Wait Time' section with a red box and the label 'c'. To the right of that is a green 'Start' button. The 'Average Wait' is listed as 0:39. The URL in the browser is <https://carefluence.sandbox.connectedcare.md/provider/Main/#/patientQueue>.

2. For this appointment you can see the a) name of the patient, b) appointment time, c) how long the patient has been waiting, d) patient's primary concern (if they entered one)
3. When ready you are to start the visit, select the green "Start" button next to the patient information.

# Telemedicine Visit

## (Continued)

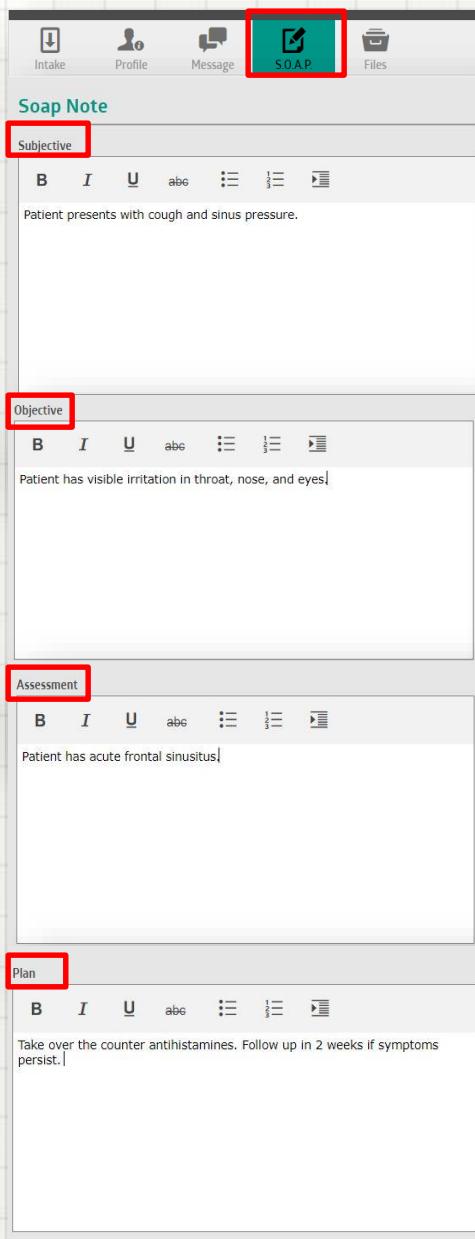
1. When the visit launches, you will be able to see your patient and talk to him/her.

The screenshot shows a telemedicine consultation. On the left, a female patient with long brown hair is smiling. On the right, a male doctor is visible in a small video window. The interface includes a toolbar with icons for camera, pen, and tools, and a bottom bar with controls for Images, Self View, Video, Mic, Speakers, Full Screen, and a session timer (00:13). The right side of the screen displays the patient's profile and history. A red box highlights the 'Patient 103' section, which includes the patient's name (M · 13 Years · MI, US), gender, and location. Below this are tabs for Intake, Profile, Message, S.O.A.P., and Files. The 'Intake' tab is selected. Under 'Intake', there are three sections: Primary Concern (None Reported), Secondary Concern(s) (None Reported), and Additional Notes (None Reported). Below these are sections for Medical History, Chronic Conditions (None Reported), Surgeries (None Reported), Medication Allergies (None Reported), and Current Medications (None Reported). The 'Profile' tab is also visible.

2. Patient history and profile will be visible to you on the right side of the window. This will populate based on the information the patient entered when they started the visit.

# Telemedicine Visit

## (Continued)



Intake   Profile   Message   **SOAP**   Files

**Soap Note**

**Subjective**

B I U abc   |   |   |

Patient presents with cough and sinus pressure.

**Objective**

B I U abc   |   |   |

Patient has visible irritation in throat, nose, and eyes.

**Assessment**

B I U abc   |   |   |

Patient has acute frontal sinusitus.

**Plan**

B I U abc   |   |   |

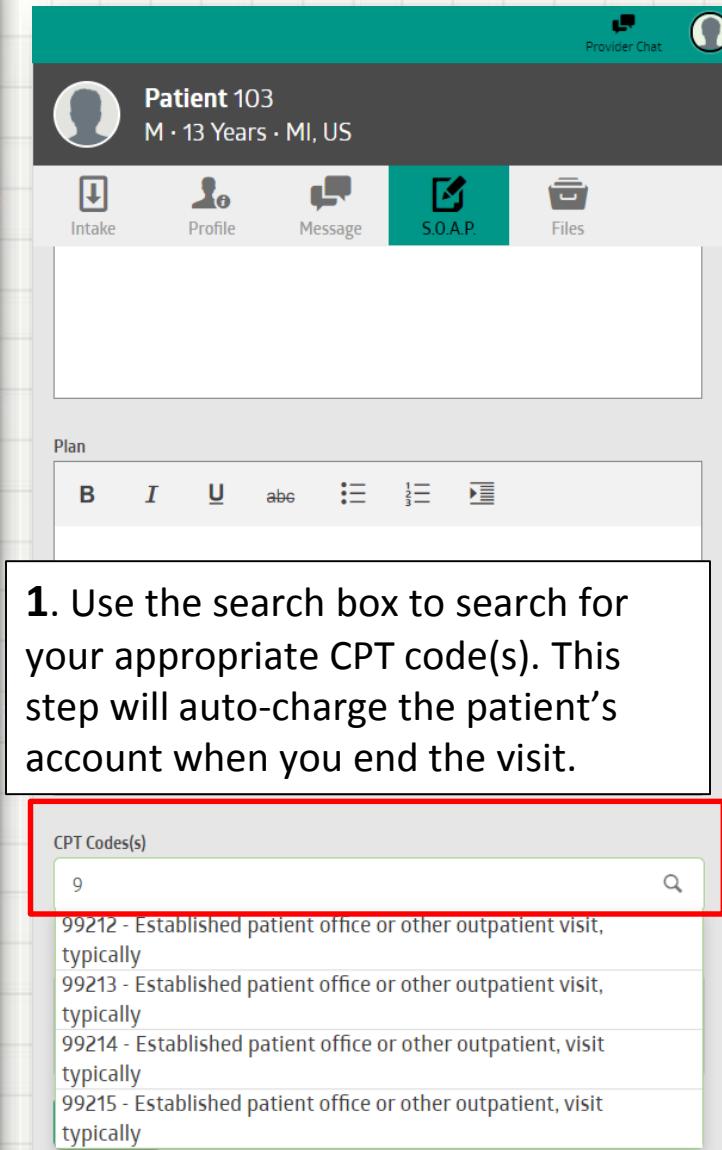
Take over the counter antihistamines. Follow up in 2 weeks if symptoms persist.

**1.** Select the “S.O.A.P” button to document the visit.

**2.** Fill out each part of your S.O.A.P. note. These notes will be pulled into the patient’s chart in ModuleMD after the visit. You will still be able to edit your note in the patient’s chart.

# Telemedicine Visit

## (Continued)



Patient 103  
M · 13 Years · MI, US

Provider Chat

Intake Profile Message S.O.A.P. Files

Plan

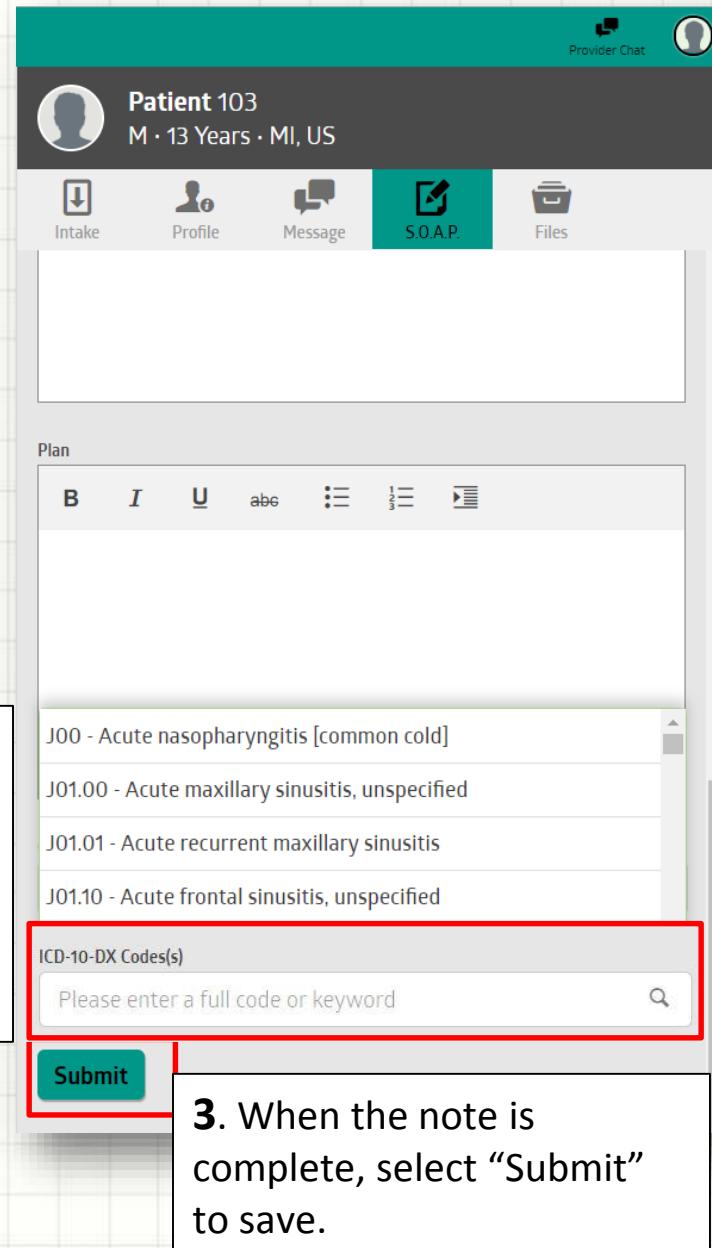
B I U abe

**1.** Use the search box to search for your appropriate CPT code(s). This step will auto-charge the patient's account when you end the visit.

CPT Codes(s)

9

99212 - Established patient office or other outpatient visit, typically  
99213 - Established patient office or other outpatient visit, typically  
99214 - Established patient office or other outpatient, visit typically  
99215 - Established patient office or other outpatient, visit typically



Patient 103  
M · 13 Years · MI, US

Provider Chat

Intake Profile Message S.O.A.P. Files

Plan

B I U abe

**2.** Use the search box to search for your appropriate ICD code(s).

J00 - Acute nasopharyngitis [common cold]  
J01.00 - Acute maxillary sinusitis, unspecified  
J01.01 - Acute recurrent maxillary sinusitis  
J01.10 - Acute frontal sinusitis, unspecified

ICD-10-DX Codes(s)

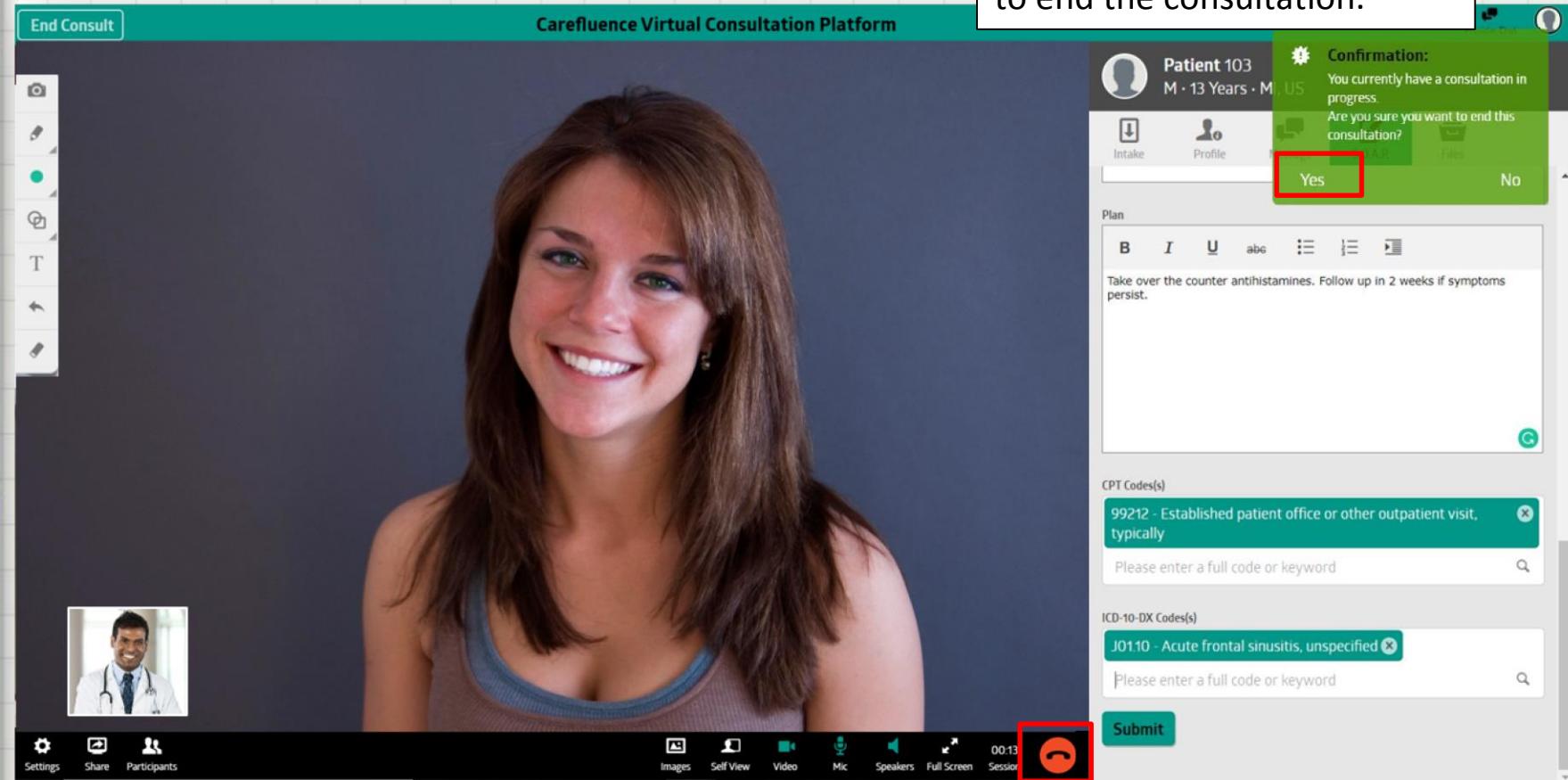
Please enter a full code or keyword

Submit

**3.** When the note is complete, select "Submit" to save.

# Telemedicine Visit

**(Continued)**



The screenshot shows a telemedicine consultation in progress. On the left, a female patient is visible in a video frame. On the right, a male doctor is visible in a smaller video frame. The interface includes a toolbar on the left with icons for camera, pen, and other tools. At the top, it says "Carefluence Virtual Consultation Platform". On the right, there is a sidebar with patient information ("Patient 103, M - 13 Years - Male, US"), a "Confirmation" box asking if the user wants to end the consultation, and sections for "Intake", "Profile", "Plan" (with a note about taking over-the-counter antihistamines), and "CPT Codes(s)" (99212 - Established patient office or other outpatient visit, typically). The bottom of the screen shows video controls (Images, Self View, Video, Mic, Speakers, Full Screen) and a "Session" button. A red box highlights the "Session" button, and another red box highlights the "Yes" button in the confirmation dialog.

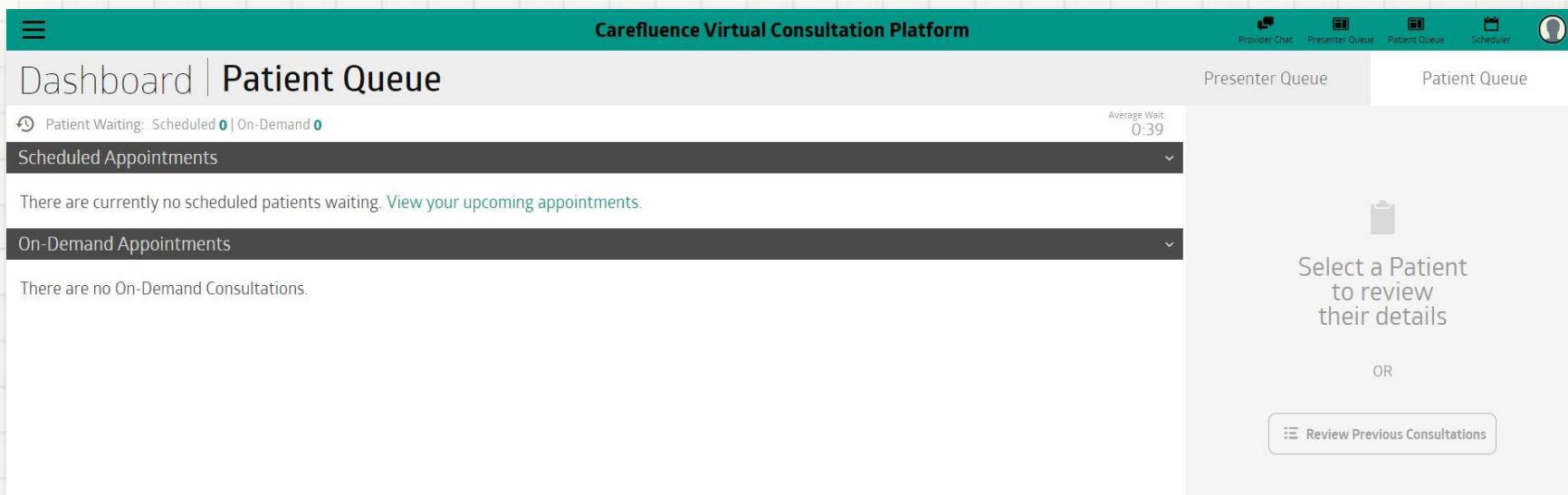
**1.** Select the red button to end the consult when you are finished seeing your patient and documenting. (Reminder, you will still be able to edit the note once it's in the patient's chart in ModuleMD)

**2.** This green box will pop up to ask if you're sure you want to end the consultation.

# Telemedicine Visit

## (Continued)

1. When you end the visit, you will be redirected to your dashboard. Here you can see other patients waiting to be seen.



The screenshot shows the Carefluence Virtual Consultation Platform dashboard. At the top, there is a navigation bar with icons for Provider Chat, Presenter Queue, Patient Queue, and Scheduler. The main area is titled "Carefluence Virtual Consultation Platform" and "Dashboard | Patient Queue". Below this, there is a message: "Patient Waiting: Scheduled 0 | On-Demand 0". A summary box on the right shows "Average Wait: 0:39". The dashboard is divided into sections for "Scheduled Appointments" and "On-Demand Appointments". The "Scheduled Appointments" section has a message: "There are currently no scheduled patients waiting. View your upcoming appointments." The "On-Demand Appointments" section has a message: "There are no On-Demand Consultations." To the right of these sections, there is a callout box with a clipboard icon and the text: "Select a Patient to review their details". Below this, the text "OR" is followed by a button labeled "Review Previous Consultations".

**\* Tip –** Make sure you go back into ModuleMD and create a note when you're ready to see the next patient. The notes you take in the Telemedicine visit will not come back into the patient's chart in ModuleMD if a note has not been created.

# Telemedicine Visit

## (Continued)

- When the visit is completed, refresh the patient's chart. After refreshing, the notes from the Telemedicine platform will be in the patient's chart. You may edit or add, if necessary, by double clicking the category you want to edit.

**Chief Complaint**  
Patient presents with cough and sinus pressure.

**Objective**  
Patient has visible irritation in throat, nose, and eyes.

**Medication Use**  
Current Medications:

- 06/16/2016 Asmanex Twisthaler 110 mcg aerosol powdr breath activated 1 puff once a day. Qty: 1 5
- 09/03/2015 ProAir HFA 108 (90 Base) MCG/ACT Aerosol Solution INHALE 1-2 PUFFS EVERY 4-6 HOURS AS NEEDED AND AS DIRECTED. Qty: 8.5 1
- 09/03/2015 Asmanex 30 Metered Doses 110 MCG/INH Aerosol Powder Breath Activated INHALE 1 PUFF DAILY IN THE EVENING. Qty: 1 5
- 04/01/2014 ALBUTEROL 0.083% INHAL SOLN Nebulization Solution Qty: 75 0
- 05/05/2013 TRIAMCINOLONE 0.1% OINTMENT Ointment Qty: 15 0

**Allergic Reactions**  
Drug Allergic Reactions: None.

**Assessment**

ICD Code	SNOMED	Code Description	Created Date	Comments
J01.10		Acute frontal sinusitis, unspecified	5/28/2019	

Comments: Patient has acute frontal sinusitis.

**Plan**  
Take over-the-counter antihistamines. Follow-up in 2 weeks if symptoms persist.

- Enter your provider pin # and select “Approve” to finalize the note.



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**Thank You**

**Questions?**

**Contact Support 248-434-0444, option 2**