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

Reminders Status | 🔍 Eligibility | Patient Quick Search: Select Patient | x ▾

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	☐	E	VS	103, Patient Michael	🛈
11:00 AM	SV							Generate Visit Slip		
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 | x ▾ | Search Options ▾ | 📷 ▾ | **Patient:** 103, Patient Michael **Account #:** 71634 **DOB:** 02/04/2006 **Age:** 13 yrs, 3 mo **Sex:** M More..

Dashboard | Schedule x | **Patient Chart** x

TeleHealth | Demographics ▾ | View Notes ▾ | Visit Notes ▾ | ePrescriptions ▾ | Immunotherapy ▾ | Medication Administ

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 | x ▾ | Create

To Do Categories

📝 Chief Complaint
✏ Objective
💊 Medication Use

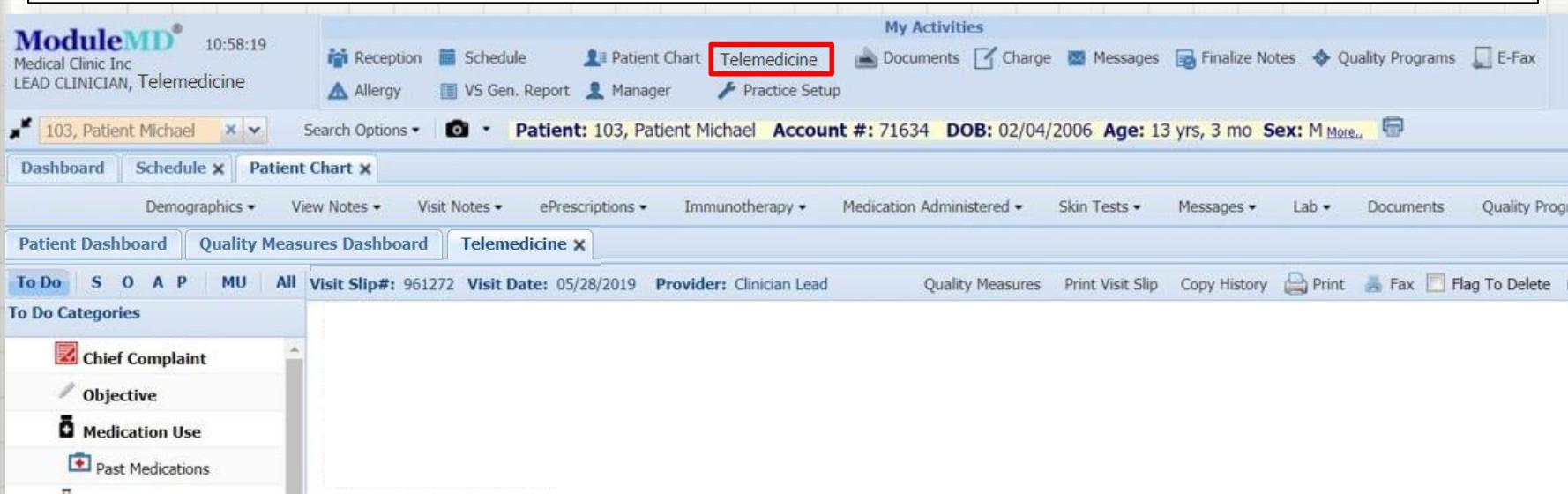**2**. Use the dropdown arrow to choose your service type.

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.

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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.
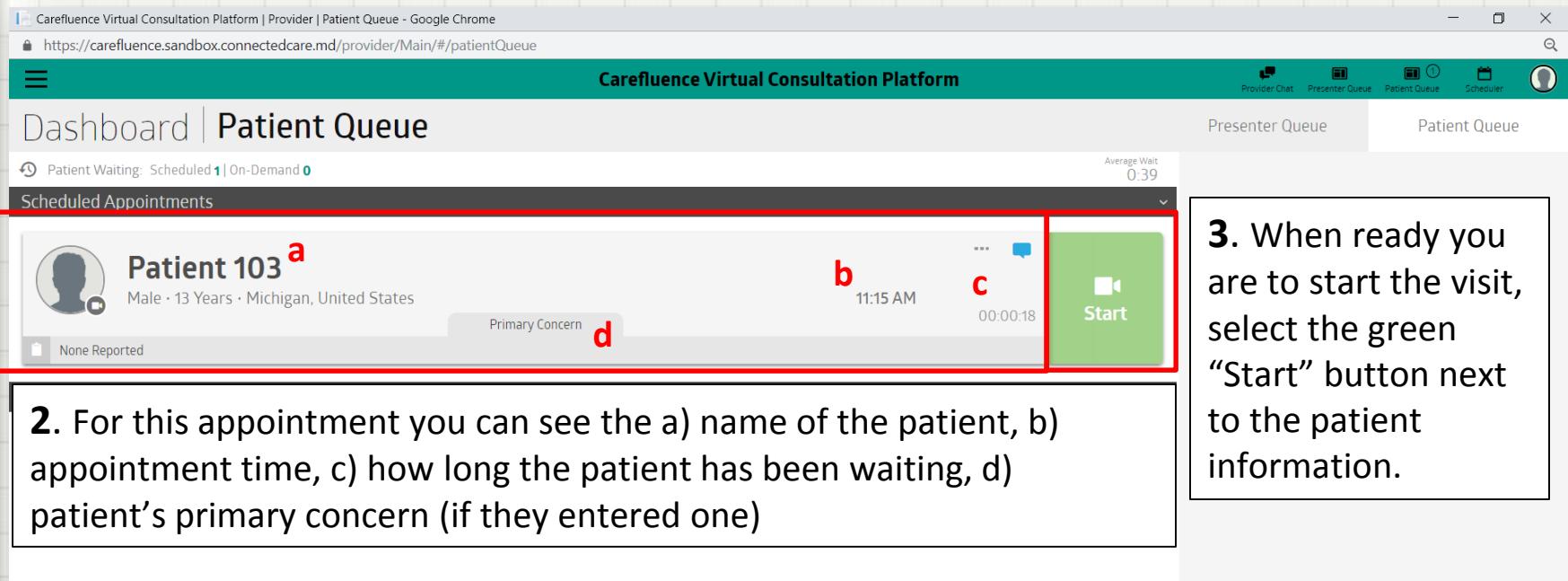

* Tip – Keep your ModuleMD patient chart open during the Telemedicine visit in order to access any necessary information on the patient you're seeing.

Telemedicine Visit
(Continued)

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

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.

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.

(Continued)

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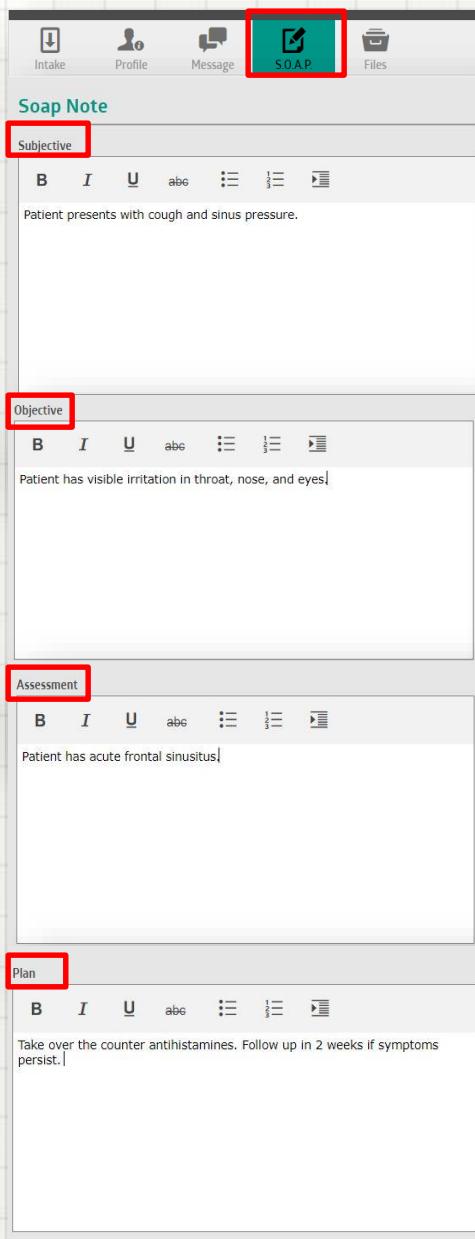
Soap Note

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.

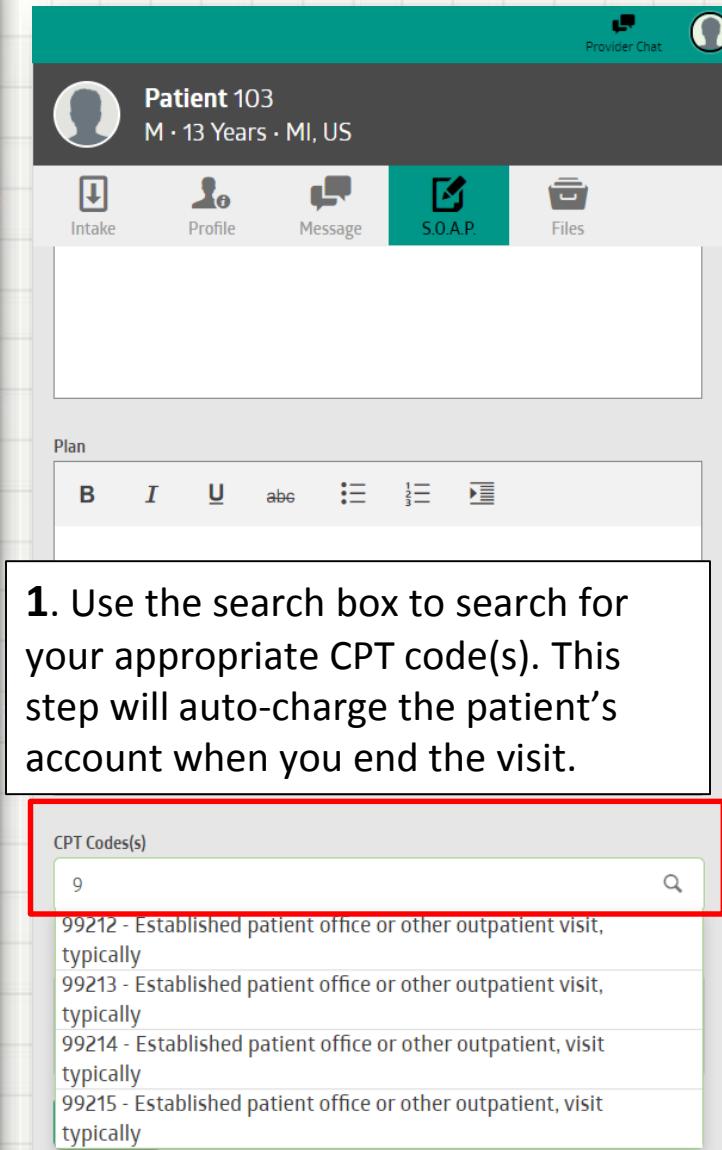**Plan**

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.

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Patient 103
M · 13 Years · MI, US

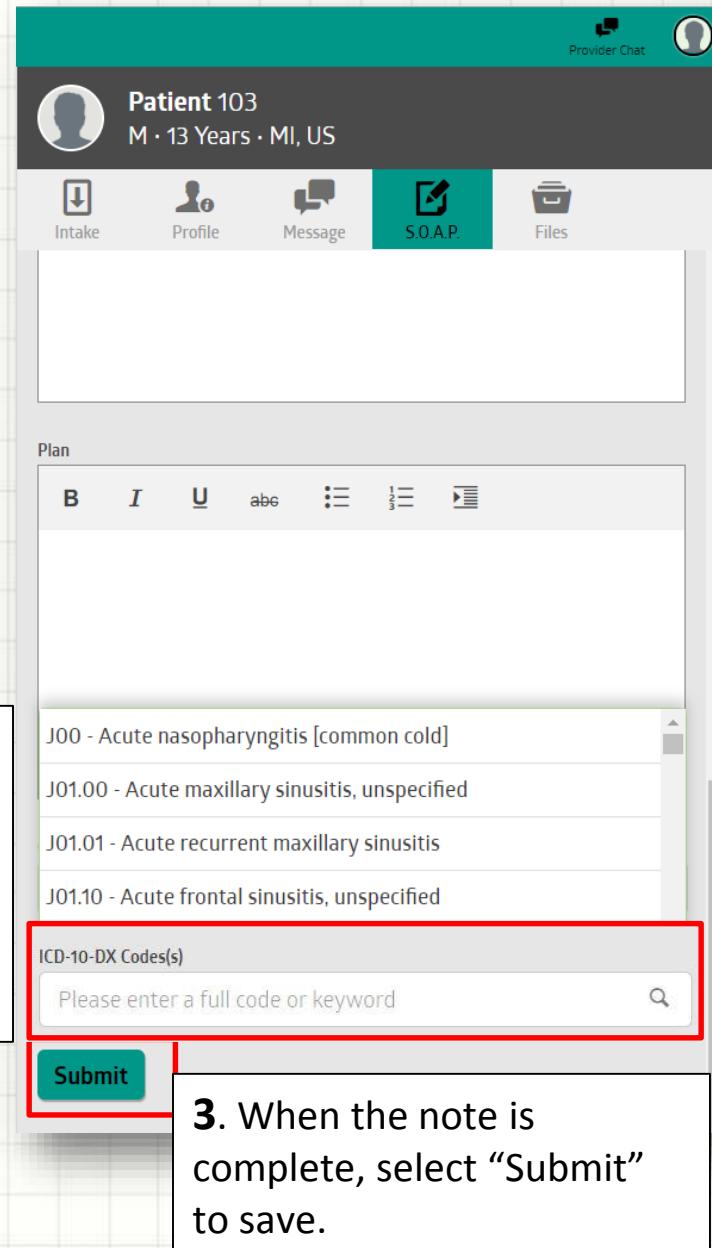Intake | Profile | Message | S.O.A.P. | Files

Plan

B *I* U abc

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

Provider Chat

Patient 103
M · 13 Years · MI, US

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

Plan

B *I* U abc

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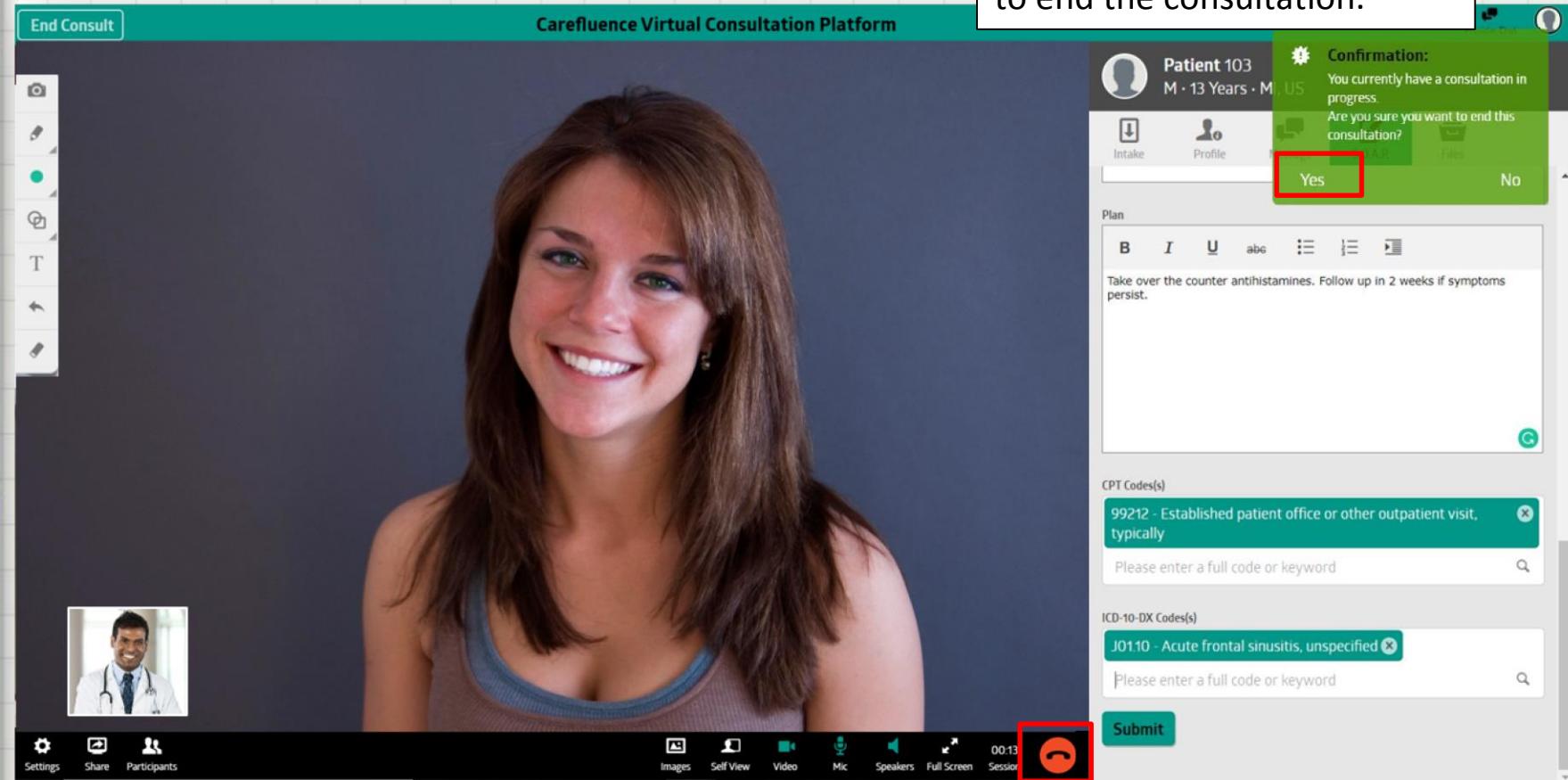J01.10 - Acute frontal sinusitis, unspecified

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

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)

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

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)

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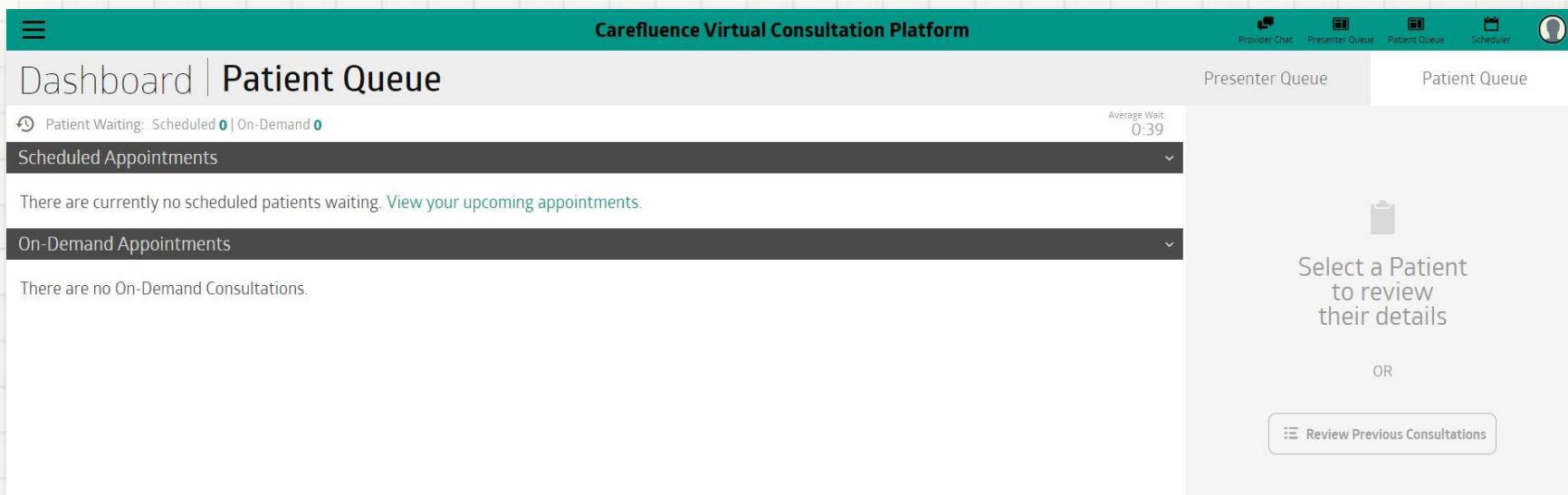
Carefluence Virtual Consultation Platform

Provider Chat · Presenter Queue · Patient Queue · Scheduler

Dashboard | **Patient Queue**

Presenter Queue · Patient Queue

Patient Waiting: Scheduled **0** | On-Demand **0**

Average Wait 0:39

Scheduled Appointments

There are currently no scheduled patients waiting. View your upcoming appointments.

On-Demand Appointments

There are no On-Demand Consultations.

Select a Patient to review their details

OR

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)

1. 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.

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2. 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