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Providing solutions...not just software

Telemedicine User Guide: Telemedicine Visit

Table of Contents

- 1) Purpose
- 2) Registration
- 3) Clinician use
 - a) Telemedicine Visit

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

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

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 displays the ModuleMD Telemedicine interface. At the top left, the ModuleMD logo and user information (Medical Clinic Inc, LEAD CLINICIAN, Telemedicine) are shown. The top navigation bar includes buttons for Reception, Schedule, Patient Chart, and Telemedicine (which is highlighted with a red box). Other buttons in the navigation bar include Documents, Charge, Messages, Finalize Notes, Quality Programs, and E-Fax. Below the navigation bar, patient information is displayed: Patient: 103, Patient Michael, Account #: 71634, DOB: 02/04/2006, Age: 13 yrs, 3 mo, Sex: M. The main content area shows a Patient Dashboard with tabs for Patient Dashboard, Quality Measures Dashboard, and Telemedicine (which is selected). The Telemedicine tab displays a list of To Do Categories: Chief Complaint, Objective, Medication Use, and Past Medications. The right side of the interface shows a list of activities and a search bar.

* **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 a web browser window with the URL <https://carefluence.sandbox.connectedcare.md/provider/Main/#/patientQueue>. The page title is "Carefluence Virtual Consultation Platform". The navigation bar includes "Dashboard" and "Patient Queue". The "Patient Queue" section shows a list of patients. The first patient, "Patient 103", is highlighted with a red box. The patient information includes: "Patient 103" (labeled 'a'), "Male · 13 Years · Michigan, United States", "Primary Concern" (labeled 'd'), "11:15 AM" (labeled 'b'), and "00:00:18" (labeled 'c'). A green "Start" button (labeled 'c') is visible next to the patient information.

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 displays the Carefluence Virtual Consultation Platform interface. The main window shows a video feed of a smiling female patient. In the bottom-left corner, there is a smaller video feed of the male provider. The interface includes a top teal bar with an 'End Consult' button and the platform name. A left sidebar contains icons for camera, chat, and other tools. On the right, a red-bordered panel displays patient information and medical history for 'Patient 103' (Male, 13 years, MI, US). The panel includes tabs for Intake, Profile, Message, S.O.A.P., and Files. The Intake tab is active, showing sections for Primary Concern, Secondary Concern(s), Additional Notes, Medical History, Chronic Conditions, Surgeries, Medication Allergies, and Current Medications, all of which are currently 'None Reported'. The bottom status bar shows icons for Settings, Share, Participants, Images, Self View, Video, Mic, Speakers, Full Screen, Session, and a red call button.

Patient 103
M · 13 Years · MI, US

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

- 1 Primary Concern
None Reported
- 2 Secondary Concern(s)
None Reported
- 3 Additional Notes
None Reported

Medical History

Chronic Conditions
/ None Reported

Surgeries
/ None Reported

Medication Allergies
/ None Reported

Current Medications
/ None Reported

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)

The screenshot shows the ModuleMD interface for a telemedicine visit. At the top, there is a navigation bar with icons for Intake, Profile, Message, SOAP, and Files. The SOAP button is highlighted with a red box. Below the navigation bar, the title "Soap Note" is displayed. The main content area is divided into four sections, each with a red box around its header: "Subjective", "Objective", "Assessment", and "Plan". Each section contains a text area for notes and a toolbar with formatting options (B, I, U, abc, list, link, unlink).

SOAP

Subjective

Patient presents with cough and sinus pressure.

Objective

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

Assessment

Patient has acute frontal sinusitis.

Plan

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)

The screenshot shows the patient profile for Patient 103, a 13-year-old male from MI, US. The S.O.A.P. tab is selected, and the Plan section is visible with a rich text editor containing the text "B I U abc" and a list icon.

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.

The screenshot shows the CPT Codes(s) search box with the number "9" entered. The search results list several CPT codes: 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; and 99215 - Established patient office or other outpatient, visit typically.

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

The screenshot shows the patient profile for Patient 103, a 13-year-old male from MI, US. The S.O.A.P. tab is selected, and the Plan section is visible with a rich text editor containing the text "B I U abc" and a list icon. The ICD-10-DX Codes(s) search box is highlighted, showing a list of ICD codes: J00 - Acute nasopharyngitis [common cold]; J01.00 - Acute maxillary sinusitis, unspecified; J01.01 - Acute recurrent maxillary sinusitis; and J01.10 - Acute frontal sinusitis, unspecified. The Submit button is also highlighted.

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.

The screenshot displays the Carefluence Virtual Consultation Platform interface. At the top, a teal header bar contains an "End Consult" button on the left and the platform name "Carefluence Virtual Consultation Platform" in the center. The main area is a large video feed of a smiling female patient. In the bottom-left corner of the video feed, there is a smaller inset video of a male doctor. To the right of the video feed is a sidebar with patient information and clinical notes. The sidebar includes a "Patient 103" header with demographic details, tabs for "Intake" and "Profile", and a "Confirmation" pop-up box. The "Confirmation" box is green and contains the text: "Confirmation: You currently have a consultation in progress. Are you sure you want to end this consultation?". It has "Yes" and "No" buttons, with the "Yes" button highlighted by a red rectangle. Below the confirmation box is a "Plan" section with a text area containing medical instructions: "Take over the counter antihistamines. Follow up in 2 weeks if symptoms persist." Below the plan is a "CPT Codes(s)" section with a dropdown menu showing "99212 - Established patient office or other outpatient visit, typically" and a search bar. Below that is an "ICD-10-DX Codes(s)" section with a dropdown menu showing "J0110 - Acute frontal sinusitis, unspecified" and another search bar. At the bottom of the sidebar is a "Submit" button. At the very bottom of the interface is a black toolbar with icons for "Settings", "Share", "Participants", "Images", "Self View", "Video", "Mic", "Speakers", "Full Screen", and "Session". The "Session" icon, which is a red circle with a white telephone handset, is highlighted by a red rectangle.

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)

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 displays the 'Carefluence Virtual Consultation Platform' dashboard. The top navigation bar is teal with icons for Provider Chat, Presenter Queue, Patient Queue, Scheduler, and a user profile. The main header shows 'Dashboard | Patient Queue' with tabs for 'Presenter Queue' and 'Patient Queue'. A status bar indicates 'Patient Waiting: Scheduled 0 | On-Demand 0' and an 'Average Wait' of '0:39'. The 'Scheduled Appointments' section shows 'There are currently no scheduled patients waiting. View your upcoming appointments.' The 'On-Demand Appointments' section shows 'There are no On-Demand Consultations.' On the right, a sidebar prompts the user to 'Select a Patient to review their details' with an 'OR' option and a 'Review Previous Consultations' button.

*** 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.

The screenshot displays the ModuleMD patient chart interface. At the top, the patient information bar shows: 103, Patient Michael, Account #: 71634, DOB: 02/04/2006, Age: 13 yrs, 3 mo, Sex: M. The main navigation bar includes tabs for Dashboard, Patient Chart, and various clinical categories like Demographics, Visit Notes, ePrescriptions, etc. The 'Patient Chart' tab is active, and the 'Telemedicine' sub-tab is selected. The left sidebar lists 'To Do Categories' including Medication Use, Allergic Reactions, Personal History, Past Investigations, and Physical Examination. The main content area displays a telemedicine visit note for Visit Slin #: 961275, dated 05/28/2019, by Provider: Clinician Lead. The note includes sections for Chief Complaint, Objective, Medication Use, Allergic Reactions, Assessment, and Plan. A red box highlights the 'Assessment' section, which contains a table of ICD codes and descriptions. To the right of the note, there is a 'PIN:' field and an 'Approve' button, both highlighted with red boxes.

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 powder 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.

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

Assessment
Comments: Patient has acute frontal sinusitis.

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

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