

Epic – MyChart – Video Workflow for HealthAdvantage Connect

Telehealth

Workflow

- Epic – MyChart – doxy.me workflow utilizes messaging from the appointment to MyChart to send patient instructions that include a link to start the video visit.
- MyChart echeck-in includes:
 - Patient confirmation of medications, selected pharmacy, allergies, insurance coverage, and payment information.
 - Consent to the video visit
 - Patient entered questionnaire – Fever? Cough?

Workflow - Requirements

- Patient must have an active MyChart account
- Use a Smartphone
- Other web browsers besides Internet Explorer (i.e. Google Chrome, Safari)

Clinic Step 1. Schedule Appointment

- Patient will call the clinic to schedule a video visit.
- Staff will select visit type 3171 – Telehealth Video Visit.
- Location for service is 2522 – Patient Home - Telehealth. This will put the correct location code on the claim.

The screenshot displays the Epic EHR interface for scheduling an appointment. The patient information bar at the top shows the patient name as Ambtest, Eric, with MRN 32989330. The department is set to FAMILY - SCMILI. The visit type is 3171. A pop-up window titled "Questionnaire for TELEHEALTH VIDEO VISIT [3171]" is open, showing a table with the question "What is the location where services will be performed?" and the answer "PATIENT HOME-TELEHEALT".

CA LOCATION FOR SERVICES	Answer	Comment
What is the location where services will be performed?	PATIENT HOME-TELEHEALT	

For Akamai or ConnxtMD PM

- Please ensure that your appointment type in Akamai or ConnxtMD is linked to the correct visit type in Epic. The mapping should be to 3171. If you are unsure on how to do this, please contact your vendor.

[AT] Appointment Types - (TH) Telehealth MyChart {rc094 04/01/2020 07:13 AM}

Lookup Data Entry Cancel Query

Lookup (Active Only)

Description S/w
Id S/w

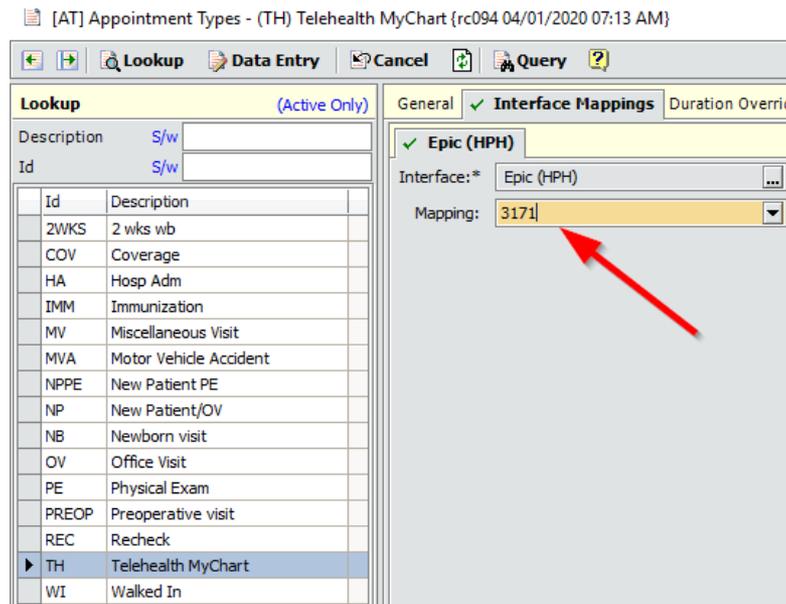
Id	Description
ZWKS	2 wks wb
COV	Coverage
HA	Hosp Adm
IMM	Immunization
MV	Miscellaneous Visit
MVA	Motor Vehicle Accident
NPPE	New Patient PE
NP	New Patient/OV
NB	Newborn visit
OV	Office Visit
PE	Physical Exam
PREOP	Preoperative visit
REC	Recheck
TH	Telehealth MyChart
WI	Walked In

General Interface Mappings Duration Overrid

✓ Epic (HPH)

Interface:* Epic (HPH)

Mapping: 3171



****Please note that your appointment type in your practice management may look different that what is shown on this screen shot****

Clinic Step 2. Date/time are selected.

[Start your video visit](#) is a link to the video platform. This link will work on the patient's smartphone.

The screenshot shows an "Appointment Review" interface. At the top, it displays the date "Friday Mar 20, 2020" and the arrival time "Arrive by 2:50 PM". Below this, it specifies the appointment time: "Appt at 3:00 PM (15 min)". The visit type is identified as "TELEHEALTH VIDEO VISIT". On the right side, the location is "FAMILY - SCMILI at Straub Clinic Mililani". There are four buttons: "Outpatient" (selected), "Inpatient", "Add to Wait List", and "Mark as Confirmed". The insurance information shows "Insurance (None)" and "Copay (None)". The "Effective Dates" are also listed as "(None)". The "Patient Instructions" section includes a bolded note: "For optimal video quality, please use your smart phone." followed by a blue link: "Start your video visit". Below this, it provides contact information for technical issues: "If you are experiencing technical issues, please contact the MyChart Support Line at: 808-535-7225 (Oahu), 808-246-1663 (Kauai), 1-877-228-1894 (Toll Free)". A final note states: "Otherwise, you may also refer to the 'MyChart Doxy.me Video Visits Guide' available under Resources, Additional Resources."

Clinic Step 3. Complete the appointment.

- Patient to use their smartphone to login to MyChart.
- Patient will complete the echeck-in.
- Once they complete the echeck-in, the appointment status will change to eCheck-in comp. This **WILL NOT** arrive the patient in Epic. It is recommended that the staff check-in the appointment once the status eCheck-in comp appears.
- If the status is not changed to Arrived by the end of the day, the patient will appear as a “No Show”.

Future	Past	Orders	Referrals	Encounter Date	Arrive By	Time	Len	Dept	Provider	Visit Type	Rfl	Notes	HAR	No Info Visit	Status
				3/20/2020 Fri	2:50 PM	3:00 P	15	FAMSM [16052006]		TELEHEALTH VIDEO VISIT [3171]			351409438		eCheck-in comp

Provider Workflow - Epic

- The staff *will have to* change the status to Arrived. The provider will now know that the patient is waiting for the video visit to begin.
- Double click on the patient name to start documenting the visit.

The screenshot shows the Epic EHR interface. At the top, there is a navigation bar with various icons and labels: Epic, UpToDate, Schedule, In Basket, Chart, Hosp Chart, Pt List, Encounter, Tel Call, Send Patient Message, Secure, and Remind Me. Below this is a 'Home' section. The main area is titled 'Schedule' and shows a date filter for '3/20/2020' and a 'Today' button. A table displays the schedule for that date:

Time	Patient	Age/Gender	P...	Notes	Status	Status Details	Type	My Sti...
3:00 PM	Ambtest, Eric	28 yr old / M			Scheduled		TELEHEALTH...	

On the right side of the interface, there is a vertical list of folders or categories labeled with letters: P, R, R, P, C, C, C, C, E, F.

Provider Workflow - Epic

If the staff did not check-in the patient's appointment, the provider may click Start the Visit to get out of Pre-Charting.

Pre-Charting

Patient Not Arrived Yet

Welcome to the Pre-Charting workspace, where you can get a head start on your work for this visit! This screen includes tools that are helpful before the patient arrives. If the patient arrives while you're here, click Start the Visit to see your full toolset. Here are some other helpful tips:

- Any notes that you write before the patient checks in are accessible to only you and other clinicians who work in this encounter. Other clinical staff can't find these notes elsewhere in the chart.
- Any notes or orders that you don't sign, and communications that you don't send, are deleted by the system a set number of days after the appointment if the patient never arrives. You can view any notes that you write before the system deletes them and copy those notes forward to a visit within that time frame.
- Any orders that you sign are carried out regardless of whether the patient arrives for the scheduled appointment. If the patient no-shows, cancels, or reschedules the visit, you need to cancel any orders that you don't want to remain active.

[Start the Visit](#)

Medications & Orders

Name	Dose, Route, Frequency	Adh
Outpatient and Clinic-Administered Medications		
acyclovir (ZOVIRAX) 200 MG CAPS capsule	1 Cap, Oral, 5 X DAY	<input type="checkbox"/>
Ibuprofen (ADVIIL) 200 MG CAPS	1 Cap, Oral, Q6H PRN	<input type="checkbox"/>
Ibuprofen (ADVIIL) 200 MG CAPS	1 Cap, Oral, Q6H PRN	<input type="checkbox"/>

Never Reviewed

LONGS DRUG STORE #10780 (HONOLULU, HI) 808-528-3581

BestPractice Advisories

No advisories to address.

Problem List

No active problems.

Visit Diagnoses

No visit diagnoses.

Secure Chat

You have 1 conversation with unread messages.

Provider Workflow - Epic

All office visit tools are now available.
Click the Video Visit activity to see patient entered data.

The screenshot displays the Epic EMR interface for a patient named Eric Ambtest. The interface is divided into several sections:

- Header:** Shows the patient's name, MRN (32989330), and a search bar.
- Navigation:** Includes tabs for Snapshot, Chart Review, Video Visit, History, Screens/Flowsheets, Progress Note, Notes, Plan, Wrap-Up, Communications, and Episodes of Care.
- Plan Section:**
 - Level of Service:** A table with columns E2, E3, E4, E5, WCC12-1..., N2, N3, N4, N5, NOCHG, WWE N18..., WWE ES1..., WWE N40+, WWE ES4..., WWE N65+, WWE ES6..., EstPE18-39, EstPE40-64, EstPE>65, NewPE18..., NewPE40..., WCC<1EST, WCC1-4E..., and WCC5-11... Below this is a field for LOS and a list of modifiers.
 - Visit Diagnoses:** A section for adding visit diagnoses with a search bar and a list of common diagnoses.
 - Problem List:** A section for adding problems with a search bar and a list of problems.
- Medications & Orders:** A section for managing medications and orders, including a list of patient-reported medications and a table of outpatient and clinic-administered medications.

Name	Dose, Route, Frequency	Adh
acyclovir (ZOVIRAX) 200 MG CAPS capsule	1 Cap, Oral, 5 X DAY	<input type="checkbox"/>
Ibuprofen (ADVIL) 200 MG CAPS	1 Cap, Oral, Q6H PRN	<input type="checkbox"/>
Ibuprofen (ADVIL) 200 MG CAPS	1 Cap, Oral, Q6H PRN	<input type="checkbox"/>

Provider Workflow - Epic

You have to type this link on your smartphone to activate the video link. Click Questionnaire to see the consent and answers to the mini Covid questionnaire.

Video Visit

Telehealth Video Connection Instructions

To connect to the patient for this telehealth video visit, please open the following website on your smartphone. Log in with your email address and password, and then follow prompts to connect.

~~https://hpb.doxy.me/sign-in~~

****PLEASE USE THIS LINK INSTEAD****
<https://hac.doxy.me/sign-in>

Questionnaires

Legend: Critical !! Abnormal ! Triggered a BPA Scoring question

Amb Video Visit Consent

Question	3/20/2020 3:07 PM HST - Filed by Patient on 3/20/2020
By clicking "Yes" I agree to the terms and conditions linked below.	Yes
By clicking "Yes" I indicate that I have downloaded the MyChart app on my Android or Apple smartphone or tablet.	Yes
By clicking "Yes" I indicate that I have successfully connected to Hawaii Pacific Health within the MyChart mobile app and signed in to my account.	Yes

Mychart-Covid-Video 1

Question	3/20/2020 3:08 PM HST - Filed by Patient on 3/20/2020
Do you have a fever?	No
Do you have a cough?	Yes

Provider Workflow

- Telemedicine Fact Sheet, FAQs
 - <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>
 - <https://www.cms.gov/files/document/medicare-telehealth-frequently-asked-questions-faqs-31720.pdf>