

Scheduled Telephone Visits

Purpose: The purpose of the *Scheduled Telephone Visit* is to provide appropriate patient follow-up using a scheduled time on the provider’s schedule. This secures time to allow the patient and provider to connect, while providing a convenient, alternative appointment to the patient.

Key components:

Patient Identification Process	<p>Provider Identified</p> <ul style="list-style-type: none"> • Patient will not be able to schedule into this option via Mychart
Visit Type to be Scheduled Under	<ul style="list-style-type: none"> • Scheduled Telephone Visit
Message Framed to Patient	<ul style="list-style-type: none"> • Someone from the Care team will call within 30 minutes of your scheduled time (e.g. If the appointment is scheduled at 2:00 PM, someone from the care team will be calling between 2:00-2:30). • Mychart will show the reminder, along with the message, “it is not a face-to-face visit.” • Televox and text reminders will also remind the patient “no need to come into the office.” • Requesting Verbal Consent: “It looks like the provider would like to schedule you to connect via phone for a <i>Scheduled Telephone Visit</i>. This is a dedicated time, as an appointment between you and the doctor, just no need to come into the office. As it is an appointment, there may be a charge. Are you ok to schedule?”
Time Allotment	<ul style="list-style-type: none"> • 15 minutes for Providers • 30 minutes for Nurse Practitioners
Examples of Use	<ul style="list-style-type: none"> • Abnormal Test Results • Inappropriate ED Visits • BP Monitoring • Glucose Monitoring • Chronic Conditions • Medication Adherence • New Medications • Titration Changes • Symptom Follow-Up • Same Day Scheduling Requests (when schedule is full) • Behavioral Health • Birth Control Requests (for healthy females) • Travel Advice
Billing	<ul style="list-style-type: none"> • LOS: G2012 (5+ minutes) • Documentation as to time spent with patient and verbal consent