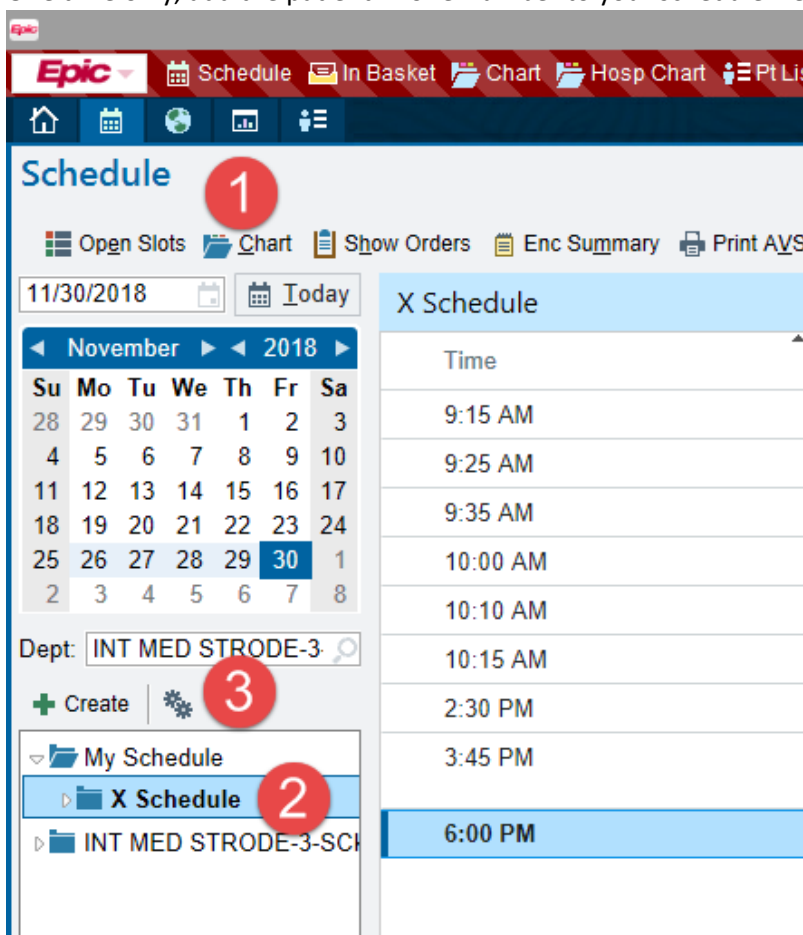


Scheduled Telephone Visit Workflow: Provider Getting Started

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.

1. While reviewing results/schedule, identify and message your MA/PSR to schedule the patient for a Scheduled Telephone Appointment.
2. One time only, add the patient Phone Number to your schedule view:



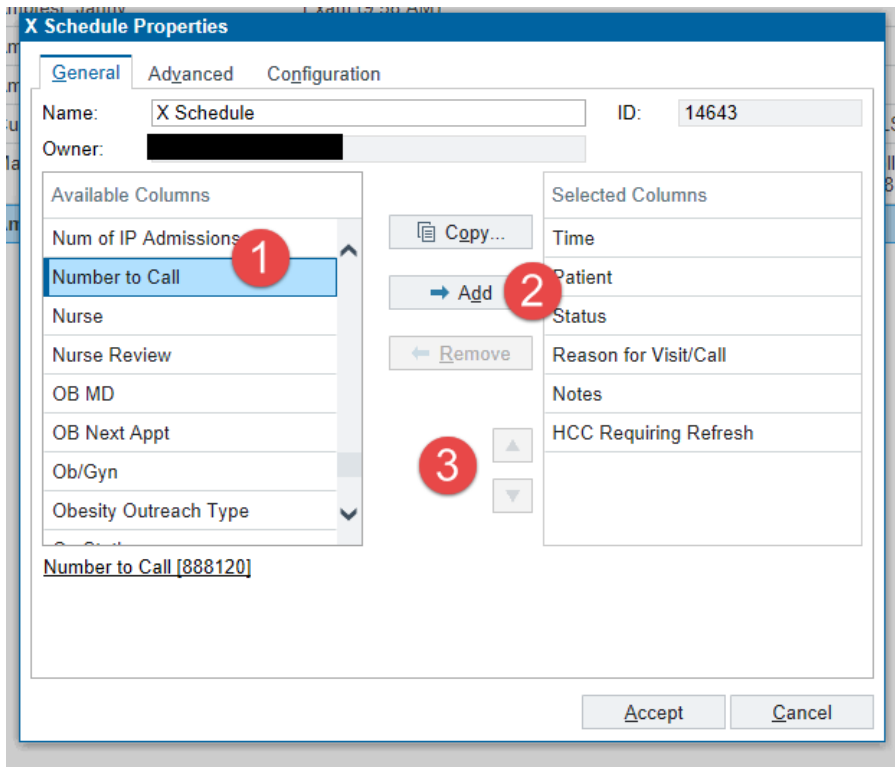
1 – Click on the following icon:



2 – Click on schedule name

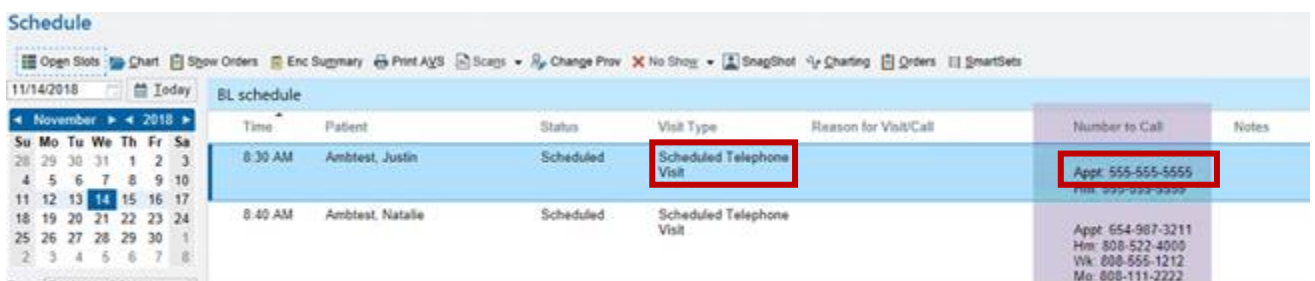
(X in this example)

3 – Click on the gears icon



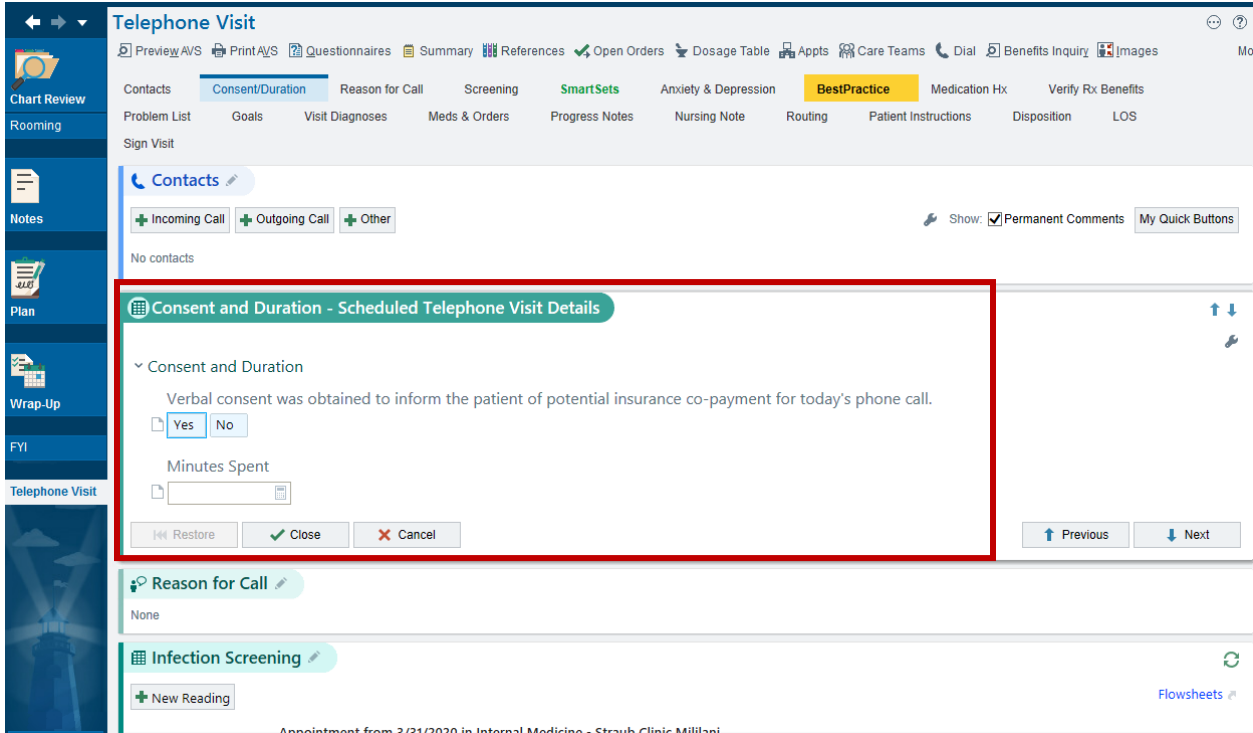
- 1 - Click on Number to Call (scroll to find it)
- 2 - Click Add
- 3 - Use the arrow to adjust

Moving forward, you will see the following on your schedule and the denoted "Appt phone" will be used to call the patient for their scheduled Telephone Visit.

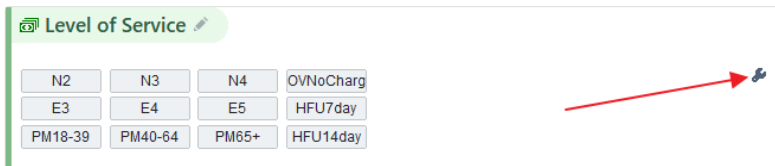


- 3. Once the MA gets the patient on the line to check them in for the appointment and document the outgoing call, the patient will be transferred to you for the appointment. Open the encounter and document accordingly (i.e. consent and duration, diagnosis, progress note and a LOS).

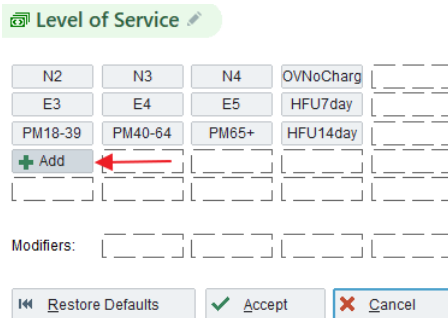
For billing purposes, please confirm a consent was obtained at scheduling, or during the call along with specifying duration. This can be captured in the *Consent/Duration* field.



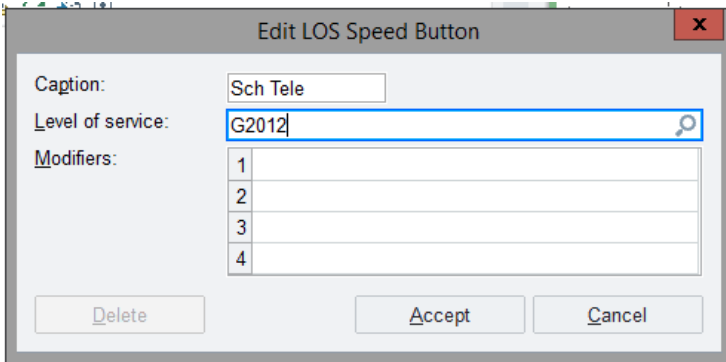
You may add a new LOS button for this visit type and can do so by:



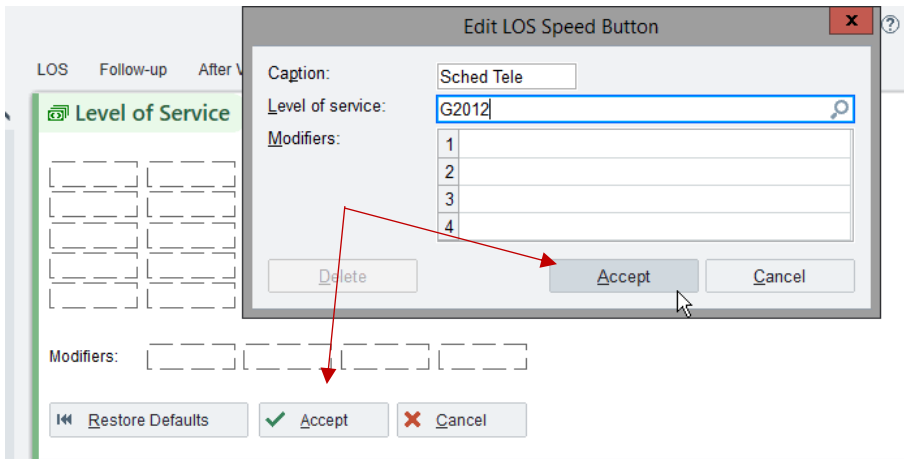
- Click the Wrench icon on the right corner of the LOS navigator section



- Click an empty square to add a new button



- Title your caption, such as “Sch Telephone” and enter G2012 as the LOS.



- Accept the button change then click accept again to save the speed buttons.

You can now use this button for future visits. Please note that these speed buttons are not unique to this encounter type so you will see the new button on Office Visits and other outpatient encounters when you use this navigator section.



Sign and close the encounter following. Cc' appropriate staff should additional care coordination or scheduling need to take place in follow-up.