

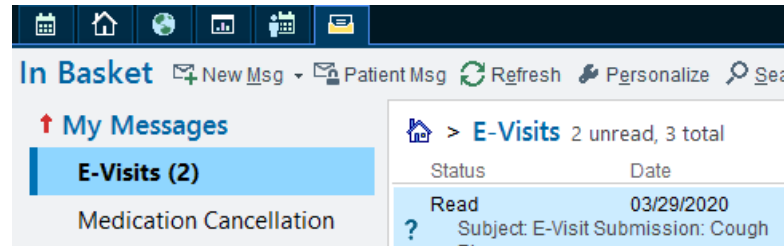
# E-Visits (Nurse Pool) Workflow

**HAWAI'I  
PACIFIC  
HEALTH**

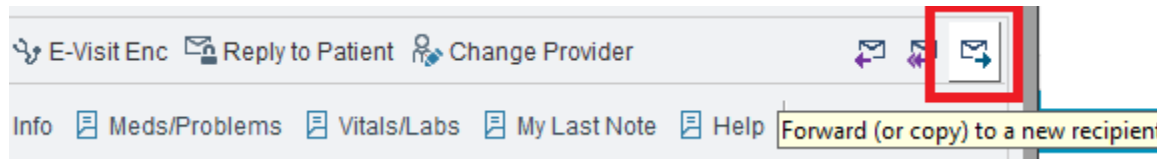
KAPI'OLANI  
PALI MOMI  
STRAUB  
WILCOX

# MA – Route to provider

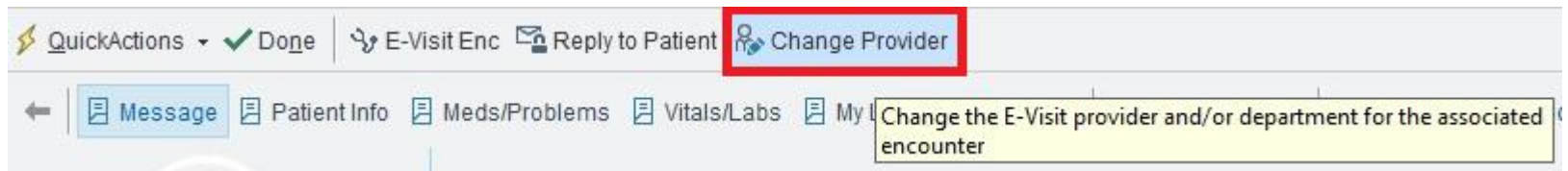
Submitted E-Visits questionnaires are sent to the nurse pool



## Route to Provider

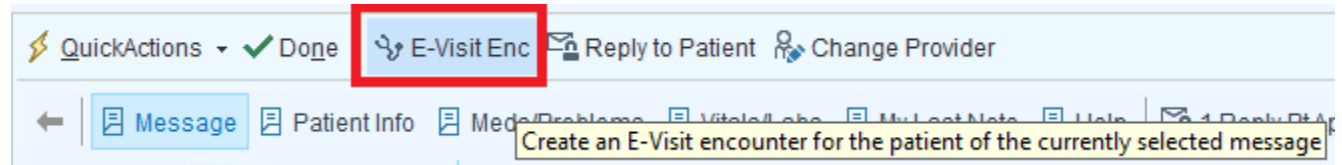


If sending to a covering provider, select *Change Provider*. **Change the provider and their associated department.**

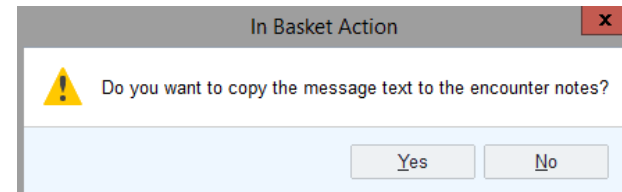


# Provider – Start the E-Visit encounter

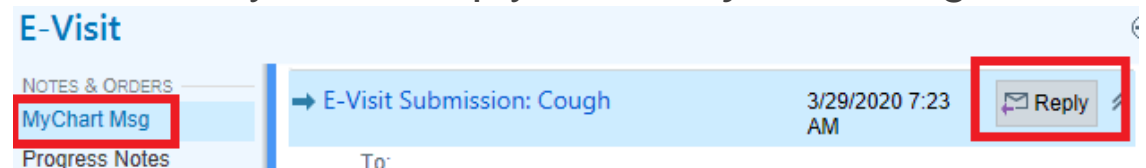
Click on the *E-Visit Enc* button



Select **Yes** to copy the message text to the encounter note when initially opening the encounter. (Do not continue to select **Yes** should you message the patient back and forth or you do not wish the questionnaire to be a part of your note.)



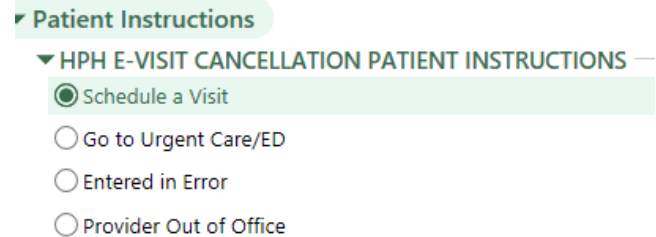
Should you need additional information, you can reply within *MyChart Msg*



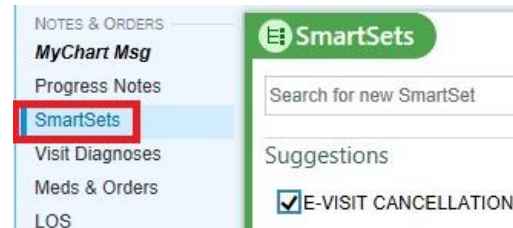
# Provider – Cancelling the E-Visit encounter

Should you deem the E-Visit is not appropriate and the patient needs:

- An appointment with you
- To proceed to the ED or Urgent Care
- Entered in Error
- Provider is Out of Office



Go to Smartsets and select *E-Visit Cancellation* (Your MA will also be able to close, per your direction, if one of the smartest cancellation reasons applies).



Select the appropriate reason to cancel the encounter as this will close the visit and notify the patient of patient instructions. Select *Sign* to sign the SmartSet and then *Sign Visit* to close the encounter.

# Provider – Required fields to close encounter

- Diagnosis
- Progress Note
  - Total time spent must be documented in the progress note
- Patient Instructions
- LOS

Sign Visit ▾

Refresh

Required	No diagnosis for this encounter
Required	No provider note entered
Required	No patient instructions entered
Required	No level of service for this encounter

*Patient instructions are sent upon signing the E-Visit encounter.*

PRINT AVS ▲ SIGN VISIT

3:05 PM

# Billing Codes

## Physician/NP/PA CPT codes

Description: Online digital evaluation and management service, for up to 7 days, cumulative time during the 7 days.

- CPT 99421: 5-10 minutes
- CPT 99422: 11-20 minutes
- CPT 99423: 21 or more minutes

## Qualified Non-physician CPT codes

Description: Online digital evaluation and management service, for up to 7 days, cumulative time during the 7 days.

- HCPCS G2061: 5-10 minutes
- HCPCS G2062: 11-20 minutes
- HCPCS G2063: 21 or more minutes