

Creating a Healow TeleHealth Appointment in eCW 11

As of 3/15/20, providers in Massachusetts can bill for ALL telehealth visits – whether or not they include a video component. Governor Baker has mandated that insurers reimburse providers for these visits.

Office staff can create an audio plus video televisit (using Doxy.me or Healow) on the provider's schedule in eCW 11 or eCW 11e. In the screenshot to the right – from the eCW 11 Resource Schedule appointment screen – use your usual office facility, but change the visit type to “TeleVisit”.

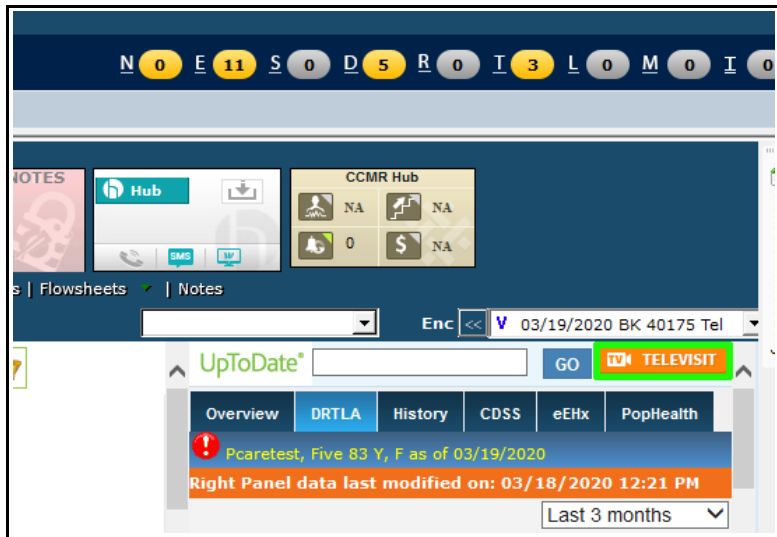
This screenshot shows the appointment creation interface in eCW 11. The 'Facility' dropdown is set to 'KY:Prima CARE Kney' and the 'Visit Type' dropdown is set to 'TeleVisit (TeleVisit)'. Other fields include Date: 3/30/2020, Provider: Kney, Bradford, Resource: Kney, Bradford, Start Time: 10:00 AM, and End Time: 10:10 AM. The patient information is Pcaretest, Five, DOB: 09/24/1936, Tel: 508-965-7118, and E-mail: bradkney@gmail.com.

This screenshot shows the appointment creation interface in eCW 11. The 'Facility' dropdown is set to 'Prima CARE Kney' and the 'Visit Type' dropdown is set to 'TeleVisit (TeleVisit)'. Other fields include Date: 03/30/2020, Time: 10:00 am to 10:10 am, Provider: Kney, Bradford, Resource: Kney, Bradford, Ref. Provider Email: bradkney@gmail.com, Reason: New televisit workflow, and Diagnosis: Transition Of Care.

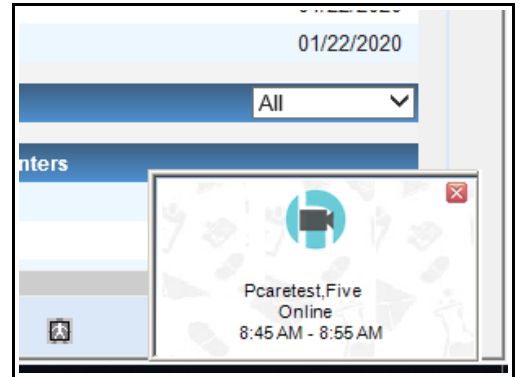
For offices using eCW 11e, the screenshot to the left shows an example of an audio plus video televisit appointment screen.

To use Healow in eCW 11, the Healow Agent must be installed on the computer. The user signs into the Healow Agent using the same username and password used for logging in to eCW. Whenever the eCW password is changed, the password is automatically updated in the Healow Agent.

This screenshot shows the 'healow Agent Login' window. It features the Healow logo and the text 'healow Agent'. The login fields are: Username: bradfordk, Password: [masked], and a checked 'Remember me' checkbox. There are 'Login' and 'Cancel' buttons at the bottom.

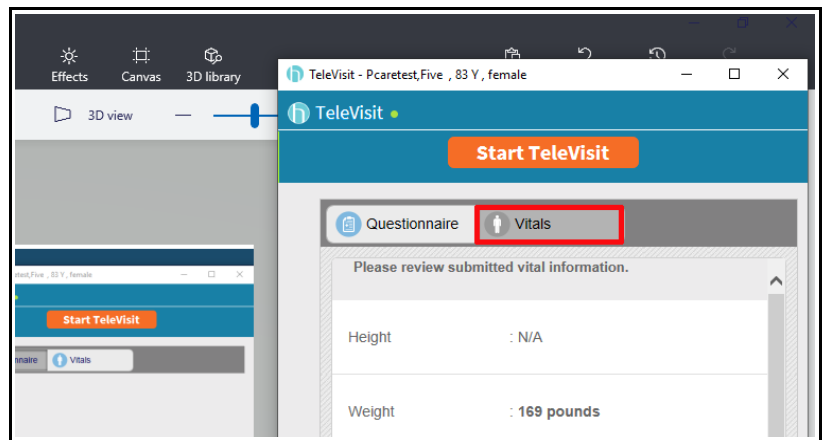


The televisit progress note looks just like a normal face-to-face office visit progress note – except it is identified as a Televisit in the right panel as shown here.

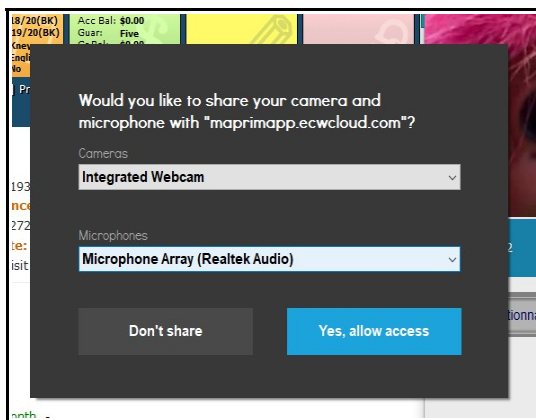


When the patient taps the “Start TeleVisit” button in the Healow app on his/her phone, the Healow screen pops at the bottom of the progress note. Click on this popup screen, or on the “TELEVISIT” icon shown above. The patient can sign in up to 15 minutes prior to the appointment time.

Click on the “Start TeleVisit” icon. Questionnaires are specific to the provider specialty. The patient is not required to complete the pre-visit questionnaire. Vital signs are also optional. But completing these prior to the visit is definitely helpful.



You will probably see a permission screen like the one shown below – click the yes option.

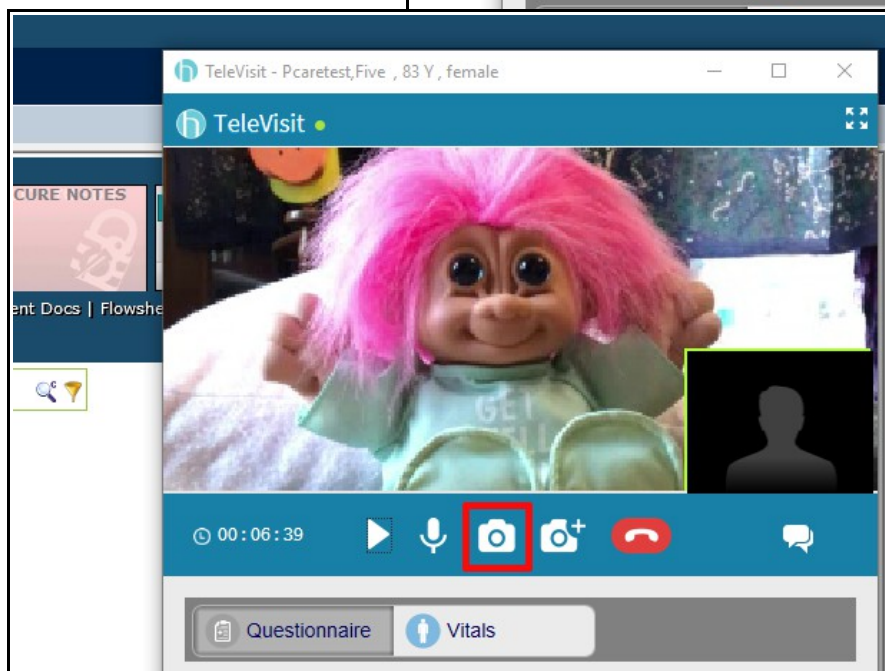
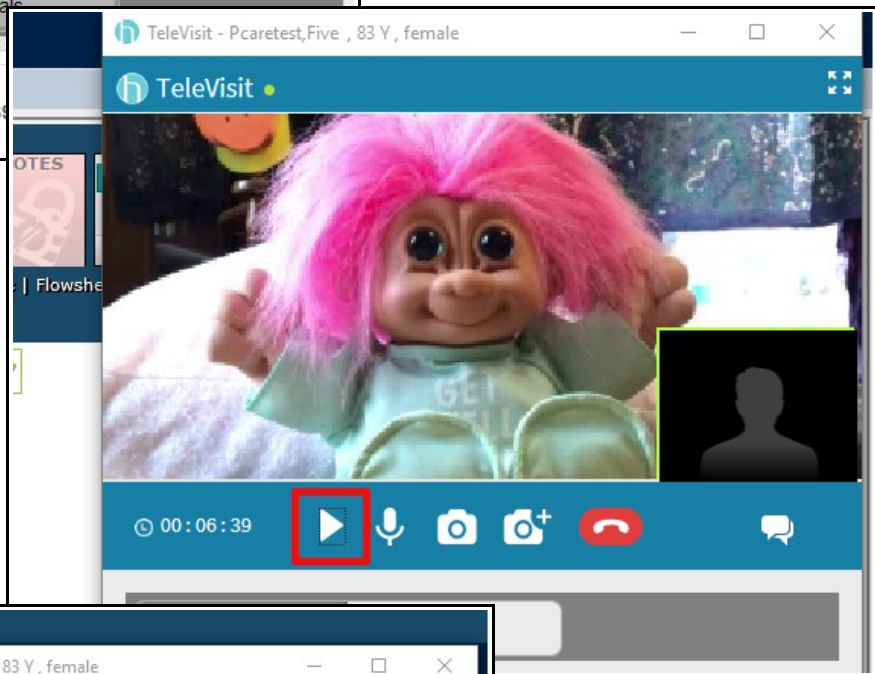


Note that as of 3/16/20, HIPAA rules were relaxed temporarily to allow apps like Skype and Facetime to be used for virtual audio/video televisits. These platforms do not interface with eCW 11 nor eCW 11e – but a provider is free to provide care using these platforms with a telehealth visit appointment type in either eCW 11 or eCW 11e. Snapshots taken during a Facetime or Skype visit can be imported into the patient documents folder – but it takes a few clicks, and the photos do not become part of the visit (as photos taken during a Healow visit do).



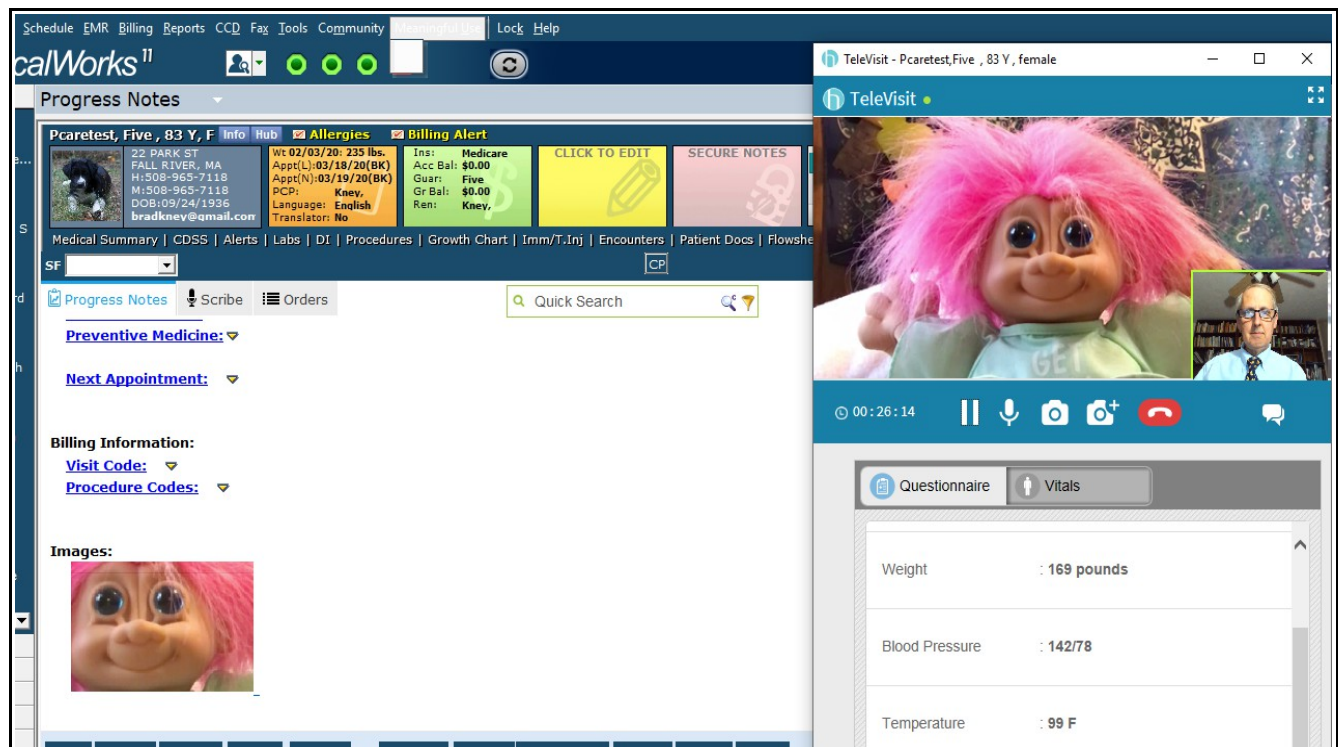
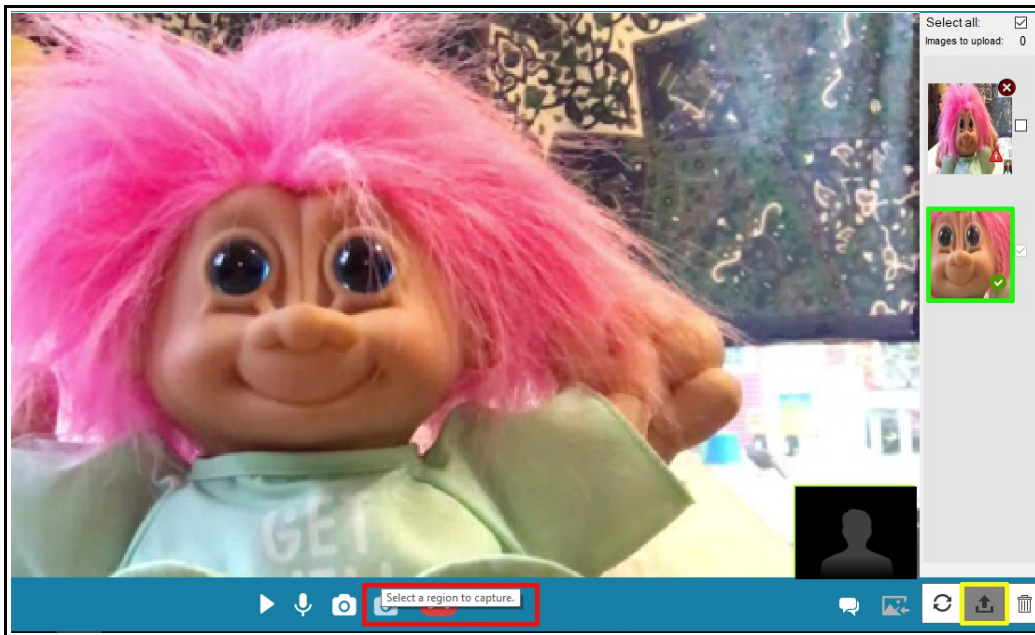
In the televisit screen, the user has the option of muting the microphone...

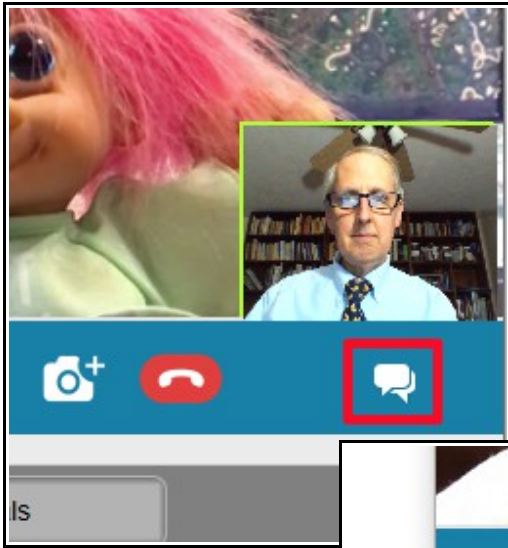
...or cutting the video stream. The patient has the same options using the Healow app on their smartphone.



Clicking on the camera takes a photo of the entire smartphone screen.

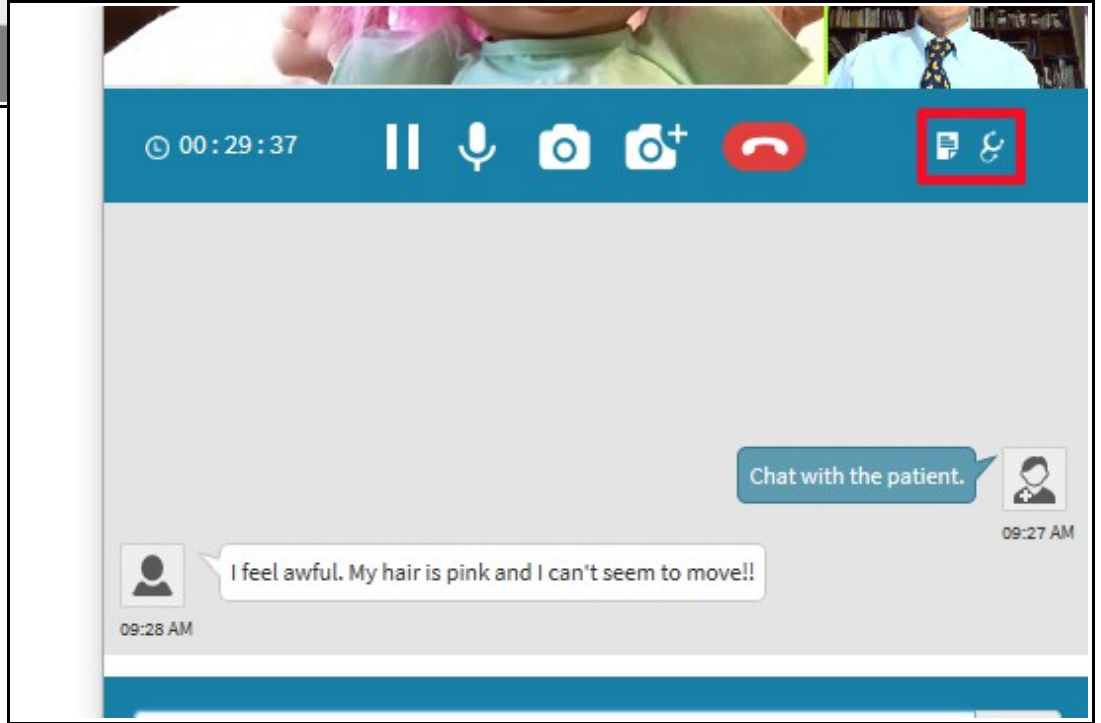
Clicking on the camera icon with the “+” allows the provider to select a portion of the screen to capture – as demonstrated in the second photo in this screenshot below. Clicking on the upload button (yellow square) with the second picture in the side panel selected adds that picture to the progress note.



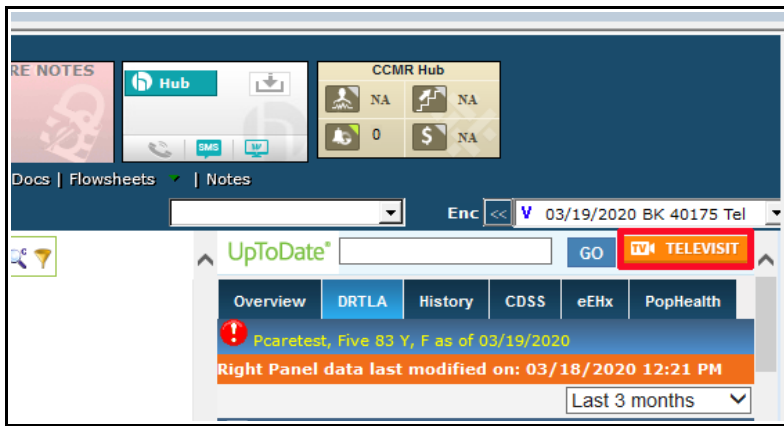


For patients who are having trouble hearing you (or you are having trouble hearing them), there is a chat option.

To exit the chat option, click on the vital sign or questionnaire icon.

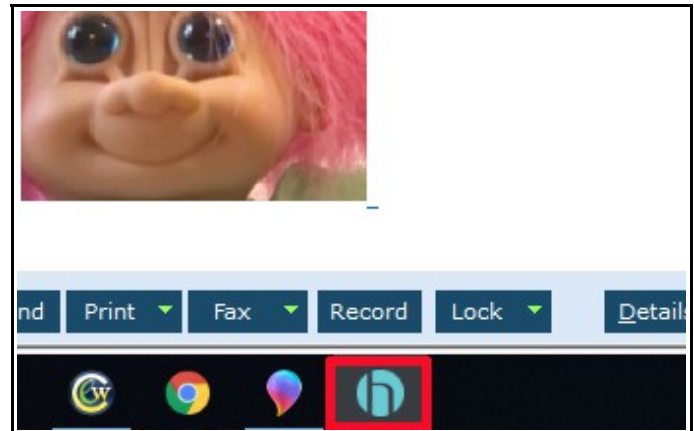


To end the call, click on the red handset.

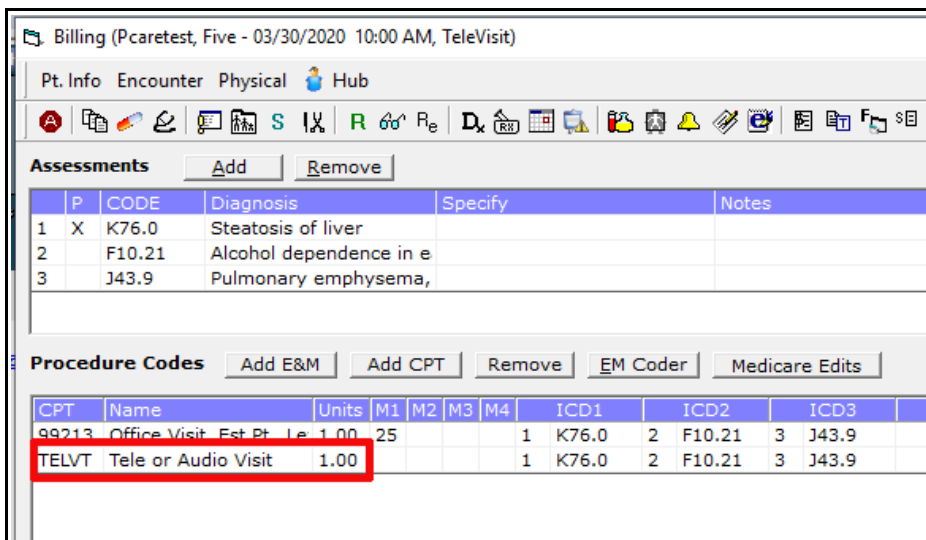


If you end the call by mistake, click on the “TELEVISIT” icon to restart it.

During the televisit, the Healow screen can be hidden by clicking the icon in the taskbar. To show the Healow screen again, click the icon again.



In my experience, the VS entered by the patient are no longer visible anywhere in the note after the day of the appointment. They can be found, however, in the patient documents folder under “Chart Documents”. I have not found a way to import them into the note itself.



When billing a televisit, choose the appropriate E&M code that reflects the complexity of the visit, AND add the CPT code “TELVT” - this informs the billing staff that this is a televisit (and the place of service will be corrected to reflect that).

Consent and Other Documentation

All televisits require documentation of verbal consent from the patient to conduct the visit. We have added 2 keyword shortcuts to the chief complaint and HPI of eCW.

- **Phone:** "This encounter is being provided at the patient's request and with their consent, using audio only in a phone call. Documentation and billing utilize eClinicalWorks."
- **Doxy:** "This encounter is being provided at the patient's request and with their consent, using audio-visual telemedicine technology of Doxy.me. Documentation and billing utilize eClinicalWorks."

Please make sure to add one of these statements to EVERY televisit note. If you are using Healow for the visit – change the “Doxy.me” in the statement to “Healow”.

In addition to documenting that consent was obtained, you must document WHO obtained the consent.

Add this documentation to every visit:

- Telehealth modality used during the visit (Doxy.me, Healow, Facetime, Skype, Doximity Video)
- Location of patient
- Location of provider
- Consent for the visit, as well as documentation of who obtained consent (the “Doxy” and “Phone” keywords in eCW provide a generic consent statement – simply add “Consent obtained by [*Prima CARE staff member*]”
- Names of others people present with the patient (if applicable)

Brad Kney, MD
March 19, 2020
updated March 30, 2020
updated April 5, 2020