

# Creating a Healow TeleHealth Appointment in eCW 11e

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 telehealth appointment (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”.

Appointment on Monday, March 30, 2020

Facility: KY:Prima CARE Kney POS: 11

Date: 3/30/2020 Provider: Kney, Bradford

Resource: Kney, Bradford

Start Time: 10:00 AM End Time: 10:10 AM

Patient: Pcaretest, Five

DOB: 09/24/1936 Tel: 508-965-7118 E-mail: bradkney@gmail.com

Visit Type: TeleVisit (TeleVisit)

Visit Status: PEN (Pending) Reason: New televisit workflow

Diagnosis: Transition of care

Appointment on Monday, March 30, 2020

Patient: Pcaretest, Five

Facility: Prima CARE Kney X POS: 11

Date: 03/30/2020 Time: 10:00 am

Provider: Kney, Bradford

Resource: Kney, Bradford

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

From this point forward, the office/provider should use eCW 11e to engage the patient on the Healow app. Although Healow will work in eCW 11, it requires installation of the Healow agent separately on every computer. For Prima CARE, the workflow employing eCW 11e is far easier.

The televisit progress note looks just like a normal face-to-face office visit progress note – except for the elements added to the top right of the screen.

Google Forms

3 R 0 T 1 L 0 M 0 TV 1 Patient is offline

HEALOW Last Login: 6 days ago

Ins: Medicare Mass Pa  
Acc Bal: \$ 0.00  
Guar: Five Pcaretest  
Gr Bal: \$0.00  
Ren: Kney, Bradford

NOTES

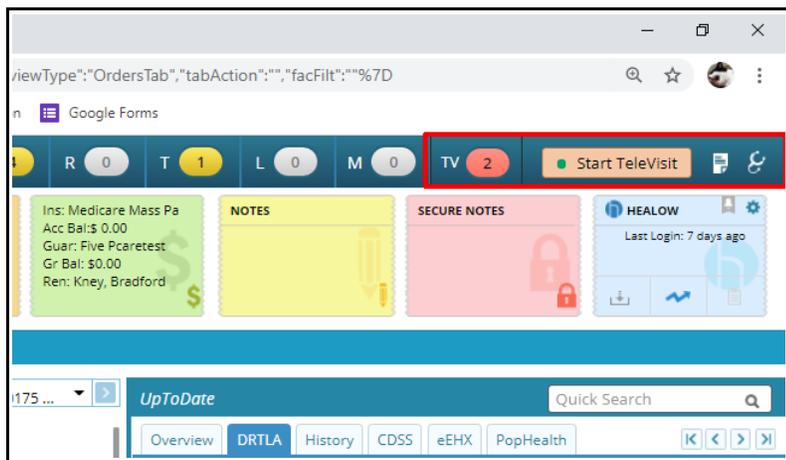
SECURE NOTES

UpToDate Quick Search

Pcaretest, Five, 83Y, F as of 03/17/2020

Right Panel data last modified on: 03/17/2020 05:59 PM

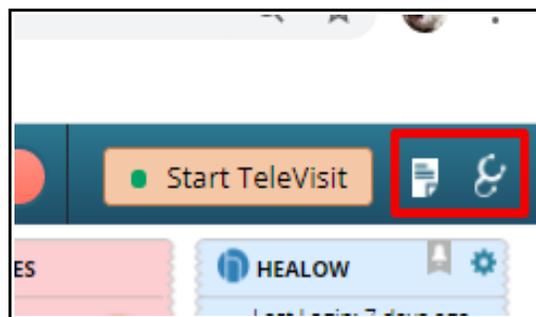
Note that as of 3/16/20, HIPAA rules were relaxed temporarily to allow apps like Skype and Facetime to be used for virtual audio/video televisits. These platforms do not interface with eCW 11 nor eCW 11e – but a provider is free to provide care using these platforms with a telehealth visit appointment 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). Doxy.me is a HIPAA-compliant platform that is easy to use for audio plus video televisits – a separate document explains that platform in greater detail.



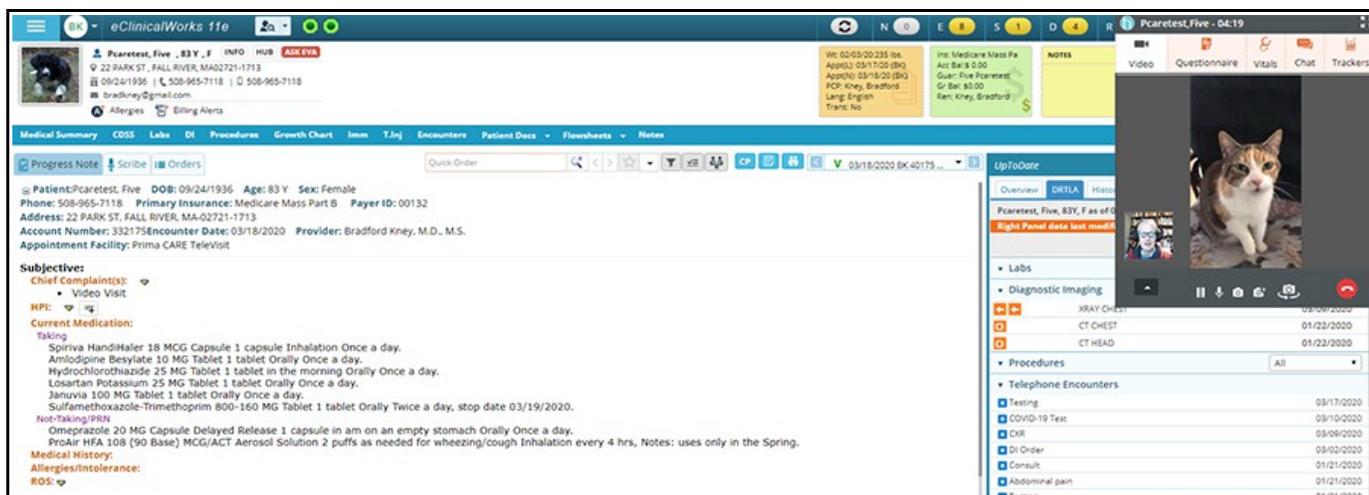
When the patient has signed in on the Healow app for the visit (the patient can sign in up to 15 minutes prior to the appointment time), the new “TV” jellybean (which shows the total number of televisits on the schedule for the day) turns red, and the offline button changes to “Start TeleVisit”.

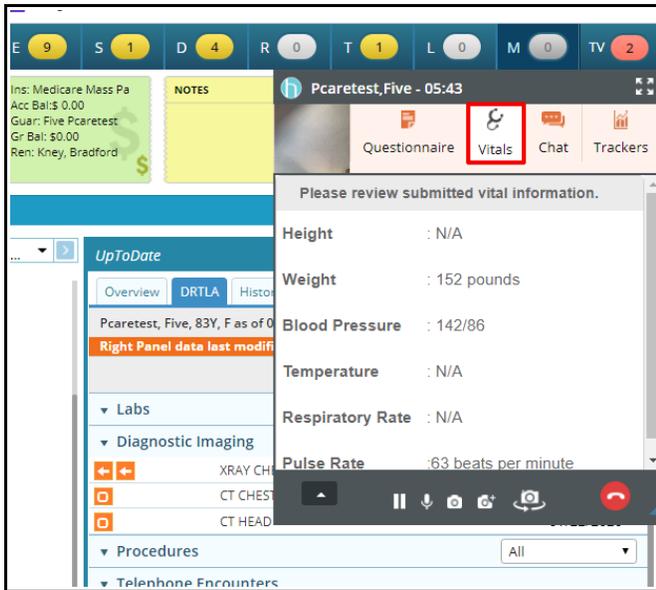
Click on this button, and eCW 11e is connected to the patient's Healow app, and the visit can begin.

To see the vital signs entered by the patient, click on the stethoscope at the far top right of the screen. The icon of the page opens any questionnaires completed by the patient on-line.

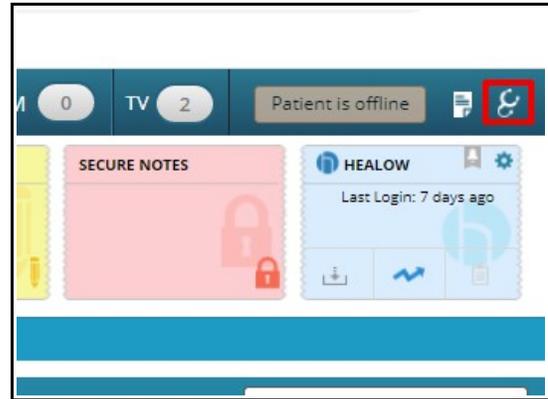


Once the Healow app/visit is opened, a small screen appears at the upper right including a view of both the provider and the patient (in this case, the patient is a cat).



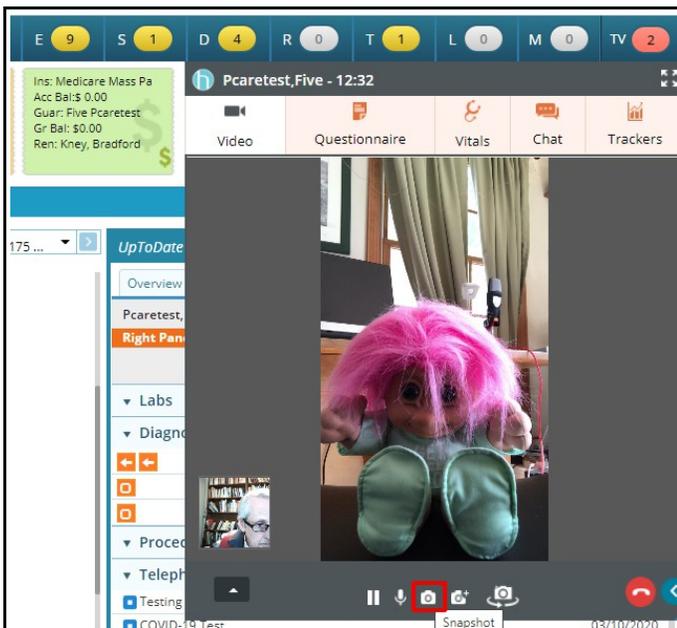
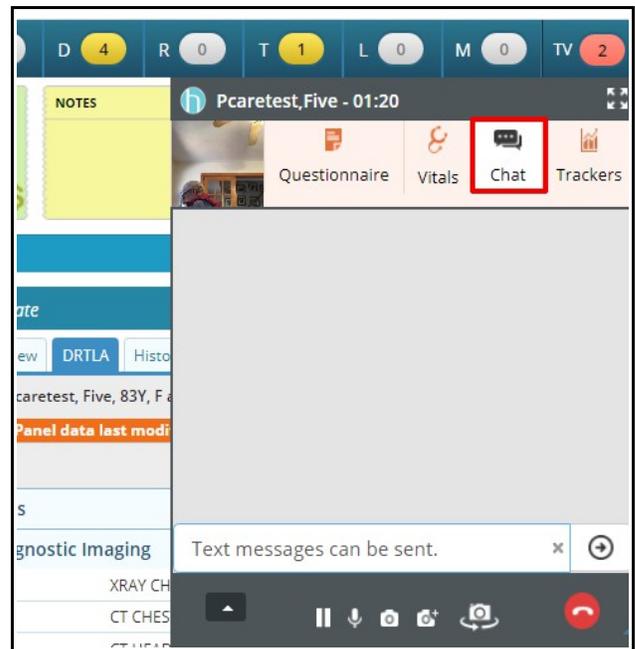


Clicking on the “Vitals” tab opens the vital signs entered by the patient. Note that the vitals will be available even after the note is locked – as shown below.



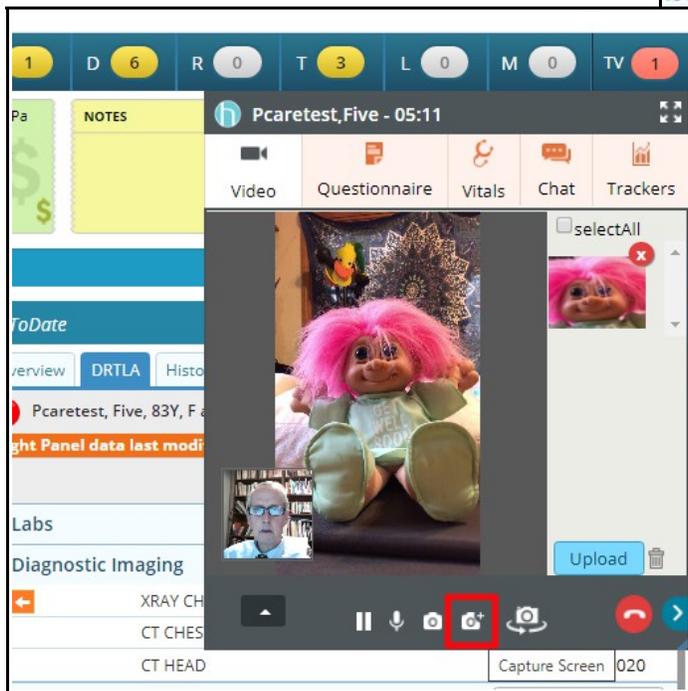
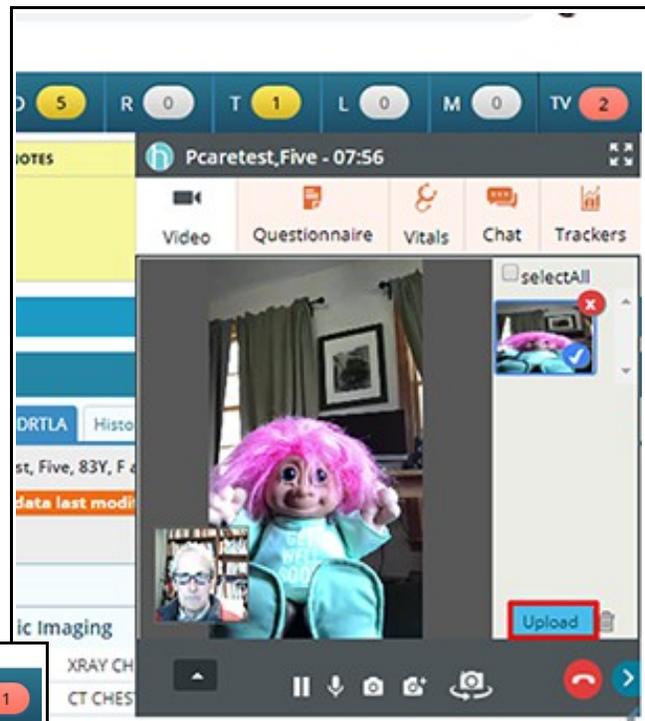
For patients who have trouble hearing – or have a lousy audio connection – texting via the “Chat” tab is an option.

The “Trackers” tab doesn't work in my iteration of Healow (and I'm not sure what it is meant to do).



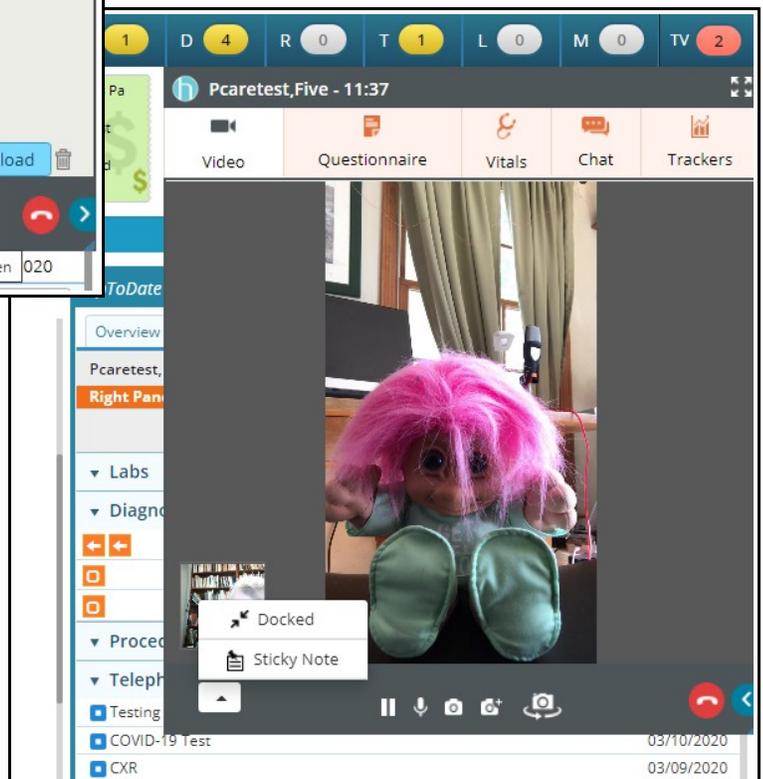
Still photos can be taken during the visit by clicking on the camera icon shown to the left...

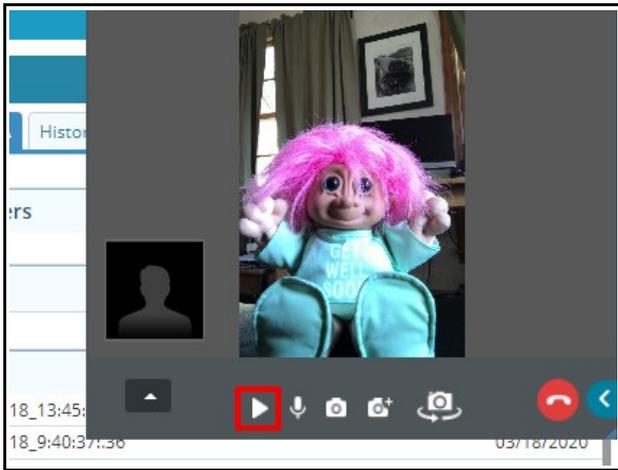
...and then uploaded to the visit note – they will appear at the bottom of the note in the “Images” section. The quality of these images leaves much to be desired – but I have an iPhone 7 – perhaps later versions provide better images.



Alternatively, you can select what portion of the screen to capture by clicking on the “Capture Screen” icon.

The arrow at the left of the screen offers the option to dock the screen along the top panel (with the jellybeans) or in the panel with the sticky notes. I personally don't find this function useful.



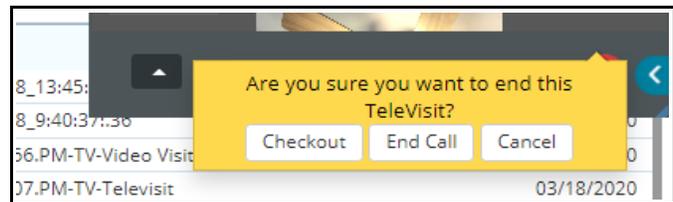


Clicking on the pause button at the left changes it into a play button, and hides the video on Prima CARE's end of the connection. Note that the visit clock continues to move forward during this video pause.

Clicking on the microphone mutes the audio on Prima CARE's end of the connection.

The patient also has the option to cut the video feed from their phone, as well as mute the audio on their phone.

Clicking on the red handset in the screen provides the user with the option of ending the call but not checking out the patient – or the option of ending the call AND checking out the patient, ending the visit.



Whichever option is chosen, however, the provider and the patient have the ability to reopen the visit if necessary. If the checkout option is chosen, eCW automatically changes the visit status to “Check Out”.

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.

**Billing** (Pcaretest, Five -03/30/2020 10:00 am, AUDIO)

Pt. Info Encounter Physical Hub

ICD Description Add ICD Auto Map to ICD10

	P	Code	Diagnosis	Specify	Notes
1	x	K76.0	Steatosis of liver		
2		F10.21	Alcohol dependence in early full remission		
3		J43.9	Pulmonary emphysema, unspecified emphysem...		

CPT Description Add E&M Add CPT EMLC Medicare Edits Pop U

CPT	Name	Units	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4
99213	Office Visit, Est Pt., Level 3	1.00					1 K76.0	2 F10.21	3 J43.9	
TELVT	Tele or Audio Visit	1.00					1 K76.0	2 F10.21	3 J43.9	

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