

PEARLS for Telemedicine via Doxy.me
by Ben Humpherys, Board member
3-27-20

In order to maintain our ability to see patients during this time that we are trying to keep non-urgent patient visits out of the clinic, we **MUST** convert to telemedicine. ALL VISITS (established and new) are being covered by most if not all insurance companies 100% of normal reimbursement.

For those of you who are still unsure or struggling to establish your telemedicine abilities, I would like to endorse the clinic's recommendations to use doxy.me. Beyond assistance provided by IT or Susan Fowers, you are welcome to please contact Ben Humpherys (801-678-2316) or PA Greg Rasmussen (801-721-7478) if you are needing provider-to-provider help. We are happy to assist.

Doxy.me is extremely easy. It works well. It is HIPAA compliant. It is easy for patients.

Creating an account can be done in minutes on your work/home computer or on your cell phone. For detailed instruction about how to do this, please refer to the Tanner Clinic Telehealth-workflow pdf that was sent via text to providers on 3-24-20. This can be found at tannerclinic.com/provider-notes/. Password "provider." Find it by the updates on the date 3-24-2020. It is very thorough and easy to figure out.

Creating an account will make a virtual waiting room link for your patients to join (for example my link is named doxy.me/drhumpherys). Your patients need your link name to go to your virtual waiting room. This link will be sent to them through Phreesia if you email your link name to Susan at susan.fowers@tannerclinic.com. Or your MA can verbally give it to the patient if you use the free version. If you upgrade to the professional version, you can text the link directly to the patient through doxy.me.

All you need is your cell phone or computer that has a camera.

The patients DO NOT need to download anything so your elderly patients who might not be familiar with technology can do this very easily as long as they have internet connection on a smart phone, tablet or computer (if they have a camera). They cannot see any of your personal information, only the link mentioned above.

If you upgrade your doxy.me account to that professional version from the free version, you will be able to show your computer screen to the patient to show them MRI's/imaging, etc.... Upgrading also allows you to share your provider link directly with them via text messaging.

Billing for a telemedicine visit is the same as in person for now. You need to identify in your dictation that the visit is virtual. You need to document the same otherwise. Obviously, the physical exam will not be a big part of your visit. Therefore, in order to justify your level of billing, you will need to document complexity of "medical decision making" and the "history" (two of the three components of the exam dictate the level of code that is billed).

Thanks,

Ben Humpherys