

Tanner Clinic TeleMedicine Option

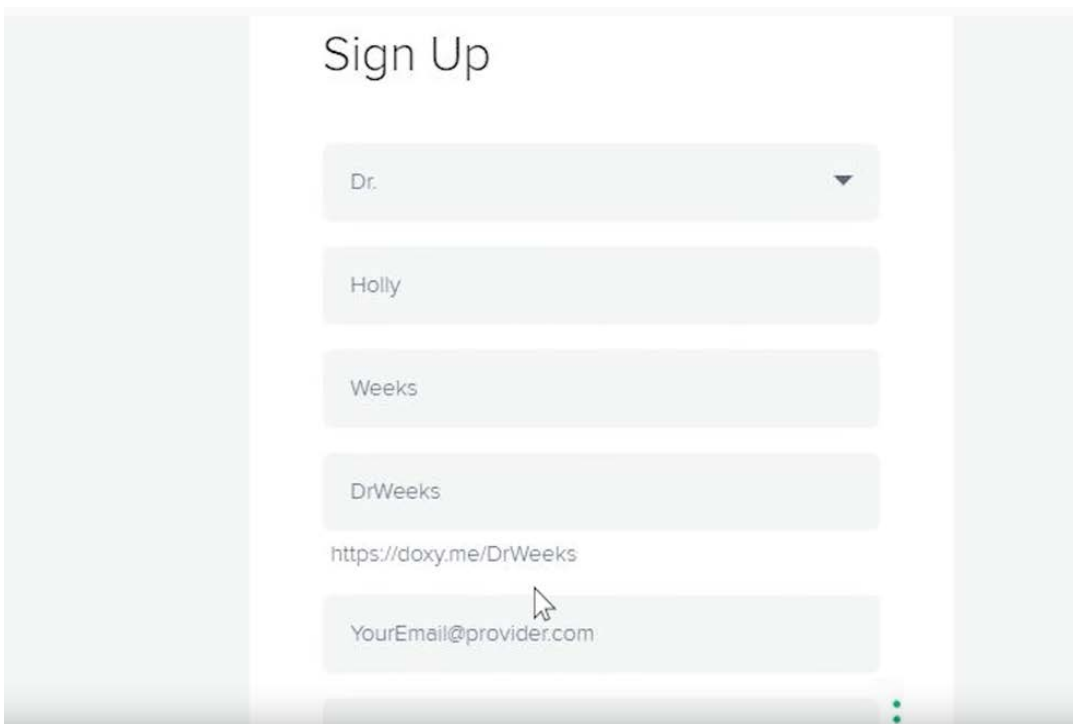
3-24-20

Dear Providers,

After a review of several options, we recommend Doxy.me as your telehealth platform. Other platforms may develop for us and be introduced later, but Doxy is easy to use for both provider and patient and takes only about 5 minutes to set up. As with others besides NextGen itself, it is NOT integrated with NextGen. However, with Phreesia online check-in, that is not really an issue. You will need to do all documentation in NextGen. In fact, the hope is that a Telemedicine visit mirrors pretty much that of an in-person exam room visit – just different.

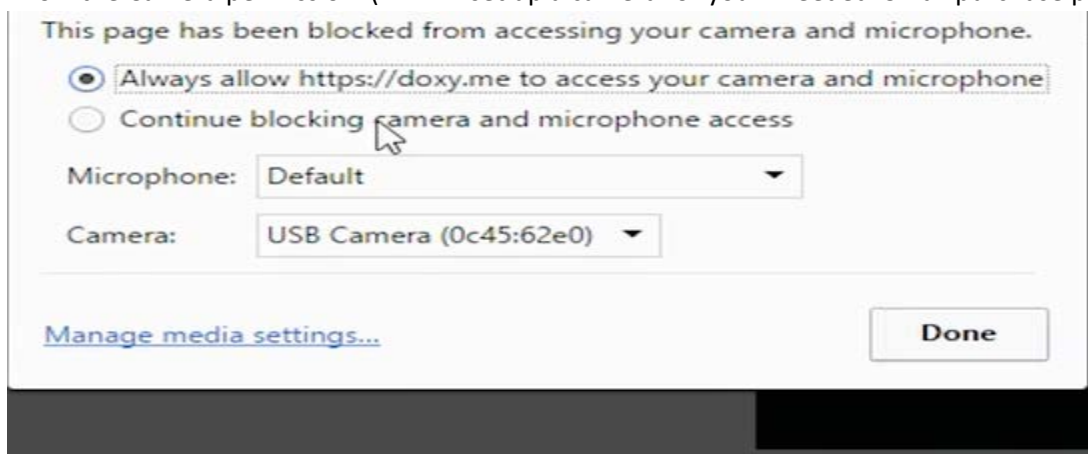
TO REGISTER:

1. Go to doxy.me (wouldn't hurt to watch the short "Watch our video" clip)
2. Click the "Get started- for free" button
3. Enter your information. As the patient will receive Televisit invitations from your "Room Name" it is probably best to name it with format DrFirstLast with modifications as needed (It will tell you if someone else is using that name)



The screenshot shows the 'Sign Up' page for Doxy.me. It features a dropdown menu for a title (currently 'Dr.'), a text input for a first name ('Holly'), a text input for a last name ('Weeks'), a text input for a room name ('DrWeeks'), a text input for a URL ('https://doxy.me/DrWeeks'), and a text input for an email address ('YourEmail@provider.com').

4. Allow the Camera permission (I.T. will set up a camera for you if needed. Small purchase price cost-accounted)



The screenshot shows a Windows security warning dialog box titled "This page has been blocked from accessing your camera and microphone." It contains two radio button options: "Always allow https://doxy.me to access your camera and microphone" (which is selected) and "Continue blocking camera and microphone access". Below these are dropdown menus for "Microphone: Default" and "Camera: USB Camera (0c45:62e0)". At the bottom, there is a link "Manage media settings..." and a "Done" button.

You can get 1 month of the professional version free. We suggest doing the free version after that.

With the Free Version, you can only send email reminders and the patient does see your email. You could set up a junk email account that you use only for this application.

Professional version cost \$35.00 a month but you can send email reminders and text reminders. The email reminders do not show your email but rather a doxy.me email.

Within a couple of days, the Phreesia link will contain your doxy.me waiting room link. It is imperative that you send me your link so that I can get it set up on Phreesia.

Once you get your link created please email it to Susan (ext 3825) at susan.fowers@tannerclinic.com so she can set it up in Phreesia to begin appointment reminders with the correct access link for patients.

5. Let Scheduling know days and times you would like your Tele Visit slots opened.
6. Let Scheduling know if there are certain types of appointments that you will want to see as Telehealth visits?
7. Scheduling will then notify marketing to put your name on the website as a provider ready to perform telemedicine.

The Process:

1. The patient will schedule a Virtual Visit through Scheduling or your Medical Assistant/Receptionist. These visits show with a different icon indicating it is a Virtual Visit
2. They will list the reason for the visit in the details and description (Appt type will be "Virtual Visit")
3. The patient will be sent a Phreesia link to pre-register for their appointment and create the encounter, just as with a regular office visit. If Virtual Visit is same day as appointment is made, the link will be sent within 15 minutes after scheduling. If you need the Phreesia link to be pushed sooner, contact your Receptionist. The Phreesia pre-registration is what gets you paid for the visit. It sets up insurance eligibility check, collects the copay, establishes appointment reminders, and ensures billing accuracy and tells the patient how to connect with you for their Virtual Visit.
4. If preregistration through Phreesia is not complete by one hour before the visit time, receptionist will call the patient to remind them to complete the registration so that the visit is ready to go.
5. 15 minutes before the appointment, as though the patient were 'checking in' - the receptionist will complete the check in process and prep the patient for their 'virtual waiting room.'
6. Status will show as Ready

To see the Patient:

1. Go to <https://doxy.me/account/dashboard>
2. Sign in using your user name and password
3. In the upper left hand corner, you can see your virtual waiting room
4. Click on the patient's name to begin the Virtual Visit
5. Patient will then be pinged to join you in their virtual visit.

Documentation and Billing:

1. Document in NextGen just as you would any other visit
2. Be sure to mention in your note that it was a telehealth visit.
3. On the SuperBill_TC template, enter the dx codes, select the EM code (must be done before clicking the Telehealth checkbox), click the Telehealth checkbox (will append a '-T' to the code) and submit the EM code (adds the 95 modifier automatically). The type of service will be changed to 02 by the business office processes.