Determine a referral is needed → Order referral and tag as telehealth psychiatry or specialty → Move patient to check-out → Check out patient → Schedule TH visit on provider site schedule → Explain telehealth process to patient → Provide patient with appointment information

Review open telehealth referrals → Has patient completed TH visit? → Yes → Close referral → No → Call patient to remind or reschedule, as necessary
Workflow for completing a telehealth visit for behavioral health, psychiatry, and specialty visits.

March 28, 2019

**CSR: Provider**
- Review tomorrow's schedule
- Make reminder calls
- Make same day reminder call for HIV, Hep C, transgender patients
- Call patient regarding no-show
- Send no-show letter

**CSR: Patient**
- Did patient arrive for TM visit?
  - Yes: Call patient regarding no-show
  - Send no-show letter
  - Complete standard CSR procedures
- Arrive and check-in patient on Provider Site schedule
- Complete standard CSR procedures
- Scan forms for new patients
- Provide patient with follow-up appointment

**MA: Patient**
- Prepare Telehealth equipment in advance
- Move "MA in progress" and assign room in EHR
- Complete standard MA procedures
- Print materials and give handouts to patient

**MA: Provider**
- Prepare Telehealth equipment in advance
- Notify provider that patient and room are ready

**Provider**
- Review patient chart
- Begin visit and document patient verbal consent for Telehealth
- Medication prescribed?
  - Yes: E-prescribe to patient preferred pharmacy
  - No: Complete patient visit and documentation
- Complete patient visit and documentation
- Move patient to check-out
Indicates the start and end points of a process

A specific process step, task or activity that is performed

A point in the process where a yes/no question is required

Indicates a reference or connection to another workflow

Indicates Meaningful Use Reporting

Indicates UDS Reporting

Indicates a Reference Point that is not part of a Decision Point