Clinicas de Salud – Telepsychiatry Appointment (Workflow 2)

- **START**: Did patient show on time?
  - Yes: Check in patient
  - No: Mark missed appointment after 15 minutes

- **Check IN patient**: Check in patient with questionnaire to complete

- **Check out patient**: Print after visit summary for patient

- **Telehealth Technician**
  - Setup translation assistance
  - Present Telehealth consent and notice of privacy forms to collect signature

- **Telehealth Technician/MA**
  - Telehealth Technician presents patient to specialist
  - Review questionnaire and assess patient
  - 1 hr. Intake 20-30 mins. Follow-up
  - Order medication, as necessary
  - Notify Telehealth Tech when visit is complete

- **Specialist**
  - Explain Telehealth Process
  - Take patient to room, when ready
  - Have patient wait for available room
  - Reconcile medications, pharmacy, and allergies
  - Bring in patient
  - Take vitals
  - Have patient e-sign Psychotropic consent

- **Inform Technician if patient arrives more than 15 min late**: Inform Technician if patient arrives more than 15 min late

- **Reschedule patient if specialist is not able to see patient**: Reschedule patient if specialist is not able to see patient

- **Check out patient**: Inform patient that medication is ordered

- **Follow up**: Have patient sign Psychotropic consent

- **Inform Care Manager of PR**
  - Mark missed appointment after 15 minutes
  - Inform Technician if patient arrives more than 15 minutes
  - Technicians will check with specialist if late appointment can be seen
  - Reschedule patient if specialist is not able to see patient
  - Refer to Care Manager after 2 no-shows

- **Telehealth appointment, if indicated**: Schedule telepsychiatry follow-up appointment if indicated

- **Therapy appointment, if indicated**: Schedule therapy appointment, if indicated

- **Check OUT patient**: Check out patient

- **STOP**: Follows up with Therapist or PCP regarding patient's care

- **reviews chart**