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| STP OFFICIAL LOGO 02-22-10 | Serve the People  Community Health Center  A Non-Profit Corporation | |
|  | SECTION: | PATIENT CARE SERVICES |
|  | TITLE: | Telephone Visits |
|  | POLICY AND PROCEDURE |  |

**Purpose**: The purpose of a telephone visit is to allow a provider to connect with a patient in a comfortable setting for the patient (i.e., home, work, etc.) telephone visits also eliminate a transportation barrier. Telephone visits increase patient access to care which then, will decrease unnecessary Emergency Room visits, hospitalizations and ultimately decrease overall cost of care. Patient’s satisfaction will increase by decreasing wait time compared to patients having to wait when they come to the clinic. Provider satisfaction will increase by improving patient’s outcomes and also by increasing productivity rates.

**Policy:** On staff providers are to call patients over the phone for a telephone visit. All patients are able to be scheduled as a telephone visit. Only Physicians, Physician Assistants and Nurse Practitioners are able to conduct Telephone visits. Telephone visits are to be documented in the patients chart in EHR.

**Definition**: A Telephone Visit is Clinical exchange that occurs via telephone between provider and patient.

**Appropriate types of Telephone Visits:**

1. Chronic disease management.
2. Motivational interviewing follow-ups and support of patient self-management.
3. Discuss minor illnesses that do not need a visit in other to get diagnosed.
4. Medication titration and or refills.
5. Laboratory and diagnostics test results needing medical interventions.
6. Follow ups on ER or post hospital visits.
7. Any concerns that patient or provider might have that need to be addressed in a timely manner.

**Exclusions to Telephone visits:**

1. No new patients will be eligible for Telephone visits.
2. No Patients requesting a physical exam or notes for work clearance.
3. No Controlled substance refills will be given via Telephone visits.

**Telephone visits scheduling:**

1. There will be a maximum of 6 telephone visits per medical provider per day.
2. Phone visits should take an average of 10 minutes per call.
3. Code for Telephone Visits CPT

99441    PHONE BY PHYS 5-10 MIN

99442    PHONE BY PHYS 11-20 MIN

99443    PHONE BY PHYS 21-30 MIN

**Procedure:**

1. Provider will notify Medical Assistant or front office staff to schedule patient for a telephone visit. Also, patients calling the call center with a complaint, may be offered a telephone visit if appropriate.
2. Assigned staff will confirm appt. for phone visit with patient, and will explain what to expect during the phone visit.
3. The patient will be called to be reminded and confirmed of the Phone visit appointment the day before the appt.
4. On the day of the appt. the medical assistant will call the patient about one hour before the scheduled time to advise patient to have their phone available 20 minutes before the scheduled phone visits.
5. Provider will contact the patient via phone.
6. **If patient answer, provider will conduct call (see #8)**
7. **If patient does not answer immediately**, the provider will attempt to call 3 times in total. If patient does not answer after three attempts, the provider will notify the MA to follow up with patient to reschedule phone visit.
8. If patient answers, provider will confirm: patient’s full name, DOB and address.
9. Provider will conduct the telephone visit, and complete notes.
10. Provider will notify front desk once call has ended in order for the called to be checked out, and to schedule further appointments as needed.

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| APPROVED BY:  MARCO ANGULO, MD. | DATE:  6/1/2017 |

1. Provider will send tasks to MA as appropriated and if indicated to complete telephone visit.