Chapa De – Current State: Telehealth

Workflow for ordering a telehealth referral and completing the telehealth visit.
April 11, 2019

Create in-house referral

Review Referral bucket

Does patient qualify for telehealth?

Pull referral into THC bucket

Call patient and explain telehealth

Schedule patient on the TH resource schedule

Schedule patient on PCP schedule for psych visit

Hand write schedule on TM2U paper schedule

Fax referral and labs, meds, and other documentation to TM2U

Document in referral the initial appointment details

Call patient 2 days prior, 1 day prior, and day of visit to remind

Yes

BH Specialist or Nurse will review

Have patient complete PHQ9 and GAD7?

Check-in patient on TH resource schedule and Provider schedule

Did patient arrive?

Setup room ½ hour prior to clinic

Send any other patient documents to TM2U

Notate message left or patient confirmed in appointment note

Reschedule or confirm next appointment

No

 Take vitals, as necessary

Have patient wait in waiting room

Connect with the TM2U doctor

Ensure good audio/visual connection

Review schedule with TM2U doctor

Give PHQ9 and GAD7 scores and BH results to TM2U

Bring patient to the TH room and explain process

Communicate with other site when logged off

End/mute call with TM2U doctor

Receive text from TM2U doctor when appointment is done or ready for PCP

Complete THC tasks while patient is with TM2U doctor

Lock note in eCW

Electronically fax the progress note to Patty at TM2U

Enter PHQ9, GAD7 scores, and questionnaire responses into eCW template

Stay in room with patient for med. modality

Prepare room for next patient

Shut down room after last patient

Complete spreadsheet information at end of day

Close referral at end of visit

Confirm orders placed by PCP

Confirm patient completes lab appointments

Fax results to TM2U as they come in, for next appointment

New patient?

Have patient complete consent and new patient BH questionnaire

Yes

Have patient complete PHQ9 and GAD7

Take vitals, as necessary

Have patient wait in waiting room

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Receive consult notes

Upload notes to eCW and send bean to PCP

No

Has patient arrived?

Text TM2U doctor to notify

Call no-show patients on day of missed appointment

Reschedule or confirm next appointment

Notate message left or patient confirmed in appointment note

Did patient arrive?

Setup room ½ hour prior to clinic

Send any other patient documents to TM2U

Notate message left or patient confirmed in appointment note

Reschedule or confirm next appointment

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No
<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
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<tbody>
<tr>
<td><img src="image" alt="Process Start or End" /></td>
<td>Indicates the start and end points of a process</td>
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<tr>
<td><img src="image" alt="Process Step" /></td>
<td>A specific process step, task or activity that is performed</td>
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<tr>
<td><img src="image" alt="Decision Point" /></td>
<td>A point in the process where a yes/no question is required</td>
</tr>
<tr>
<td><img src="image" alt="Reference Point" /></td>
<td>Indicates a reference or connection to another workflow</td>
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</tbody>
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- **Indicates Meaningful Use Reporting**
- **Indicates UDS Reporting**
- **Indicates a Reference Point that is not part of a Decision Point**