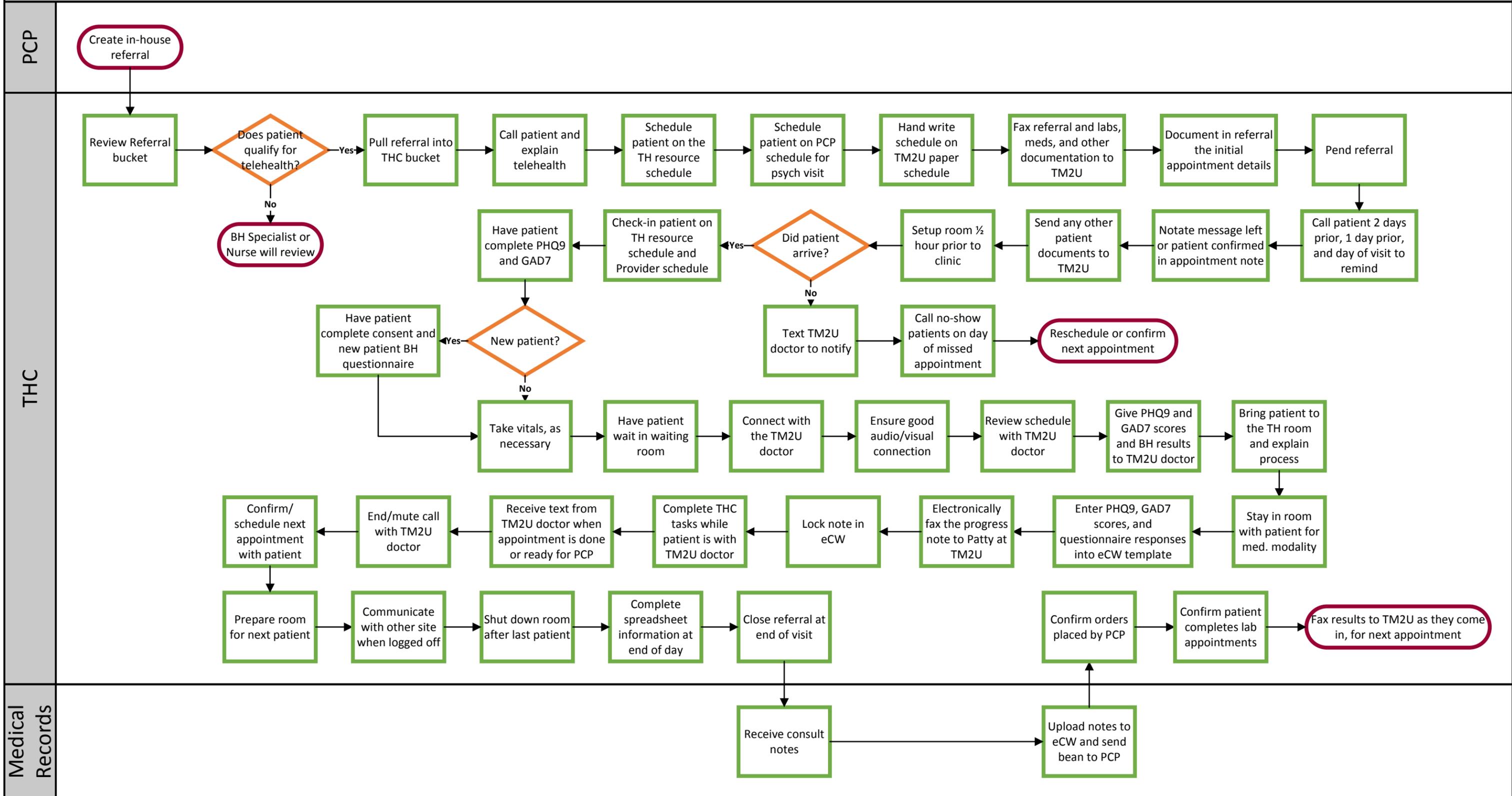# Chapa De – Current State: Telehealth

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

PCP

- Create in-house referral

THC

- Review Referral bucket
- Does patient qualify for telehealth?
  - Yes → Pull referral into THC bucket
  - No → BH Specialist or Nurse will review
- 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
- Pend referral
- Call patient 2 days prior, 1 day prior, and day of visit to remind
- Notate message left or patient confirmed in appointment note
- Send any other patient documents to TM2U
- Setup room ½ hour prior to clinic
- Did patient arrive?
  - Yes → Check-in patient on TH resource schedule and Provider schedule
  - No → Text TM2U doctor to notify → Call no-show patients on day of missed appointment → Reschedule or confirm next appointment
- Have patient complete PHQ9 and GAD7
- New patient?
  - Yes → Have patient complete consent and new patient BH questionnaire
  - No → Take vitals, as necessary
- 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 doctor
- Bring patient to the TH room and explain process
- Stay in room with patient for med. modality
- Enter PHQ9, GAD7 scores, and questionnaire responses into eCW template
- Electronically fax the progress note to Patty at TM2U
- Lock note in eCW
- Complete THC tasks while patient is with TM2U doctor
- Receive text from TM2U doctor when appointment is done or ready for PCP
- End/mute call with TM2U doctor
- Confirm/schedule next appointment with patient
- Prepare room for next patient
- Communicate with other site when logged off
- 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

Medical Records

- Receive consult notes
- Upload notes to eCW and send bean to PCP

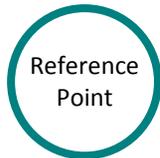|	
Process Start or End	Indicates the start and end points of a process
Process Step	A specific process step, task or activity that is performed
Decision Point	A point in the process where a yes/no question is required
Reference Point	Indicates a reference or connection to another workflow

Indicates Meaningful Use Reporting

Indicates UDS Reporting

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