Clinicas de Salud del Pueblo – Future State: Telepsychiatry

Workflow for scheduling and completing a telepsychiatry visit through UCSD, UCR, or TM2U.

September 19, 2018

**PCP**
- Patient is seen for appointment
- Determine a psychiatry referral is needed
- Order telepsychiatry referral
- Complete patient appointment

**Front Desk/Patient Representative**
- Review order
- Schedule telepsychiatry appointment
- Indicate in chart if an interpreter is needed
- Print after visit summary (AVS) for patient
- Check in patient
- Check out patient
- Conduct reminder calls for next day’s appointments

**Telehealth Technician**
- Check in patient
- Provide patient with questionnaire to complete
- Did patient arrive for telepsychiatry appointment?
- Mark missed appointment after 15 minutes
- Did patient arrive for telepsychiatry appointment?
- Call no show patients to reschedule
- Able to reschedule?
- Yes
- Call no show patients to reschedule
- No
- Mark missed appointment after 15 minutes
- Enroll in case management after 2 no-shows

**Telehealth Psychiatrist**
- Conduct reminder calls for next day’s appointments
- Advise patient they will have to reschedule if they do not confirm
- Take vitals
- Reconcile medications, pharmacy, and allergies
- Have patient wait for available room
- Take patient to room, when ready
- Setup translation assistance

**Patient**
- Review questionnaire and assess patient
- Determine follow-up
- Provide consent to patient
- Order medication, as necessary
- Inform patient that medication is ordered
- Have patient e-sign consent
- Notify Telehealth Tech when visit is complete