Scheduling a Hybrid Visit

**START:** Patient calls the clinic for an appointment

PCC will ask patient if:
- Access to internet OR cellular data, a device with a camera and a private space, if possible.

**YES** To Criteria

Verify Demographics Information when scheduling a Telehealth Visit.

Schedule a ‘15M-DoxyMe’ visit on the provider’s schedule.

Confirm with patient of how they will access the DoxyMe visit on the day of their appointment and timeframe for expected call. **END**

**NO** To any Criteria

Offer the patient a hybrid visit.

Staff to provide explanation of how a hybrid visit works.

Verify ‘Demographics’ information when scheduling a visit.

Schedule a ‘15M-Hybrid’ visit on the provider’s schedule.

Confirm the set-up type (in-clinic, phone, video) with the patient. **END**

**IF**

Patient has one of the following **Chief Complaints**

- Vaginal itch/dischage
- Dysuria/UTI
- Birth Control (including Depo)
- STI Testing
- Plan B
- Rash
- Anemia follow-up
- Blood pressure check or blood pressure medication refill if not seen in last 3 months
- Diabetes follow-up or diabetes medication refill if not seen in last 3 months

**AND**

Other chief complaint, schedule a ‘15M-PhoneV’ visit on the provider’s schedule.
PCC will confirm patient ‘Eligibility’ the day before the appointment.

The PCC will:
1) Leave the patient a reminder call to the patient the day before the appointment.
2) Change the status of the appointment from ‘PEN’ (Pending) to ‘VOICEMSG’ (Voice).

Patient is reached

Yes

Patient able to keep appointment

PCC will complete sliding fee questions during confirmation call.

PCC will confirm with patient the visit is in the clinic as a telehealth visit with their provider.

PCC remind patient to bring sliding fee proof materials & medications.

PCC will change appointment status from ‘PEN’ (Pending) to ‘CONFPHONE’ (Voice). END

No

Patient unable to keep appointment

Reschedule and confirm new appointment date and time. END

START: PCC will complete a reminder call to the patient the day before the appointment.
**START:** Patient checks in with PCC at front desk for their appointment.

**PPC** will provide patient with Sliding Fee Application, Patient Packet as needed.

**PCC** will change appt. status from “PEN” (Pending) to “ARR” (Arrived) in the appointment window.

*In exam room*

**MA** will enter room, open patient ‘Info’ window to verify patient demographics.

**MA** will vital patient and conduct appropriate intake/questionnaires per visit type or CDSS alerts.

**Telehealth Preparation**

**MA** will initiate the visit via the Cisco Video Conferencing Console.

**Provider Visit**

**MA** will notify provider via Teams or 8x8 patient is ready. Switch status to ‘Patient Ready’ on eCW.

**MA** will merge the ‘Hybrid Visit’ Template into the progress note.

**MA** will select ‘No’ to carry meds over and will complete medication reconciliation in the ‘Current Medications’ section of the progress note.

Any orders are verified via Teams video, Cisco Console or on-site provider (Ex. Medications from dispensary)

**Provider** will document: 1) Chief complaint/reason for visit 2) Participants and location of visit.

3) Relevant history/background, and or results, 4) Assessment 5) Plan and next steps, 6) Total time spent on call.

**Provider** will complete appropriate E&M codes.

**Provider** will change to ‘Orders and Discharge’

**Provider** to communicate with MA to complete f/u either via DoxyMe or in Room.

**PPC** will provide patient with Sliding Fee Application, Patient Packet as needed.

**MA** will initiate the visit via the Cisco Video Conferencing Console.

**MA** will select ‘No’ to carry meds over and will complete medication reconciliation in the ‘Current Medications’ section of the progress note.

**MA** will right click on the appointment in the resource schedule and click on ‘view progress note’.

**MA** will change the status of the visit to ‘CHK’ (Check-Out) in the appointment window. **END**