



Corporate Policies & Procedures

CLINICAL PRACTICES

Telemedicine Cellular Telephone/Laptop Usage Procedure

Cellular Telephone

There are ten (10) cell phones. They are distributed to Chico, Magalia, Gridley, Hamilton City, Lindhurst, Orland, Oroville, Los Molinos, Richland, and Yuba City Medical.

The cell phones are to be used by assigned Telemedicine nursing staff in each clinic to be utilized during Telemedicine encounters. The phone number is noted on the cell phone packaging, as well as labeled on the cellphone.

The cellphone will be stored in a locked cabinet in the Nurse's station with the telemedicine laptop.

The cell phones are assigned to staff to ensure telemedicine appointments run smoothly and communication with the specialist is ongoing before, during, and after visits.

Every three months the cell phone will need to be reloaded with more time because it is a prepaid phone. The cell phone is paid per day so please use it ONLY on Telemedicine days.

The Nursing Supervisor is responsible for keeping a cell phone checkout log that is current and for reloading of minutes.

Laptop

There are ten (10) laptops. They are distributed to Chico, Magalia, Gridley, Hamilton City, Lindhurst, Orland, Oroville, Los Molinos, Richland, and Yuba City Medical.

The laptops are to be used as a backup system if Polycom unit fails for the MAVEN Project psychiatry encounters.

The laptops will be stored in a locked cabinet in the Nurse's station with the telemedicine cell phone. The Nursing Supervisor is responsible for keeping a laptop checkout log that is current.



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CLINICAL PRACTICE

Telemedicine Policy

POLICY

Clinicians and staff delivering clinical services, including remote clinicians through the use of telemedicine, must adhere to this policy regarding the delivery and reporting of clinical services via videoconferencing to all patients.

Consultations made with specialists will include the exchange of all required chart notes, labs, x-rays, outside correspondence (notes/letters/recommendations), etc. to ensure the following:

1. Patients will be seen within an adequate timeframe.
2. Patient receives follow-through with a plan of treatment and a referral appointment.
3. A report is received from the referring specialist by the Ampla Health clinician ordering the referral.



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CLINICAL PRACTICES
Telemedicine Procedure

I. Purpose

- A. Ampla Health clinicians have a choice on what specialist they prefer a patient to see based on the two different payment models and providers Ampla Health contracts with.

II. Procedure

- A. Ampla Health has been working with UC Davis Medical Center for several years. UC Davis Medical Center bills for their own services; this allows Ampla Health clinicians to see patients on the same day and offers the opportunity for the primary care physician (PCP) and specialist to collaborate with the patient on a treatment plan. The endocrinologist does not write the prescription but makes a suggestion to the PCP. If the PCP agrees, the prescription is prescribed to the patient. The clinician sends a referral request to the nurse or MA to process and obtain prior authorization if necessary, including a referral request form for UC Davis Medical Center if needed.
- B. The appropriate staff schedules the appointment on the patients PCP's schedule, which coordinates with the times provided by UC Davis Medical Center. The patient is notified of the appointment and provide the required documents, to include Notice of Privacy and consent form. Appointment reminder calls are made to the patient on the three consecutive days before the appointment and confirmations are required for all UC Davis appointments.

III. Iris Telehealth Scheduling/Telemedicine Appointment Psychiatry Procedure

- A. Ampla Health has a contract with Iris Telehealth.
1. Iris Telehealth providers are contracted with Ampla Health. Iris Telehealth bills Ampla Health through an invoice and providers timesheets. The Telemedicine Advisor checks the date/time of services to ensure billing is correct and signs off on them. The paperwork is then routed to the Director of Clinical Services who signs and requests payment from the accounting department. Billing then bills the patients insurance and/or patient for services.
 2. Appointments are scheduled by each Ampla Health clinic. Some sites have dedicated telemedicine schedulers, while others collaborate on the workload.

- B. The patient checks in for his/her appointment at the front reception desk. (Please refer to the workflow for appointment check-in of established patient).
1. Patient presents for visit and checks-in with front office.
 2. When the check-in process is complete, the nurse will take the patient to the exam room.
 3. Nurse navigates to the telemedicine schedule in the EHR.
 4. Staff hovers over the patient icon and clicks on Health Summary.
 5. Staff collects the patient vital signs. Use the following steps to enter the vital signs into the EHR:
 - a. Go to Vital Signs section and click on Vital Signs or the edit link. The EHR will open a new window for data entry.
 - b. Enter the patient vital signs, for example, height, weight, blood pressure, etc. Note, the BMI will automatically populate when the height and weight is entered.
 - c. When finished, click Save. Note: if the vital signs do not fall within the normal range, the vitals display in red and the user receives a POP-UP warning.
 - d. On the Health Summary page, click on the Review link. **Note: this step contributes to Meaningful Use reporting for Core Measures 8 Vital Signs. Note: DO NOT click Save New Visit.**
 - e. When the Vital Signs process is complete, the clinician may see the patient.
 - f. Process repeats for the next patient.

IV. Telemedicine Charge Tickets/Encounter

- A. The provider signs off the encounter form in the EHR, along with the proper codes.
- B. The Billing Department runs a monthly report of all billed encounters.

V. Referral Instructions

- A. Ampla Health PCP refers patient to telemedicine specialty care by sending a request in EHR to the referral nurse to forward to the appropriate receptionist or work list depending on the specialty requested.

- B. All referrals need to be sent to the referral nurse including the psychiatric referral request so the nurse can track them in i2iTracks and the referral dashboard.
- C. Once the referral nurse receives the request, she then routes it to the work list of the receptionist.
- D. Receptionist calls the patient to set up an appointment:
 - 1. The receptionist will need to schedule the appointment in two spots: one with the specialist at the time the patient is to arrive and the other on the primary care provider's schedule in Centricity for the time the PCP will be needed at the end of the appointment for UC Davis. Ampla Health PCP's do not enter the room for psychiatry.
 - 2. If the referral is for a medical specialty with UC Davis the referral nurse then fills out the referral request form to fax along with the patient's records to UC Davis (1-866-622-5944).
- E. Nurse has the referral request and any other pertinent information scanned into the patient's chart and forwards the referral to the Telemedicine Other Work List to be scheduled by Telemedicine staff.
- F. Telemedicine staff will schedule the consult with UC Davis, notify the patient, and add it to the referring provider's schedule.
- G. Staff will be notified prior to the consult. The PCP will be asked to step in during the last 5-10 minutes of the consult for UC Davis consultations.
- H. A consult note will be received from the specialist within one week of the visit.
- I. After a psychiatric appointment, the patient may schedule a follow-up appointment with the receptionist before leaving.

VI. Tele psychiatry Services

- A. Iris Telehealth is a contracted provider.
- B. Iris Telehealth providers work for Ampla Health.
- C. Iris Telehealth providers write prescriptions.
- D. Iris Telehealth bills Ampla Health for services.

VII. Reimbursement Models:

- A. The billing model is based upon who and how services are billed for the Telemedicine visit.
1. Iris Telehealth - Psychiatry
 - a. The specialist is a contracted Ampla Health clinician.
 - b. Specialists are treated the same as any other contracted clinician.
 - c. The specialists are responsible to write prescriptions and handles any issues related to the prescription.
 - d. The specialists are setup to e-scribe in the EHR (practice fusion) and may also fax, call-in, or send prescriptions, if needed, to the pharmacies and the patients.
 - e. As Ampla Health clinicians, Ampla Health may bill for the specialist's time. Therefore, the PCP does not participate in the consult.
 - f. The patient only needs to be scheduled in one location because the specialist is a BILLABLE clinician.
 - g. The specialists are responsible for completing their notes in the EHR for the visit.