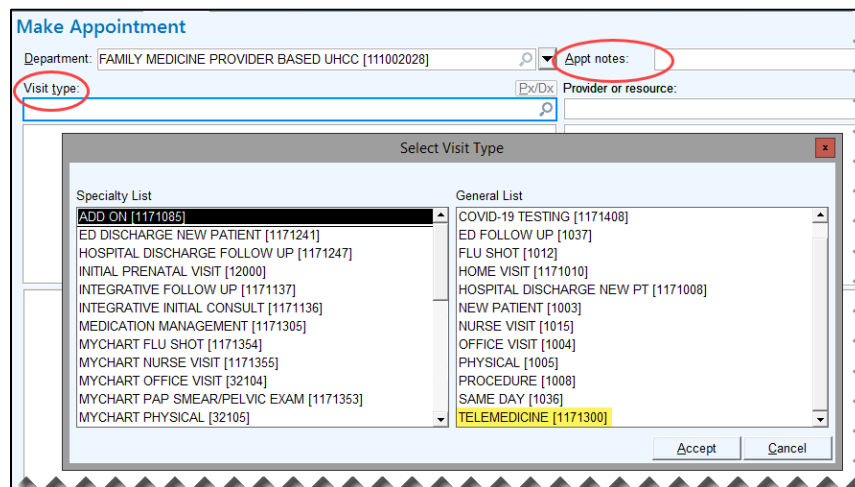


Sched/Reg Staff: Telemedicine Visit Type in Epic

[March 17, 2020] During the **COVID-19 pandemic**, Ambulatory clinics are reviewing schedules to determine which patients can be rescheduled to a later date and which patients can be seen through a telemedicine visit by phone or video. Front Desk and Sched/Reg staff will follow typical workflows to schedule or reschedule appointments.

Continue reading for details about telemedicine appointments.

1. **Front Desk and Sched/Reg Staff will change a patient appointment type to Telemedicine** for patients that will be seen through a visit by phone or video.
 - a. For Visit Type, select **Telemedicine**.
 - b. Use the **Appt Notes** field to indicate whether the patient visit will occur via phone or video. You can also provide other details as needed such as Cisco Webex meeting room information.



The screenshot shows the 'Make Appointment' window in Epic. The 'Department' is set to 'FAMILY MEDICINE PROVIDER BASED UHCC [111002028]'. The 'Appt notes' field is circled in red. Below the 'Visit type' field, a 'Select Visit Type' dialog box is open. It contains two lists: 'Specialty List' and 'General List'. In the 'General List', 'TELEMEDICINE [1171300]' is highlighted in yellow. The 'Accept' and 'Cancel' buttons are visible at the bottom of the dialog box.

2. **Providers and clinical staff will access the appointment / visit from the Schedule and document as usual.**

Keep in mind all payer coding and billing requirements will need to be followed. Some of these requirements are evolving as COVID-19 unfolds. If you have specific questions on these topics, contact Deb Gregoire, UUMAS Compliance Officer or your coding or billing representative.