

VIRTUAL CARE VISIT GUIDE

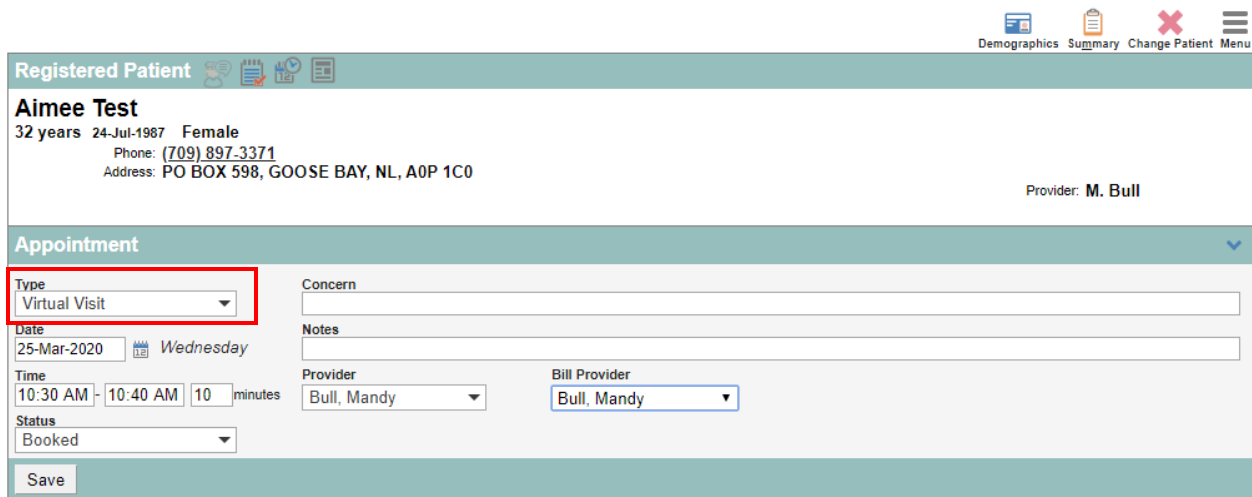
For Virtual Care Appointments (Phone, Video, and/or Secure Messaging, etc.)

This documentation is based on the visit being done with the patient over the telephone (or other virtual technologies) and includes a **Virtual Visit Template** that is linked to an **Appointment Type**. Alternatively, the ***Virtual Visit** template can also be used without being linked to an Appointment from within a patient’s chart.

Refer to the eDOCSNL Guide on “[Accessing the Virtual Visit Template and Linking it to a Virtual Visit Appointment Type](#)” for more information on these steps.

VIRTUAL CARE VISIT DOCUMENTATION:

1. When the patient calls in for an appointment and the provider will be seeing them via a telephone call or other virtual technology, book a **Virtual Visit** Appointment using the **Virtual Visit Type** (pull down and select) through your normal appointment booking workflow:



Registered Patient Demographics Summary Change Patient Menu

Aimee Test
32 years 24-Jul-1987 Female
Phone: (709) 897-3371
Address: PO BOX 598, GOOSE BAY, NL, A0P 1C0
Provider: M. Bull

Appointment

Type: Virtual Visit

Concern:

Date: 25-Mar-2020 Wednesday

Notes:

Time: 10:30 AM - 10:40 AM 10 minutes

Provider: Bull, Mandy Bill Provider: Bull, Mandy

Status: Booked

Save

2. The booked appointment is now on the dashboard to start the **Virtual Visit** with the patient:

10:15						
10:30	Aimee Test		Virtual Visit		Booked	Edit
10:40						

FEATURES OF THE VIRTUAL VISIT TEMPLATE:

Open the **Virtual Visit** as per normal workflow. The template includes a number of unique features (note that any fields denoted with an asterisk (*) are mandatory fields and must be completed):

- A. The **Visit Start Time** includes a macro which by double-clicking on **[Now]** inserts the current time. This can also be changed/edited when the time is not current time. This is one of the requirements of charting the virtual visit for MCP Billing purposes.
- B. The **Contact Method** of the virtual visit should be indicated by selecting phone, video or secure messaging. The content of the **Disclaimer** has been built to satisfy professional and medico-legal requirements. This should be reviewed with the patient.
- C. It is mandatory to select whether the visit is with the **Patient** or a **Patient Representative**. If someone is representing the patient, this should be indicated in the **Patient Rep Name** field and a **Relationship to Patient** pull-down field is provided.
- D. The patient's **Phone Number**, as currently in their chart Demographics in your EMR, will fill in when the **[Patient Home Phone Full] Macro** in that field is double-clicked. If the patient is calling from an **Alternate Phone Number**, this should be included for this visit.
- E. The patient's **Primary Email Address** can also be included, at the provider's discretion.

The screenshot displays the Virtual Visit template interface, divided into two main sections: Assessment and Plan.

Assessment Section:

- Includes a search bar at the top.
- Buttons for Bill, Profile, and Allergy.
- Diagnosis field with a search icon.
- Billing Item field with a search icon.

Plan Section:

- Buttons for Print, Care Plan, Task, Inv, Con, Lab, Imm, Med, and Draw.
- Text input field: "Enter new note/instructions here".

Form Fields (Right Panel):

- *Visit Start Time: [Now]
- Contact Method: Phone Video Secure Messaging
- Disclaimer: Informed verbal consent was obtained from this patient to communicate and provide care using virtual and other telecommunications tools. This patient has been explained the risks related to unauthorized disclosure or interception of personal health information and steps they can take to help protect their information. We have discussed that care provided through video or audio communication cannot replace the need for physical examination or an in person visit for some disorders or urgent problems and patient understands the need to seek urgent care in an Emergency Department as necessary.
- *Assessment with: Patient Patient representative
- Patient Rep Name: [Text Field]
- Relationship to Patient: [Dropdown Menu]
- Phone Number: [Patient Home Phone Full]
- Alternate Phone Number: [Text Field]
- Primary Email Address: [Text Field]

DOCUMENTING THE DETAILS OF THE VIRTUAL VISIT:

A. The below fields can be used as you would normally document an in-person visit:

Chief Complaint	
Notes	
Assessment	
Treatment Plan	

B. Provincial and national links have been included as reference sources about COVID-19. The Government of NL web page on COVID-19 has provincial recommendations and guidelines:

Govt of NL COVID Resources	NL Government COVID-19 Information How to isolate at home when you have COVID-19 How to care for a person with COVID-19 at home: Advice for Caregivers Public Health Agency of Canada
NLMA COVID Resources	NLMA COVID Resources
*Visit End Time	[Now]

- Enter the **Visit End Time** by double-clicking on the **[Now]** macro. This can be edited/changed if the time that needs to be entered is different from current time.
- Continue the Virtual Visit as per normal workflow, including entering a Diagnostic Code and Orders, Meds, etc.
- For Fee-for-Service providers, the new **MCP Fee Code 50000 for “Pandemic Virtual Care Assessment (Telephone or Patient Videoconferencing)”** should be added to the Visit. It can be used for both phone and video virtual visits.
- Sign off/Complete** the Virtual Visit as per usual workflow.

IF NECESSARY, REFER TO THE DOCUMENT CALLED “[eDOCSNL GUIDE - ACCESSING THE VIRTUAL VISIT TEMPLATE AND LINKING IT TO A VIRTUAL VISIT APPOINTMENT TYPE](#)” FOR DETAILED INSTRUCTIONS ON HOW TO ACCESS THE VIRTUAL VISIT TEMPLATE AND TO SETUP A VIRTUAL CARE APPOINTMENT TYPE.