

AHP Telehealth FAQ

1. We don't usually email patients, as our email is unsecured, and we don't want them emailing PHI in the future. How can I get the invites out to patients without sending them an email?

At this point, we've identified four options to send the Zoom invites out to your patients.

- a. Send the invite information via your EMR portal for those patients who have portal access.
- b. Create the meeting and pass the meeting ID to the user over the phone. They can join via join.zoom.us and enter the meeting ID there to join. Once they're in the zoom meeting, they will be prompted to either join with their computer audio or by phone (with dial in numbers provided).
- c. Use an existing email address. We'd recommend putting a disclaimer in the signature to not send PHI through this channel.
- d. Create an email address to use specifically for this purpose. Again, we'd recommend a disclaimer to not send PHI, and note that this email address will not be monitored for incoming communication. You could consider using a free email service such as Gmail for this purpose.

2. I'm not sure how to document when I need the computer screen to see the patient.

Again, we have a few recommendations. You could:

- a. Split the screen – if you have the option to resize your EMR, you can pull that up in the half the screen and the video in the other half.
- b. Set up a second monitor on your computer. You can then extend your display so you can show the video on one screen and your EMR on the other.
- c. Toggle between the video and your note. Even when your note is up, your camera will be working, so your patient will still be able to see you.
- d. Open up two computers. You can treat one as the patient, and use the other to document as you normally would.
- e. Document on paper, and transcribe your notes after the fact.

3. If I'm trying to conduct a video visit but my patient doesn't have a camera, do I bill that as a telephone visit?

Yes – If the patient doesn't have a camera, this should be billed as a telephone interaction.

4. **If I bill for a telemedicine visit, but the patient comes in within 7 days, can I bill for the telemedicine visit?**

No – if you see the patient in the office within 7 days, you can't bill separately for the telemedicine visit. However, you can add the time spent on the telemedicine visit to increase your level of service.

5. **Do patients need to provide consent for a telehealth visit?**

Yes - Obtaining patient consent is important, but a signed patient consent is not always a possibility. We do have a consent form guide that you can use or modify for your needs, but if you can't get something signed, we'd recommend including language that notes that a verbal consent was obtained. Sample language is below:

“Patient consented to telemedicine services for this visit. Verbal consent was provided.”

Please note that verbal consent is NOT durable. This means that verbal consent must be obtained during each telehealth visit, if a patient has not previously provided written consent.

6. **How do I schedule a meeting in Zoom for a time that isn't on the hour or half hour?**

If you are trying to schedule a meeting, you'll notice that the drop down from the time field only include hour and half hour options. However, if you click into the field where the time is displayed, you can delete and type in the time you'd like to see.

7. **If I want to pull my AHP Care Manager or Pharmacist in to my appointment, how can I do so?**

Once you know that your care manager or pharmacist is available, you can invite them to participate directly from the Zoom room. On the task bar, there is an “Invite” icon. You can use that icon to send the invitation from your email, or you can Copy URL or Copy Invitation and send it via email or text.

Other things to consider:

1. Good lighting will help to ensure you have a clear picture for both the provider and the patient. You want to avoid having a light directly behind the person on camera, as it may make it harder to see.