Scheduled Video Visit Workflow

# Patient

Primary Care Office

Documentation and Billing

##

Sees provider in person for appointment

Provider

Decides to see the patient via video for their next appointment

Scheduling Staff

1. Schedules appointment in scheduling system
2. Gives patient instructions for visit
3. Schedules Zoom appointment and sends invite to

patient’s personal email address

Loads Zoom for visit and waits in the virtual waiting room

Rooming Staff

* Opens Zoom appointment, admits and welcomes patient and reviews Chief Complaint (Telemedicine Video Visit), Allergies, Pain and does Medication Reconciliation
* Pauses and mutes the video call and brings provider into the room for visit

Encounter with

Makes follow up appointment with provider

Receives email with Zoom link

Day of Visit

Prior to Visit

provider

Encounter with patient

**Provider**

Obtains verbal consent and documents

Documents encounter and uses appropriate E&M codes

99212, 99213, 99214

95 modifier- Commercial

GT modifier- Medicaid/Medicare

Note must include the following:

* That the encounter was done via telemedicine
* Why the appointment was done via telemedicine
* The location of the patient
* The location of the provider
* Who was present for the encounter (names and roles)