eCW Tele-visit Front Office Workflow

Initial Tele-visit

☐ Receives approval from Provider/manager to schedule patient for Tele-visit

☐ Calls the patient to offer Tele-visit and while on phone confirms/updates demographic info including insurance info, email address, cell #, and if the patient is web enabled.

☐ **While on the phone with the patient, inform them that they will receive a call from the clinic to collect any required co-pay on the day of the visit.**
****Do NOT collect co pays for patients who are scheduled for COVID reasons or if they have Medicare Insurance****

☐ If patient is not Web enabled, proceed to web enable them

☐ Explain the easiest way to connect to the Tele-visit is from the text or email they receive that has a button to directly connect to the visit. If patients choose to use portal to connect, verify patient is able to successfully log into portal

☐ Verify patient has access to PC/Laptop with working camera and mic or has a Smart phone

☐ For patients wanting to connect via portal from their Smart phone ask patient to download Healow App from the App store or Google Play store

☐ Email patient the eCW Tele-visit tip sheet and the Tele-visit consent

☐ Patient will electronically sign and send the consent back (this will be uploaded to the patients eCW record under the "Consents" folder and will be named yr/mth/day Tele-visit Consent

☐ After the consent are received, an appointment can be scheduled in eCW by using the "Tele-Visit" visit type.

☐ Inform the patient that an appointment confirmation will be sent to the email address on file for the scheduled Tele-visit appointment

Subsequent Tele-visits:

☐ Receives approval from Provider/manager to schedule patient for Tele-visit

☐ Verify Tele-visit consent is in eCW(if not obtain consent via email)

☐ Call patient to confirm/update demographic info including insurance info

☐ Schedule Appointment in eCW by using the "**Tele-Visit**" visit type

On the Day of the Tele-visit:

☐ Call the patient to collect co-payment. Follow usual process for co-payment collection but manually enter co pay into Emdeon and EMAIL receipt to patient.

Do NOT collect co pays for patients who are scheduled for COVID reasons or if they have Medicare Insurance

For any questions or issues please contact the TUMG eCW helpdesk at 504-988-8329. Please do not contact our eCW team directly as that may delay assistance