



TeleVisits

PROVIDER VIEW

eCW Team | 03/2020



IMPORTANT CONNECTION INFO

**** In order to connect to your patient for a Tele-visit you will need to access and run the visit through Browser eCW (the web version of eCW). To access the web version of eCW you must use the **Google Chrome** browser and insert the following URL:

To access HCA Clinic eCW use the below URL:

<https://tumgapp001.eclinicalweb.com:15099/mobiledoc/jsp/webemr/login/newLogin.jsp>

To access TUMG Clinic eCW use the below URL:

<https://latumeapp.ecwcloud.com/mobiledoc/jsp/webemr/login/newLogin.jsp>

Log in with SAME eCW credentials that you normally would for each eCW

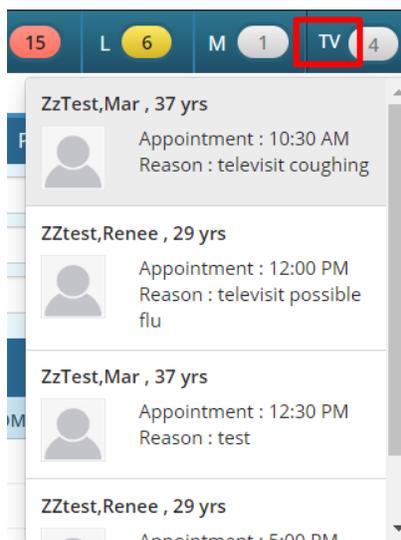
****Say NO to the 2 factor authentication pop up!!**

***** The web version of eCW is not accessible in iPad or Safari internet browser.*****

Accessing Your Patient's Tele-Visit

1. The TeleVisit can be accessed from the **Office Visits Window**, just like any other regular appointment!
2. Any visit that is a TeleVisit, will be booked with a “**TeleVisits**” Visit Type, and will display a “Camera” icon. Once the patient joins the Televisit it will automatically “Arrive” the patient in eCW.

Alternatively - you can filter to **ONLY** televisits using the TV Jelly Bean. By clicking on the “TV” text, you can see a summary of your upcoming televisits for the day.



- Click the patient's name to enter the progress note.

Office Visits | Group Appointments

Office Visits | 03/16/2020

Provider: Demo, Doctor | Appt Time: All

Facility: | View: All

Patient Filter: Search By Name | View Appointment | Sort by: Ap

Check In/Out | Billing Data | View Orders | eClniForms | Messenger | View Progress Notes | Lock Progress Note

	VISIT TYPE	APPT TIME	PATIENT NAME	P/R	REASON	SEX	AGE
<input type="checkbox"/>	TeleVisit	10:30 AM	ZzTest, Mar		televisit coughing	F	37 Y
<input type="checkbox"/>	TeleVisit	12:00 PM	Zztest, Renee		televisit possible flu	F	29 Y
<input type="checkbox"/>	TeleVisit	12:30 PM	ZzTest, Mar		test	F	37 Y
<input type="checkbox"/>	TeleVisit	05:00 PM	Zztest, Renee			F	29 Y

- The progress note for the patient will open and look the same as any other visit. However, the patient's online status will display in the top right corner of your screen.

E 0 S 0 D 13 R 0 T 15 L 6 M 1 TV 4

Patient is offline

Wt: 06/13/17:120 lbs. | Ins: SELF PAY | NOTES: v 11 testing | SECURE NOTES: v11 testing | HEALOW: Last Login: 10 hours ago

FlowSheets - Notes

UpToDate

ZzTest, Mar, 37Y, F as of 03/16/2020

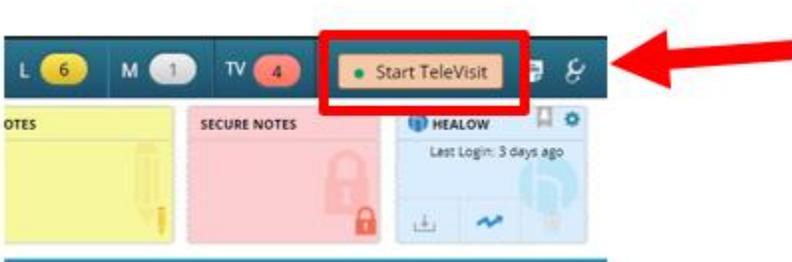
Problem List SNOMED

Right Panel data last modified on: 03/16/2020 12:52 PM

- Global Alerts
 - Test Clinical
 - Tulane Athletes
- Advance Directive
- Problem List
 - F41.8 Test anxiety
 - J45.22 Mild intermittent asthma with status asthmaticus

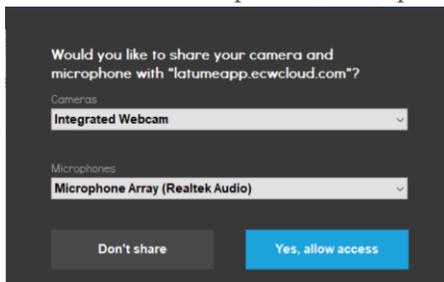
Initiating the Televisit

1. Once the patient is online and ready for the visit, the status in the top right will automatically change to a “Start TeleVisit” button. When you are ready to begin audio/video with the patient, please click this button.

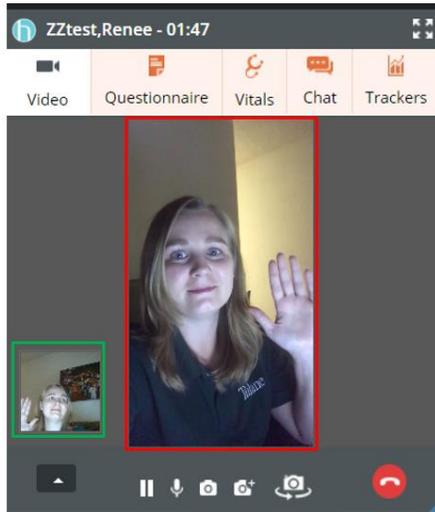


**The Start Televisit button will only appear if the patient has already joined the call on their end.*

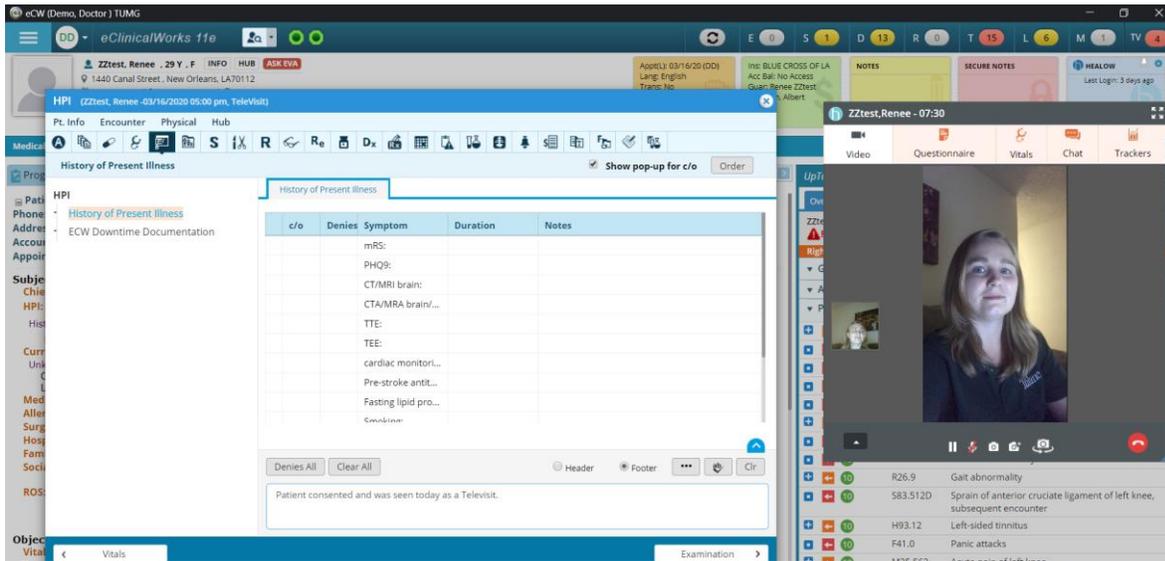
2. The TeleVisit Window will open outside of your progress note, and is movable. You can review questionnaires or vitals completed by the patient prior to starting the visit, or after you have started the visit.
3. You may receive a popup the first time you start a TeleVisit, asking permission to use your computer’s camera and microphone. If so, please allow access.



4. The video will then load so that you can see your patient (red box). An image of yourself will appear in the bottom right corner (green box).

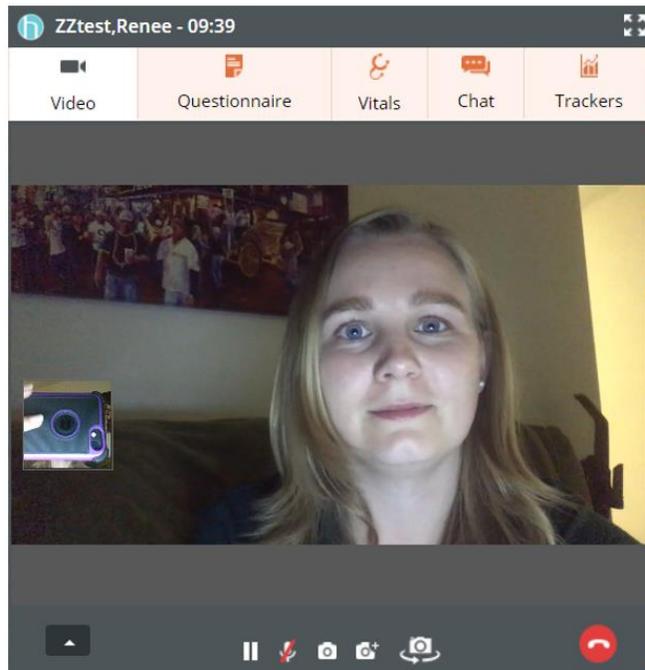


5. The TeleVisit window can be moved around the screen. While you document in your progress note, you can simultaneously view and talk with the patient off to the side.



DURING THE TELEVISIT

1. Icon Functionality



Pause your own video feed



Mute/unmute self



Camera option to take a full screen shot



Camera icon to take a "snip" of the screen. i.e. just get a picture of a body part



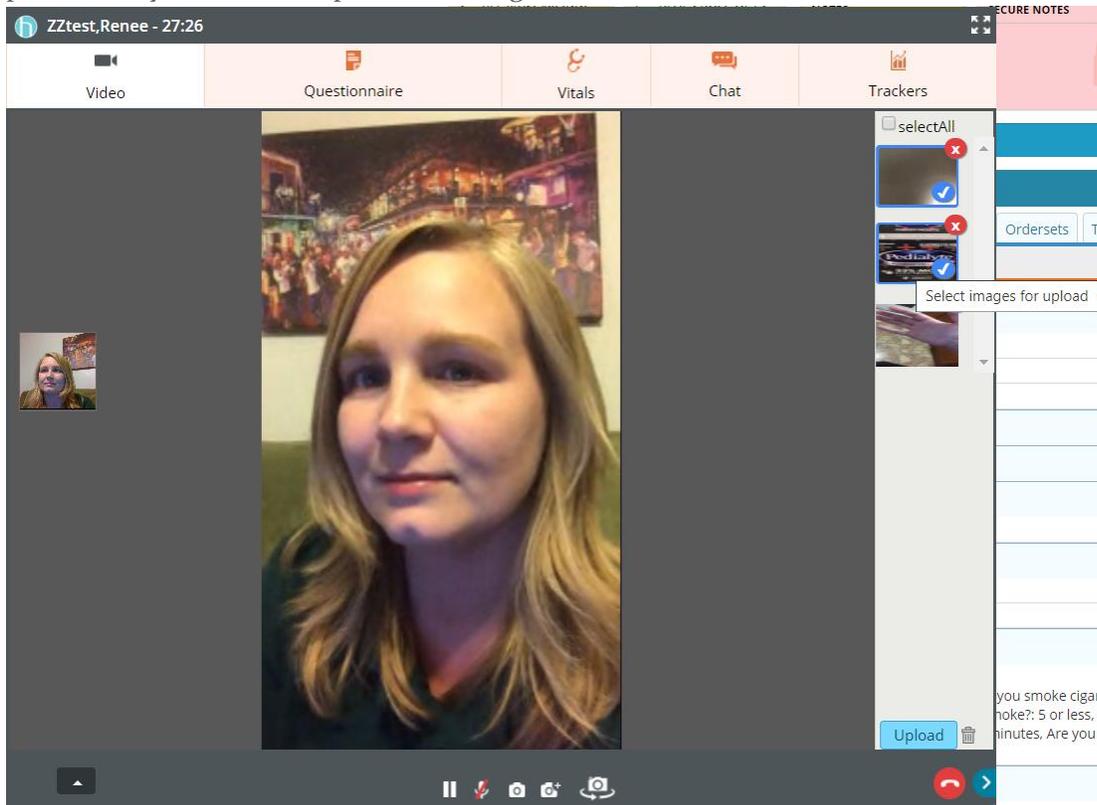
Switch camera button to reverse camera facing in/out (if applicable).



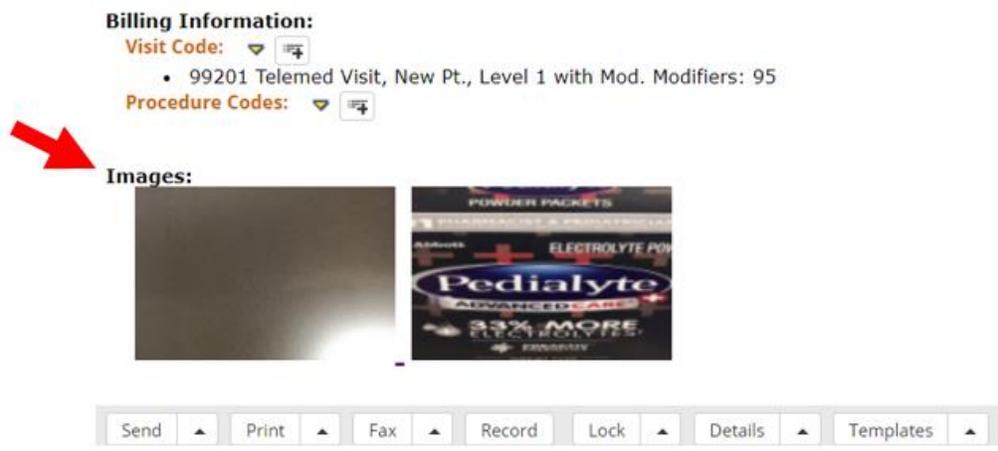
Button to end the video call (this will close the TeleVisit window)

2. Taking Pictures

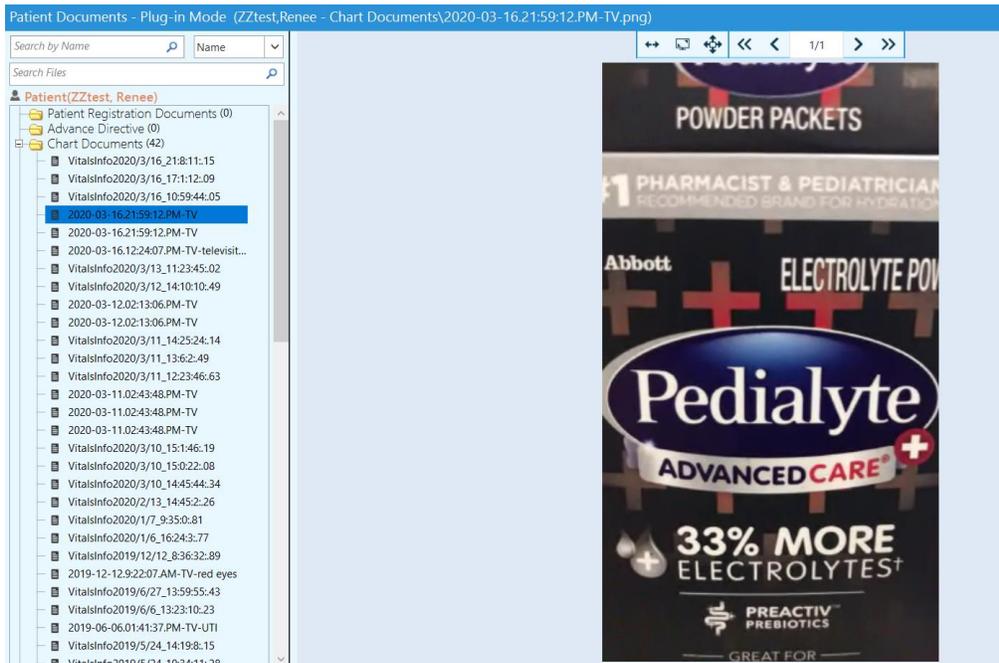
As you are seeing the patient virtually, you can use the camera icons to take still photos. As you take photos, they will add to a panel at the right.



When you're ready, you can select the ones you wish to keep by clicking those images (which will place a blue checkmark) and then click the upload button at the bottom. These images will now display on your progress note under the **Images** heading, and will also save in patient documents under the **Chart Documents** folder.



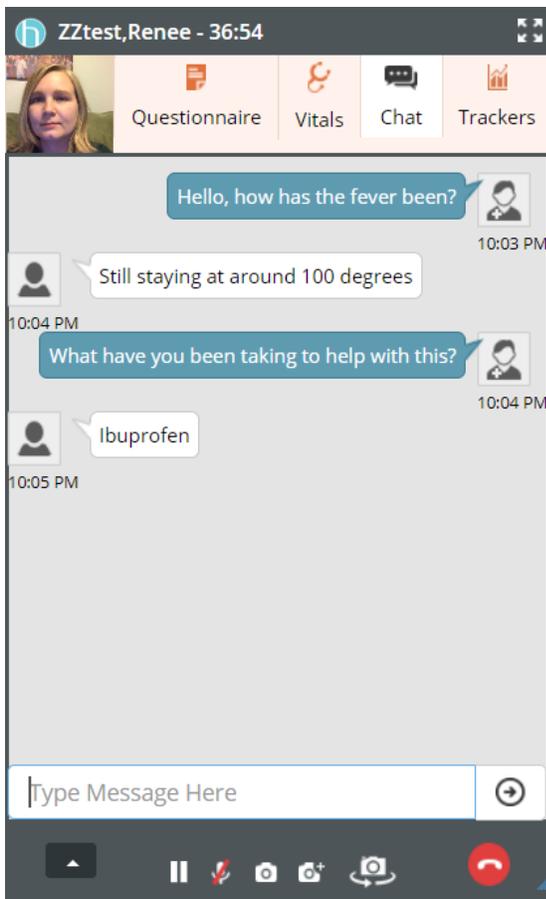
(display on progress note)



(saves in patient documents, already named)

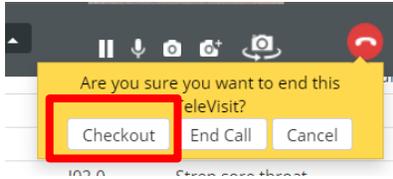
3. Chat Pane

Clicking the **Chat** button will allow you to toggle over to a chat feature where you can type messages back and forth to the patient. This allows you to continue communicating in the event that there are issues with the audio. If there is poor connection or technical issues you can ask the patient to disconnect and rejoin the visit. When the patient rejoins, click **start televisit** again to resume



4. Ending the Televisit call

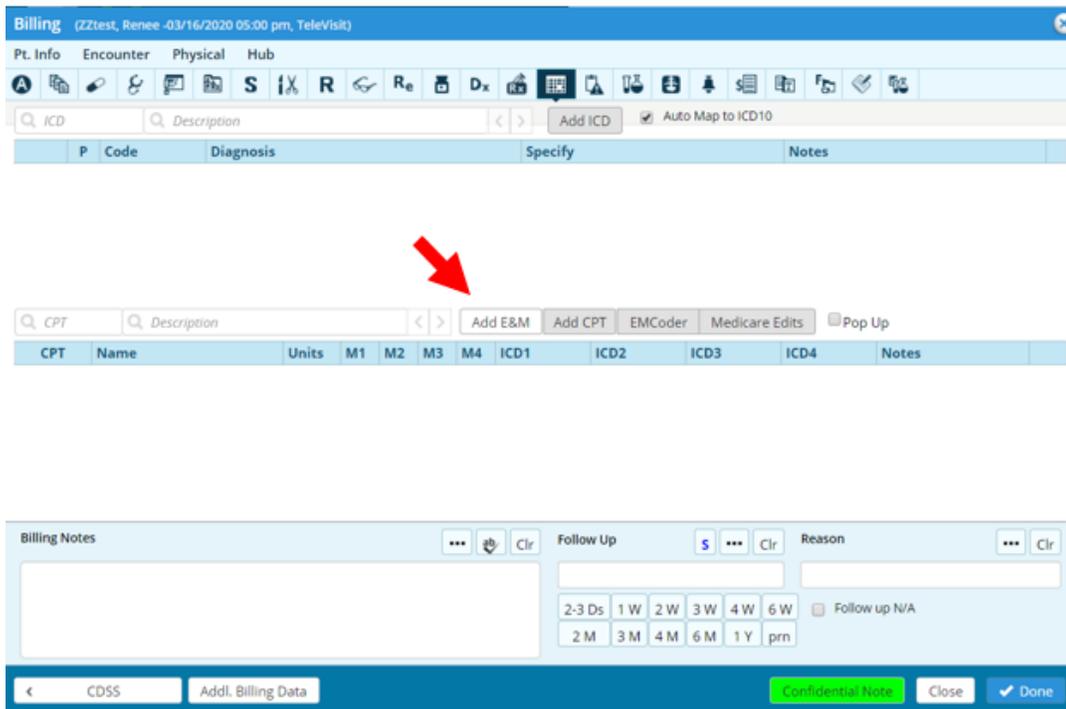
When you are finished “video chatting” with your patient click on the **Red phone icon** to end the call and select the **Check Out** option to check the patient out. You can still complete your progress note documentation even after the call is ended and the patient is checked out.



BILLING FOR TELEVISITS

In order to be reimbursed for telemedicine, you must bill the proper E&M codes. We have created a folder called **TeleVisits** that contains these codes. There are codes for both new and established patients.

From billing window, click **ADD E&M>Select Televisits folder**.



Billing Select E&M

Show Fee 0.00 Active Name

CPT	M1	M2	M3	Name
99211	95			Telemed Visit, Est Pt., Level 1 with Mod
99212	95			Telemed Visit, Est Pt., Level 2 with Mod
99213	95			Telemed Visit, Est Pt., Level 3 with Mod
99214	95			Telemed Visit, Est Pt., Level 4 with Mod
99215	95			Telemed Visit, Est Pt., Level 5 with Mod
99201	95			Telemed Visit, New Pt., Level 1 with Mod
99202	95			Telemed Visit, New Pt., Level 2 with Mod
99203	95			Telemed Visit, New Pt., Level 3 with Mod
99204	95			Telemed Visit, New Pt., Level 4 with Mod
99205	95			Telemed Visit, New Pt., Level 5 with Mod

Required Documentation for televisit: Under HPI>Browse button, search keyword Televisit and select verbiage.

HPI (ZZtest, Renee -03/16/2020 05:00 pm, TeleVisit)

Pt. Info Encounter Physical Hub

History of Present Illness Show pop-up for c/o Order

HPI

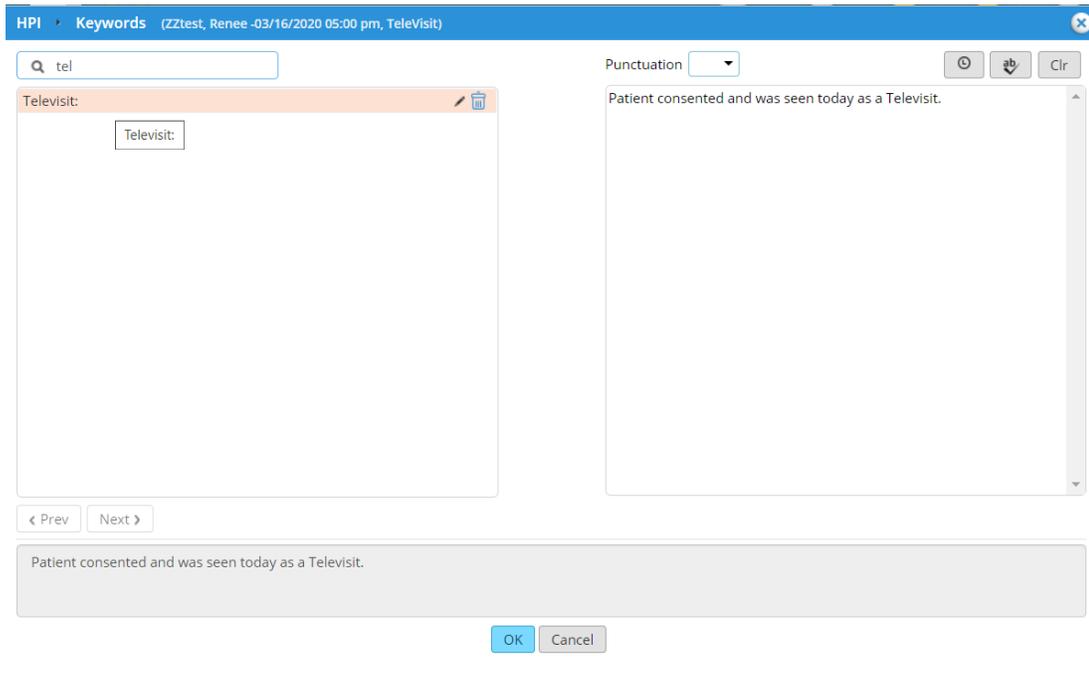
- History of Present Illness
- ECW Downtime Documentation

c/o	Denies	Symptom	Duration	Notes
		mRS:		
		PHQ9:		
		CT/MRI brain:		
		CTA/MRA brain/...		
		TTE:		
		TEE:		
		cardiac monitori...		
		Pre-stroke antit...		
		Fasting lipid pro...		
		Smoking:		

Denies All Clear All Header Footer **...** Clr

Vitals Examination

Click the ... button in order to browse keywords. Type in TEL to locate the Televisit verbiage we have created. By clicking it, it will populate into the notes section. Click OK and it will display on your progress note.



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.