**Tele-Visit Appointments Quick Reference**

- Tele-Visits must be accessed by Providers via the **Browser Version** of eCW (must use **Google Chrome**).
  
  HCA URL:  

  TUMG URL:  

  (Recommended to bookmark these URLs somewhere on your computer)

- Provider must be on desktop or laptop with audio/video capability

- Tele-Visits can only be scheduled for web-enabled patients

- Tele-Visit Appointments show on the Providers Schedule as a “Tele-Visit” with a camera icon.

- New TV jelly bean alerts when patient has arrived. (click on the actual TV not the jellybean itself)

- Appointment is Arrived and Checked out automatically.

- Can use browser eCW just for Tele-Visit, and return to regular eCW to document if desired.

- HPI Documentation must include that patient consented, and the visit was a Tele-Visit.

- Complete all sections of the note as needed, nurses can call patients ahead of apt time to triage

- Select Visit Code from the folder named “**Tele-Visits**” (95 modifier already attached).

- Lock your note when complete to send the charges to billing.

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**Billable Telephone Evaluations**

- No appointment scheduled...these must be done as a TELEPHONE ENCOUNTER

- Already created Telephone Encounters can be accessed from T Jelly Bean.

- To start a new TE, Look patient up, from HUB select **New Telephone Encounter**

- Reason – dropdown to select **Telephone Evaluation**.

- Select appropriate “Provider” on Telephone Encounter.

- Click **Virtual Visit** tab then click **Progress Notes** button to view Telephone encounter as a progress note.

- Click **Templates** button at bottom – search for **Telephone Evaluation** template and merge.

- Complete required HPI template documentation (3 sections)

- When billing, select visit code from the folder called **Telephone Evaluation**
  
  o For all insurances except medicare 99441-99443
  
  o Medicare G2012

- Telephone Enc can be assigned to another user if more action is required.

- If no further action is required, **Lock note** from the bottom of PN or address telephone encounter to close out the note.

Please use this link to access a Training Video on both above workflows:  
[https://www.loom.com/share/164262f635b7493ebebc17bb45b2405](https://www.loom.com/share/164262f635b7493ebebc17bb45b2405)