

Tele-Visit Appointments Quick Reference

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

HCA URL:

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

TUMG URL:

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

(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.

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**
 - For all insurances except medicare 99441-99443
 - 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/164262f635b7493ebeb17bbb45b2405>