

© 2020 Northwestern Medicine, Published on 3/25/2020

COVID-19 Office Visit Encounters On-The-Fly

When following up with a patient via telehealth in replacement of an in-person visit, you can create Office Visit Encounters on-the-fly in Epic to properly document and bill.

1. Create Encounter: Either from the Epic toolbar select Encounter button then select patient, choose New, or from within the In Basket task bar, select New Encounter , then select Office Visit.

Epic Toolbar:			1	01/15/2020 08/23/2019	Emergency Telephone
	မှု Encounter	-		08/03/2019 07/31/2019 <u>N</u> ew	Appointment Emergency Search >>
New Icon on In	Basket Task Bar:			Encounter Into	rmation: 10 loaded so far,
∿y New Enc		New Encounter for Sourcream, Melissa			
	-	<u>Type:</u>	Office Visit	0	
		Pro <u>v</u> ider:	Quinn Hippolyta, MD	9	<u>P</u> CP ~
		Department:	RMG PRIMARY CARE 444 NO		
			Ac	cept	<u>C</u> ancel

- 2. Documentation: Proceed with visit documentation as if this were a scheduled telehealth visit. See COVID-19 Physician/APP E-Visit tip sheet on NMI for more details.
 - a. **Chief Complaint:** From the **Rooming** tab enter a Chief Complaint of **"Telemedicine Conversion"** to allow registration to follow up with the patient to complete insurance verification. (To easily add moving forward, make Telemedicine Conversion a Quick Button favorite)
 - b. **COVID-19 smartphrase**: Document visit as usual; must add COVID-19 smartphrase to visit documentation.
 - i. .covid19phone: "This was a phone conversation in lieu of in-person visit due to the coronavirus emergency."
 - ii. **.covid19video**: "This was a video visit. Patient acknowledged risk of unsecure transmission of his or her information."
 - c. **Charging and GT Modifier: Add GT INTERACTIVE TELECOMMUNCIATION MODIFIER** to be billed appropriately.