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:**

   ![Epic Toolbar Image]

   **New Icon on In Basket Task Bar:**

   ![New Icon Image]

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 TELECOMMUNICATION MODIFIER** to be billed appropriately.