# 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:
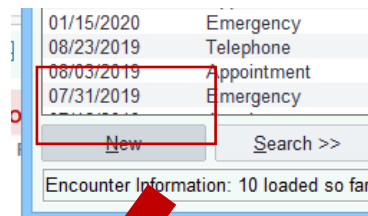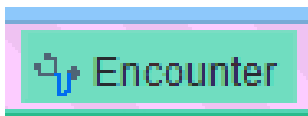
New Icon on In Basket Task Bar:
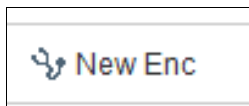
2. **Documentation:** Proceed with visit documentation as if this were a scheduled telehealth visit. See *COVID-19 Physician/APP E-Visit* tip sheet on NMI for more details.

   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.