Telemedicine visit type (VT) Conversion Tip Sheet

When scheduling Telemedicine visits:
1) Check if there are any provider instructions for TH availability (may need to expand to section to see all notes)
2) After scheduling via the QNR click on change appointment
3) Replace Visit Type with new TH visit type:
   • Telehealth Video new or return (default if smart device is confirmed) Provider may elect phone or video
   • Telehealth Phone new or return (if no smart device or prefers phone) Provider will contact via phone
4) Select conversion as reason for change

*No longer need to mark as confirmed in EPIC, new TH visit types will now receive a specific TH appointment reminder

1 Refer to expanded instructions to view provider telehealth availability
2 After scheduling appointment using the QNR, click ‘Change Appointment’
3 Replace visit type with appropriate telehealth visit type
4 Select ‘Conversion’ as the ‘Reason for Change’