

NOTE: Telephone visits are NOT considered to be telemedicine services, and can be provided by any provider. Telephone visits do not require any special privileging (unlike Telemedicine appointments).

Area/Function	Process
Scheduling	<ul style="list-style-type: none"> • Epic workflow and scripting: Refer to Scheduling Flow for Telephone Appointments <ul style="list-style-type: none"> ○ Epic visit type: Telephone Appointment (REQUIRED to ensure appointments are checked in) • Patient eligibility: <ul style="list-style-type: none"> ○ Return visits only ○ Service lines determine scope of telephone visits (e.g., entire clinic, specific providers, etc.) ○ Scheduling will not schedule telephone visits without Service line direction
Registration/ Check-in	<ul style="list-style-type: none"> • The Main Campus registration team will check in all Telephone Appointment visit types prior to the appointment start time • Provider/clinic team must contact Main Registration if assistance is needed to check-in same day add-ons • At the end of the day: <ul style="list-style-type: none"> ○ Provider/clinic team sends email to Main Registration with cancel/no show details: Telephone Visit No-Show/Cancel tracking ○ Registration unchecks-in appts before end of day processing
Service Line/ Clinicstaff	<ul style="list-style-type: none"> • Work with providers to identify clinics and/or providers that can support Telephone Visits and notify your scheduling team • If your staff will be scheduling Telephone Visits, please use: Scheduling Flow for Telephone Appointments • Ensure your providers are familiar with the process to: <ul style="list-style-type: none"> ○ Contact a family for a phone visit ○ Obtain interpreter services if needed ○ Document and bill for the visit • If you have same day/add-on appointments: Contact Main Registration if assistance is needed with the check-in process • No-show/late cancel tracking: By 6pm at the end of the day, send an email to Main Registration noting any telephone visit cancels/no shows using the Telephone Visit No-Show/Cancel tracking form • Phone visit tracking: Since a standard visit type is used for these visits, reporting will be available to identify volume of phone visits
Providers	<ul style="list-style-type: none"> • Please obtain interpreter assistance prior to calling a family for their appointment by using the SPEAK line instructions • Refer to Provider Documentation and Billing for Telephone Visits for guidelines

Provider Documentation and Billing for Telephone Visits

Telephone visits are NOT considered to be telemedicine services, and can be provided by any provider.

- Telephone visits:
 - Do not require any special privileging (unlike Telemedicine appointments).
 - Do not have a facility fee.
 - Can only be provided for return patients.
- Note that some insurance companies may not reimburse for telephone visits.
 - The scheduling workflow defined for telephone visits includes scripting to ensure families are informed of this prior to scheduling.

Documentation: If you provide service by phone, you are expected to document (just like you are expected to document a clinic visit). There are additional elements that must be included in your documentation to bill for telephone visits.

- Dictate or type your note as if it were a regular clinic note.
 - Do not enter as a communication/ telephone note.
- Required documentation:
 1. Length of the call (start and stop time OR number of minutes)
 2. Who was on the call with you?
 3. Summary of the discussion and your plan.

Billing: A CIS miscellaneous fee sheet should be used for all telephone visits.

- We do not expect providers to figure out if the phone call is billable. The coding staff will review your documentation and choose the appropriate codes.
 - In cases that do not meet billing requirements, the coding staff will utilize internal codes to track the time spent in these activities.
- To be a billable Telephone Visit:
 - Patient must have a scheduled clinic appointment or initiate the phone call.
 - Cannot be related to an E/M service in the past 7 days or
 - Lead to an E/M service or procedure within the next 24 hours or soonest available appointment
- Do not charge if you have not documented.

CIS Fee sheet completion process:

- After completion of the phone call and documentation is complete:
 - Choose only the Miscellaneous Fee Sheet Order on your CIS fee sheet and indicate telephone call. This will prompt the coding team to review your documentation.
- IMPORTANT:** Do NOT additionally charge an E&M code or a facility charge will be created in error and billed to the patient.
- If labs/imaging are required, the order them as usual in CIS/outside lab process.

**Telephone Appt due to COVID-19 concern****Overview**

As concern grows for the rapid spread of COVID-19, Children's is now able to offer telephone appointments under certain circumstances to our patients and families. In order to offer this option, one of the following circumstances must be true:

- The family is trying to schedule a return visit and wishes instead to schedule a TELEPHONE APPOINTMENT, or
- The family expresses that they wish to cancel due to COVID-19 concerns and
- The appointment that they wish to cancel is a return visit

Details and Scripting

In the event that the one of the two above criteria are true, use the below scripting:

1. When scheduling a return visit or rescheduling a return visit due to COVID-19 Concerns, say:
 - *Thank you for calling. In order to keep patients and families safe we can offer to complete this appointment via a phone call with your provider. Would you like to learn more about that option?*
2. Check the patient's insurance coverage on file.
 - **If the patient is covered by Medicaid or has Financial Assistance:** move to step 3.
 - **If the patient does not have Medicaid or Financial Assistance:** *We will bill your insurance for the phone call. The charge will range from \$75-\$114. Many insurance plans do not pay for phone calls. If your insurance does not pay anything for the call, we will give you a 25% discount, and then you will be billed for the balance. You are also more than welcome to apply for Financial Assistance if needed from the Seattle Children's website. Would you still like to proceed with a phone call appointment?*
3. If the family would like to continue, collect the best phone number for the call and verify the appointment information:
 - *What is the best number for our provider to reach you at for this appointment?*
 - *To confirm, you will not need to come in to SCH for your appointment. Your provider will call you at the number you just provided – (complete a read-back). We ask that you please be available 15 minutes before and after your scheduled start time of _____. The provider will make two attempts to reach you.*
4. Verify the patient's record and invite to MyChart as indicated by the Checklist.
5. If the family has an active MyChart account and give eCheck-In instructions
 - *In order to have you able to check yourself in for this telephone appointment, you will need to log into your MyChart account and complete the eCheck-In.*

Change or Reschedule the Appointment

Use **Change Appointment** to change the visit type when there is no interpreter assigned to the visit:

1. Highlight the visit in question and select Change Appointment
2. Change the visit type to TELEPHONE APPOINTMENT
3. Update the appointment notes to include the best contact number for the phone visit
4. Use Change Reason: COVID-19 Concerns
5. Select Change

Change Appointment

Use patient preferences Current department: PULMONARY NOR CLINIC [223169]

Visit type: **2** TELEPHONE APPOINTMENT **3** Notes: RV chronic coughing **Call 206-987-2000 for Telephone Appt**

Date: 3/23/2020

Arrival time: 1415

Start time: 1430

Department	Provider	Time	Length
1 PULMONARY NOR CLINIC [223169]	ABTS, MATTHEW FARRIS [42338]	1430	30

Change reason: COVID-19 Concerns [7] **4** Comments:

5 Change Manual Undo Cancel

Use **Cancel/Reschedule** to change the visit type when an interpreter is assigned to the visit:

1. Highlight the visit in question and select Cancel/Reschedule
2. Choose the Cancel Reason COVID-19 Concerns and select Reschedule
3. Update the appointment notes to include the best contact number for the phone visit
4. Change the visit type to Telephone Appointment
5. Reschedule the visit for the same date/time/provider as it was originally scheduled

Note: All Check-In will be handled by Main Campus Registration. In the event a provider is unable to complete the phone visit with the patient/family, Registration will be made aware to cancel the Check-In before end of day.

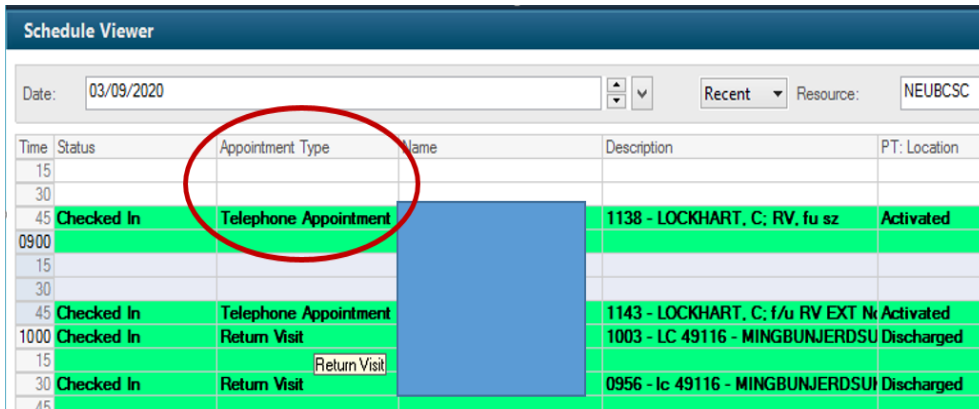
Questions?

Check with your peers and/or supervisor. Still unsure? Contact your manager. To learn more about operational decisions contact Michelle Harkins at Michelle.Harkins@seattlechildrens.org.

Telephone Visit FAQ for Providers:

1. How can I tell if a patient's visit is a telephone visit?

It will be indicated on your clinic schedule (in CIS) that it is a telephone visit. Each division may want to develop an additional internal monitoring and communication plan.



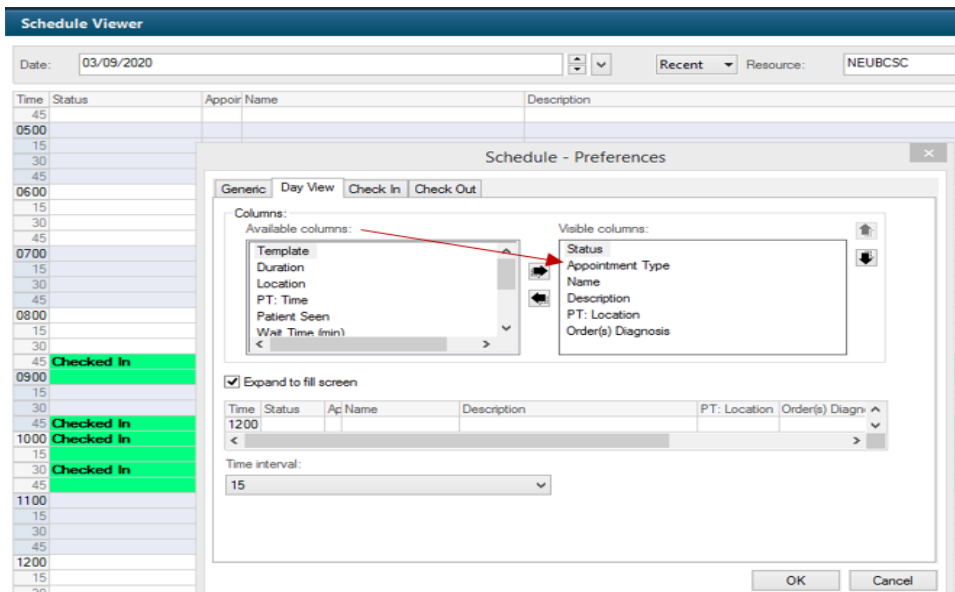
The screenshot shows a 'Schedule Viewer' interface for the date 03/09/2020. The 'Appointment Type' column is highlighted with a red circle. The schedule shows several appointments, with 'Telephone Appointment' and 'Return Visit' types.

Time	Status	Appointment Type	Name	Description	PT: Location
15					
30					
45	Checked In	Telephone Appointment		1138 - LOCKHART, C; RV, fu sz	Activated
0900					
15					
30					
45	Checked In	Telephone Appointment		1143 - LOCKHART, C; f/u RV EXT N	Activated
1000	Checked In	Return Visit		1003 - LC 49116 - MINGBUNJERDSU	Discharged
15					
30	Checked In	Return Visit		0956 - lc 49116 - MINGBUNJERDSU	Discharged
45					

You may not have the "Appointment Type" column defaulted on your schedule view.

To change your view:

- Right click anywhere in the body of the schedule
- Choose **Preferences**
- Go to **Day View** tab
- Move **Appointment Type** from available columns to visible columns
- Click ok.



The screenshot shows the 'Schedule Viewer' interface with the 'Schedule - Preferences' dialog box open. The 'Day View' tab is selected. The 'Available columns' list includes 'Template', 'Duration', 'Location', 'PT: Time', 'Patient Seen', and 'Wait Time (min)'. The 'Visible columns' list includes 'Status', 'Appointment Type', 'Name', 'Description', 'PT: Location', and 'Order(s) Diagnosis'. A red arrow points from 'Appointment Type' in the 'Available columns' list to the 'Visible columns' list. The 'Expand to fill screen' checkbox is checked. The 'Time interval' is set to 15 minutes.

2. Do I have to call from a Children's phone line?

It is recommended that you call from a Children's phone line. If this is not possible and you want to keep the number you are calling from private, you can call via Jabber on your mobile device. You will first need to request provisioning via [Service Now >> Phones and Mobile Devices >> Request for Jabber Mobile](#). If you call via the Jabber app, the SCH main number will appear in the call ID. For more information about Jabber, please see [Jabber FAQ](#).

3. Should I bill the visit using my normal E&M codes, just based on time?

No, you should bill using the "Miscellaneous Fee Sheet" under COMMUNICATION (scroll down past the usual E&M codes). For the required detail of **description* type in telephone call.

(Do NOT use the telemedicine codes for your telephone visit). See [Provider Documentation and Billing for Telephone Visit](#) for more details.



The screenshot displays a web-based form for creating a 'Miscellaneous Fee Sheet Order'. At the top, there are several expandable sections: '92900 Cardioversion, external (FSC)', 'COMMUNICATION', 'Miscellaneous Fee Sheet Order', 'TELEMEDICINE NEW PATIENT', and '99201 Problem focused, straightforward or 10 min (TELEMED)'. Below these is a detailed view of the 'Miscellaneous Fee Sheet Order' with tabs for 'Details', 'Order Comments', 'Office Details', and 'Diagnosis'. The 'Details' tab is active, showing various input fields. A red arrow points to the 'Details for Miscellaneous Fee Sheet Order' section. A red oval highlights the 'Description' field, which contains the text 'telephone call'. Other visible fields include 'Date of service' (03-06-2020), 'Requested by', 'CPT', 'Special instructions', 'Referring provider', 'CPT modifier', and 'Requested Start Date/Time' (03-06-2020 0729). At the bottom, there are buttons for 'Missing Required Details', 'Go Table', 'Order For Mark Review', and 'Sign'.

4. How many times should I call the family?

At least twice. When the telephone visit was scheduled, the patient/family was instructed to be available at the scheduled appointment time + 15 minutes and that the provider will try 2 times to reach them.

5. What if my patient that is scheduled for a telephone visit, does not answer and I cannot complete the visit?

At the end of the clinic, you or your clinic team should send an email to FSCSeniorRegistrationTeam@seattlechildrens.org listing the patients that "no-showed" for their telephone visit. Please provide your clinic, patient name and MRN.