**TELEPHONE CALL VISIT WORKFLOW – updated 3-31-2020**

**Provider**
- Reviews schedule
- Choose patients to be converted to Telephone Call Visits
- Medicare will not pay for Telephone Call Visits as of 3-29-2020, so prefer Video Visits for these patients

**Scheduler**
- Calls patients to discuss Telephone Visit and converts visit on schedule
- Discuss ability do eCheck-In in MyChart

**Receptionist**
- Calls Patient prior to visit to perform check-in process if Patient didn't do eCheck-In (shows on DAR if they did)
- Confirms time MA will call patient to do rooming and reminds Patient to be available for call

**MA**
- Calls Patient at agreed upon time (at least 15 minutes prior to actual appointment time), when Patient answers turns communication dot yellow
- Clicks "start visit" in encounter to see regular rooming menu as patient
- Completes rooming process per clinic requirements - including reason for visit, reconciling medications, reviewing allergies, smoking status, etc.
- When rooming process complete, uses green dot to communicate that Patient is ready for Provider and reviews time Provider will call patient

**Receptionist**
- Sees yellow or green dot on DAR schedule for Telephone Call Visit
- Marks Patient as "Arrived"

**Provider**
- Sees red dot for Telephone Call Visit, marks visit as "Complete"
- Calls Patient to schedule Follow Up appointment as per Provider information from "Follow-Up" section
- If sees white dot, marks patient as "Left Without Being Seen"

**Receptionist**
- See yellow or green dot on DAR schedule for Telephone Call Visit
- Mark items as reviewed and write note while talking to Patient
- Completes Level of Service* (typical codes used for Office Visit) and enters Follow Up information in Wrap-Up tab, reminding patient Receptionist will call to schedule
- Uses red dot to communicate that Telephone Call Visit is completed; mark with white dot to communicate if unable to reach Patient

* the Telehealth Modifier -95 and Telehealth Place of Service 02 are both automatically added to Telephone Call Visits. Telehealth charges are currently being held for coder review.