TELEHEALTH WORKFLOW COMPARISON

PROCEDURE	IN PERSON VISIT	VIRTUAL
Registration for a new patient		
HIPAA notification		
Insurance verification		
Completing the patient's medical history at the time of registration		
Completing a regular medical consent/consent for treatment		
Identifying/triaging patients or conditions appropriate for telehealth		
Collecting a visit co-pay		
Completing a ROI- release of information for medical records		
Obtaining hospital discharge records or ED notes		
Scheduling the first visit		
New patient- adding medications		
Scheduling a follow up visit		
Collecting a preferred pharmacy		
Verifying patient identification for telehealth visit		
Checking the PDMP		
Checking an HIE- CRISP		
Pre-visit check list		
Obtaining notes from specialists and diagnostic studies		
Updating the medical history prior to each visit		
Updating the medication list prior to each visit		
Recording a chief complaint		
Managing the waiting room		
Tracking Follow up orders (meds, follow-up appointments, other)		
Prescribing medications		
Documenting the visit (provider notes)		
Ordering and scheduling referrals- specialty		
Ordering and scheduling referrals- diagnostic i.e. CT scan, x-ray		
Ordering and follow up of labs		
Scheduling a follow up visit		
Giving patients written visit summary		
After visit questions to the provider		
Tracking results- notifying the patient with results		
Screening for BH conditions i.e. PHQ2/9 or GAD7		
Collecting reliable phone number in case telehealth visit drops and verifying call back plan		
Consent for telehealth visit		
Documentation of modality for telehealth visit		