

Back Office Telemedicine SOP

Update: 3/31/2020

New triage question: “Has your child tested positive for COVID-19 or has anyone in your household had direct contact with someone that has tested positive for COVID-19?”

MA’s role and responsibility for telemedicine

****When you see a patient on the schedule for a doxy sick visit, the MA will call the parent to get the necessary information. If you are doing it quite early before the visit, then ask the parent if they have time to chat.**

Script: Introduce yourself and ask that the parent read the telemedicine consent. Then you begin collecting the chief complaint, HPI, vitals, medication list, and drug allergies. You will treat this phone call like you would when rooming a patient.

At the time of the visit:

The front will arrive the patient and place the billing sheet up for the MA.

The MA will grab the billing sheet and clipboard for the room assigned to the doctor that day.

Once you get your patient, you will need to check the progress note to see if the necessary information was entered. If it has not, then call the parent to get the information.

Once you have collected the information needed, let the family know the doctor should start the televisit shortly.

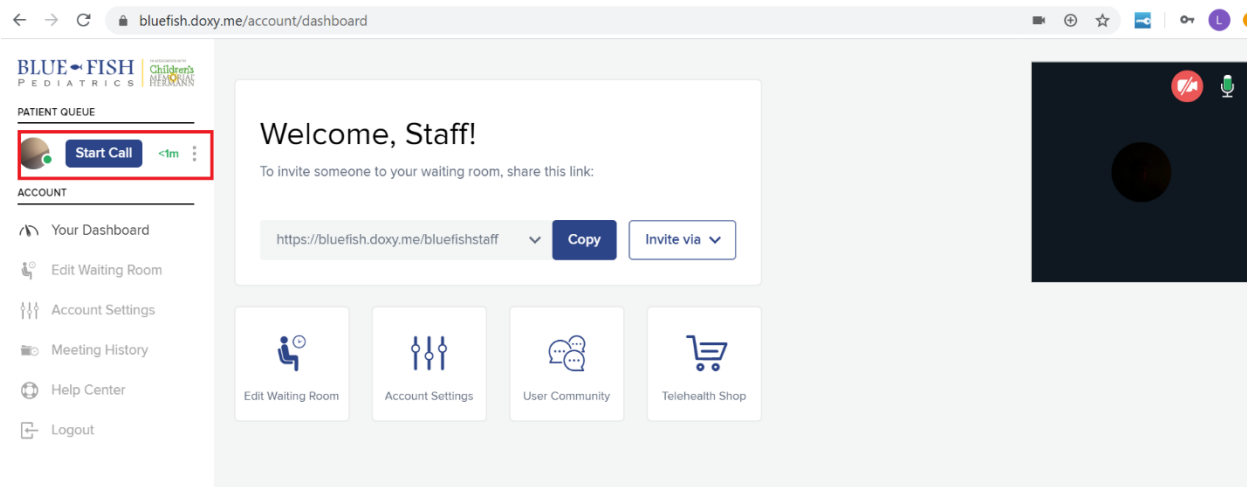
You will then need to document everything into the progress note on ecw. The telemedicine template should be merged into the progress note.

Template to be pushed into ecw: Patient name and DOB were verified at the beginning of the chat. Consent was also obtained. Chief complaint, HPI, and vitals were taken via telemedicine by the MA.

Once that is completed, the MA will put the clipboard on the doctor’s clipboard rack to indicate they are ready to be seen.

Doctor's role and responsibilities:

When the doctor is ready to see the patient they will take their clipboard and phone and/or computer to the assigned room. Then, they can click Start Call



Tips for video:

Use headphones or blue tooth headphones/airpods to reduce crackle noise and to reduce background noises.

You can ask the parent to flip their camera to the back if needed. The flash will not work on some phones, so they may need a flashlight to do throat exams.

If your patient messages you before the video chat, you do not need to respond.

If the connection is poor, chat or give the parent an indicator to hold on and hit refresh. This will put them back in the waiting room and you will need to start the call again. If the connection does not come back, you can finish the call over the phone as a regular phone call.

Ending the visit:

At the end of the visit if the doctor request the patient to come in for a car visit, the doctor will let the parent know the MA will call them to give the all necessary information for the car visit.

The doctor will write the orders on the billing sheet and place it on the orders rack. The MA will take it from the orders rack and call the parent.

The billing sheet should stay on the order's rack until the patient's car visit is complete. The MA can put a sticky note on the billing sheet to indicate what time the family will arrive. The MA should let the front know what time the family will arrive for their car visit. The clipboard can be taken back to the front.

If there is no further action needed for the patient, then the doctor can end call. This will remove the patient from the queue. I also marked the chat option should you need to type a message to the parent.

The doctor will complete the billing sheet and if no further action necessary, then the billing sheet can be taken to check out.

Car visit SOP- Front

1. The MA will let the front know what time to add the patient to the shot only schedule as a car visit.
2. The parent will call the front desk to let them know they have arrived. The front will tell the parent someone will be down as soon as possible. The front will let the MA know they have arrived.

Car visit - MA

1. Swabs done at the car only if ordered by a physician.
2. **MA:** After the telemedicine visit is over, the MA will call the parent and instruct the parent to call when they arrive, direct them where they need to park and how to prepare their vehicle and the patient. They should have the car in park, engine turned off and parking brake on. The patient should be in their lap in the passenger seat facing the side of the car with the car door open. If the patient is old enough to sit on their own, then have them facing the side of the car with the car door open.
3. **MA:** Inform the parent that the swab or exam will be done quickly and once completed, the MA will immediately return to the office. All test results will be relayed by phone and all questions can be answered when called with the results.
4. MAs will don any necessary PPE for this interaction.
5. MAs will need to bring multiple swabs to the car, make sure to bring a swab for flu, strep and RSV. It's best to bring 2 swabs for each test, just in case something happens while swabbing. Make sure the swab used for testing is labeled with the patient's name.
6. The car doors should be open, no swabbing through an open window.
7. Once swabs are done, let the parents know they can leave and the results will be given by phone and to hold all questions until that time.
8. Once the test is completed, the results need be documented in the doxyvisit progress note. **NOTHING SHOULD BE DOCUMENTED IN THE CAR VISIT ON THE SHOT ONLY SCHEDULE.**

Car visit -Doctor

1. An MA will need to accompany the doctor during the car visit if any swab is requested during an ear/lung check. The MA will notify the doctor the family is here and waiting. Then, the MA will get the car visit bucket and both the doctor and MA will don gloves, goggles, masks for non COVID visits. If there is a concern for COVID, then gowns will need to be donned.
2. Once the car visit is complete, then both the doctor and MA will doff PPE and sanitize reusable PPE.
3. The doctor will complete their note and send any necessary medications.

Car visits without telemedicine visit

1. If the doctor offers a car visit without a telemedicine visit, then the parent will be placed on hold and sent to the front to be added to the doctor's sick visit as a car visit.
2. The parent will call when they arrive and the front will arrive the patient.

3. The MA will enter HPI from the telephone encounter.
4. The doctor will go down and do visit.
5. This visit should be billed as a regular sick visit.

Locations for car visits:

Memorial – Wells Fargo by the dumpster

Cypress – Side door entrance by the nursing home

Katy – parking between the buildings

Fairfield – underpass on the side with trees

Heights – Front of building or the drop off area by the back door

Woodlands – front of building opposite side of the parking garage

Sienna – side of building or back of the building