Rutgers RWJMS
Telemedicine Application Training

Centricity Business &
Centricity EMR Workflow
Scheduling Algorithm
Telehealth visits in CB/IDX

- Use visit type TEL
- Enter patient email address in appointment comment field
- Note: Correct spelling of email address is critical - it will be used to send DOXY.me invitation
Video Visit – Doxy.me
Doxy.me on EMR Schedule
Telephone Visit
Telephone Visit on EMR Schedule
EMR Workflow: Centricity EMR

• A new document type “Telehealth Visit” has been added to the EMR. Each practice has an encounter type using this document type and using your standard office visit template.

• Using This document type is important for two reasons:
  – It will enable us to easily locate and review telemedicine encounters instead of mixing them with phone messages and regular office notes.
  – It will allow us to automate the addition of a telehealth care location to the charges for subsequent processing.

• The template for Telemedicine visits is identical to your current office visit template except for the addition of the “Process lab orders” form that will enable you to send lab orders electronically.
Telemedicine form

- A new form has been added to the templates for telemedicine encounters to record required information which includes:
  - The type of encounter: Video or audio-only (note doxy.me can support audio-only encounters)
  - The system used for connecting with the patient (doxy.me, telephone, Facetime, etc).
  - The location of the provider (home vs. office)
  - The state in which the patient is located at the time of the encounter.
  - A statement that information about the risks and benefits of telehealth have been provided to the patient and the patient agrees to proceed.
  - A statement that the patient has been advised that information from the telehealth visit may be shared with other providers caring for them unless they object.
Starting the Telemedicine encounter

1. Start a new update
2. Click on the “Search” tab.
3. Type “telemed” into the search field.
4. Select the visit type corresponding to your practice.
5. Click on the “More” button.
Save the Telemedicine encounter type to your favorites

1. Click on the “Add Item” button.
2. Click on “OK”.

Once saved, the encounter type will appear in the Browse tab

1. Start the update.
2. Type “tele” into the browse window.
3. The first telemedicine encounter type on your list will fill in.
4. Select Visit ID.
5. Click “OK” to actually start the encounter.
Telemedicine form

Will be the first form in all telemedicine encounter types
If any of the items are left incomplete, the provider will get a warning upon leaving the form.
The text translation of the note will include all items recorded from the telemedicine form.

**Telemedicine Visit**
Type of visit: audio and video
Method used to connect with patient: doxy.me
Location of provider: home
Location of patient (state): New Jersey

The patient was provided information about the risks and benefits of telehealth services and agreed to participate in such telehealth services.

The patient has been advised that information from this visit may be shared with their primary care provider or other physicians involved in their care unless they object.
Documenting the telemedicine visit

- Fill in the chief complaint
- Complete the rest of the components of the visit as your normally would.
SUPERBILL FOR TELEMEDICINE VISITS
Billing

• Charges for telemedicine video visits are identical to office visits and will use the same CPT codes as used for office visits
  – 99201..99205 for new patients
  – 99221..99225 for established patients

• Charges for telephone visits will be submitted only as time spent on the visit and revenue cycle personnel will add CPT codes on the back end. We are doing this because the rules for coding these visits vary by payer and are rapidly changing.
Video+audio telemedicine visit

Code as for a normal visit.

Fill in the minutes spent with the patient.

If the minutes spent w/pt is not filled in, the “Place Charge Orders” button will not be active.
Audio-only visit (including telephone)

Select “phone-only” visit.

Fill in the number of minutes spent with the patient.

A write-in order will be entered. The revenue cycle team will add the correct CPT code.
Superbill text translation

The number of minutes spent on the visit will be added as a text translation in the body of the note.

I spent a total of 22 minutes in care of the patient - Frank A Sonnenberg MD
Duplicate charges are prevented

If you attempt to add a phone-only charge, after entering an E&M charge, you will be prevented from adding it.

If you need to add a phone-only charge, then you must remove the E&M charge first by clicking on the “View Orders” button.
Duplicate charges

If you have placed a phone-only charge, then the E&M charges will be disabled.

If you want to bill an E&M code instead, you must remove the phone-only charge first by clicking on the “View Orders” button and removing the order from there.
CHANGING THE DEFAULT PRINTER IN CENTRICITY EMR
Preventing orders from printing on paper – Changing the Default Printer

• By default, lab and radiology orders will print a requisition when they are signed. In order to avoid wasting paper when working in telemedicine mode, set the default printer for orders or all documents to a non-printing driver.

• Click on Options, Select Printers…
Preventing orders from printing on paper

- Click on the “All Other Documents” check box.
- Select the “Foxit Reader PDF Printer” and click the OK button to save settings.
Preventing orders from printing on paper

- The “Foxit Reader PDF Printer” is now set to your default and until you change it.
ORDERING LABS AND SAVING REQUISITION IN PDF TO SEND VIA DOXY.ME
Ordering lab tests and printing out lab requisition to PDF

- Place a lab order as you normally would.
- Associate a diagnosis.
- Click the “Sign Orders” button.
Ordering lab tests and printing out lab requisition to PDF

• Click OK.
Ordering lab tests and printing out lab requisition - Save file to PDF

• After signing the orders a screen will pop up asking you to save the file.
• If you do not want to print click the Cancel button.
• If you want to save the file to PDF.
  – Click on “Local Disk C with your computer name” and drill down to find the location you want to save it in.
  – Not the one Local Disk (C:) this is on Citrix not your local PC, laptop or MAC.
  – If using a Rutgers PC – you will need to save the file to your User folder.
Ordering lab tests and printing out lab requisition - Save file to PDF

- Double click on the Users folder to open up the folder.
Ordering lab tests and printing out lab requisition - Save file to PDF

- Double click on your core account folder.
Ordering lab tests and printing out lab requisition - Save file to PDF

• Select folder to store the file in.
Ordering lab tests and printing out lab requisition - Save file to PDF

• Enter IDXMRN in order to find easily when you need to send to patient.

• Example: IDXMRN - Test Form.pdf

• Click Save.

• Printing Records message will appear.
Ordering lab tests and printing out lab requisition - Save file to PDF

- PDF will open.
- Click the X to close the window.
Using Doxy.me to send patient PDF lab requisition

File sent by provider

What patient will see
Using Doxy.me request a file from the patient

File sent by patient what provider
ORDERING LABS ELECTRONICALLY
Ordering lab tests electronically

- Once you have entered your labs, double click on the “Process Lab Orders” encounter.
Ordering lab tests electronically

• Click on the “Order Review” button.
Changing the selected lab

• The requisition form will open.

• The lab will default to the preferred lab for the patient’s insurance.

• If you or the patient prefer a different lab YOU MUST SELECT IT BEFORE SENDING THE ORDER.

• Click on the “Service Provider” drop down list and select the preferred lab.
Ordering lab tests electronically – No Issues

• If the order is ready to send click “Send Order to Lab” button.
Ordering lab tests electronically – Issues

- If you see a message at the top in red that states “There may be a problem with the order…” you can only review the issues via the EMRLink site.

- Click Order Review button to launch EMRLink site.
Ordering lab tests electronically – Issues

- If you selected unmapped tests, they will display with a red message “test code required”. Those tests cannot be sent electronically and will need to be printed to PDF or on paper and sent to the patient.

- If you selected an unmapped tests along with mapped tests they will split out and you can send the mapped ones electronically.

- The EMRLink site print button defaults to your computer printer not your EMR printer.
ORDERING RADIOLOGY TESTS ELECTRONICALLY
Sending radiology orders electronically

- Currently, Centricity is set up to send radiology orders electronically only to University Radiology Group.
- Order the radiology test as you normally would.
- Click on the “Order Details” tab.
Sending radiology orders electronically

- Click on the “…” button next to the test provider.
Sending radiology orders electronically

- Select “*Electronic Order, University Radiology” as the provider.
- Click on the “OK” button.
- When you sign this order, the order will be sent electronically to University Radiology.
Diagnostic Test Ordering – additional considerations

• Avoid routine or elective diagnostic tests. Blood drawing will require the patient to visit a lab service location which will expose them to the health care environment and will expose the health care environment to them.

• Do not use this process for ordering Covid-19 testing.

• If you have to provide a paper requisition for the patient, the priority for sending the requisition in order of preference is:
  – 1. Send electronically through the patient portal, RWJMedconnect.
  – 2. Fax the requisition to the patient or to the service provider.
  – 3. Mail the requisition.

Options 2 and 3 require substantially more time and resources than option 1. This is a good time to encourage your patients to use our patient portal.