

Telehealth: Referral and Scheduling for Telehealth patients Creating referral for telehealth specialists and scheduling patient for appointment November 9, 2017 РСР Schedule patient for telehealt Order labs and/ Referral is ordered appointment or tests No **Telehealth Coordinator Review Referral** Notify provider Schedule Does patient Schedule time Create referral Stress Guidelines for packet and fax of requests for to show patient patient to importance of want to see this Specialty to specialist labs/tests coming to appt equipment? site and discuss complete orders Receive results Call patient about Send referral for traditional referral and and send to face-to-face visit explain telehealth specialists No Yes Specialist Receive and Are labs/tests Is referral evaluate patient appropriate? needed? referral

Telehealth: Detailed Telehealth Workflow Workflow for a typical patient referral to telehealth specialist services from reminder calls through specialist visit. *November 9, 2017* Two days before, Was this the Call patient to Cancel patient and 2nd attempt? look at schedule confirm chedule another in slot Leave voicemail Did patient Did patient Telehealth Coordinator (TC) to call back to call back? answer? confirm On day of, Take vitals and Check with the Is this the first Reiterate Prep room and See patient has review schedule escort patient Fax vitals to specialist that arrived on appointment of the importance of turn on with PCPs and specialist back to waiting prior appointment attending appt schedule day at your site? equipment support staff is complete room Is this Verify correct Log into system Give report to a psychiatry or Escort patient to patient and and verify Leave room specialist, if vitals were connection with psychology room appropriate ppointment? received specialist Assist specialist, Make follow-up as needed, Log off system appointment, if during visit possible Specialist Interview and Discuss findings Notify TC when Document visit examine patient and and send to PCP ready to speak with assitance recommendations to PCP site from TC, if needed with PCP Place orders per PCP Review visit notes and follow recommendations up with patient, as needed as needed

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