

Part B Program Director – Dr. Susan Swindells

Approval Date: 3/31/2020

Part C/D Program Director – Dr. Nada Fadul

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**Title of SOP:** Adjusting Clinic Appointments During Pandemic (Telephone Encounters)

**Rationale:** As COVID-19 pandemic grows, the Specialty Care Center will change eligible scheduled clinic appointments to telephone encounters in order to:

1. Promote social distancing and shelter in place recommendations to reduce risk of exposure for patients
  2. Reduce traffic in the clinic to reduce risk of exposure for staff
  3. Conserve personal protective equipment (PPE)
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**Description of telephone visits:**

*Telephone Evaluation and Management service by a provider or other qualified healthcare professional who may report Evaluation and Management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment*

**Codes for Telephone visits:**

- 99441 – 5-10 minutes of medical discussion
- 99442 – 11-20 minutes of medical discussion
- 99443 – 21-30 minutes of medical discussion

**Codes for video telehealth visits:**

Same as regular clinic visits (as long as the visit lasts more than 15 minutes)

**Patient criteria for Telephone Evaluation Visit:**

1. **Established\*** patient, and
2. Had an in person office visit with a provider within the past 12 months, and
3. Last viral load within the past 12 months and was undetectable\*\*, and
4. Refill history without any gaps

If the patient did not have an in person visit in the past 12 months, but meets the following criteria, they are also eligible for telephone evaluation:

1. Established patient, and
2. Had a phone visit within the past 6 months, and
3. Last viral load within the past 6 months and was undetectable, and
4. Refill history without any gaps

\*Phone visits are not indicated for new patients.

\*\*If the patient did not have a viral load within the past 6 months, then they need to come in for labs (and flu shot if indicated)

### **Procedure:**

#### **Prior to scheduled visit:**

1. Clinic staff will screen the schedule of their assigned provider and identify patients who are eligible for phone visit based on the above criteria
2. Staff will send notification to providers of patients who they are unsure about
3. Each provider will screen their schedule at least one week in advance to review additional patients who meet criteria for Telephone Evaluation
4. Provider sends MyChart message to their assigned clinic staff member
5. Clinic staff member calls patients and informs them of the change in appointment, and will also inform patient this is a billable service.
6. Clinic staff assists patients with signing up for MyChart if not already enrolled
7. Staff changes visit type to Telephone Evaluation (or Home Telehealth if provider chooses)

#### **Day of visit:**

1. Front desk staff will check in all Telephone Evaluation patients at the beginning of the day
2. Provider calls patients at their scheduled appointment time
3. Provider documents the visit using *.sccphonevisitcovid* smart phrase
4. Provider ensures patient has medication refills to
5. Provider completes CHARGE CAPTURE portion of encounter, coding based on time spent in medical discussion

8. Provider routes the chart to their assigned front desk staff to schedule next follow up appointment, labs, immunizations, and vital signs; as well as client support team to notify them of any needs; and research staff if the patient is a candidate for study.
9. Clinic staff schedules follow up appointment and notifies the patient via MyChart or Phone.

#### Lab visits and STI screening:

1. Provider or RN will arrange for lab visit and STI screenings with patients.
2. Provider or RN will screen patients for COVID-19 related symptoms on the phone or via MyChart (cough, sore throat, SOB or fever)
- ~~3. Patients who screen positive for COVID-19 risk and don't meet the criteria for COVID-19 testing are advised to stay home and given home isolation information and COVID-19 hotline (402-559-0041)~~
4. Patients who screen positive for COVID-19 are directed to get tested preferably at the drive-through testing site.
5. Patient who screens negative for COVID-19 risk is given an appointment to come in for lab/STI testing
6. Provider should place lab orders in EPIC prior to the appointment
7. STI screening: patient will be instructed on self-collecting swabs to minimize patient/staff interaction

Code	Description
<u>99441</u>	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion
<u>99442</u>	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion
<u>99443</u>	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 21-30 minutes of medical discussion