



**For Your Information**

March 18, 2020

*This message is for all Bozeman Health employees from Tamara Havenhill-Jacobs, chief information officer.*

---

**Approved Modified Workflows for Expanded Use of Telehealth**

**Here's what's happening...**

Bozeman Health Incident Command, with support from the executive team, has approved the adoption of modified workflows for the expanded use of telehealth.

The modified workflows includes:

- All patients may receive telehealth visits in their homes—this includes new and established patients.
- Employees **must** continue work flows for scheduling and registration.
- Insurance verification processes have been waived.

The telehealth team is answering multiple requests to add providers to the platform. Our team is triaging requests for new users to the platform. A telehealth task force has been created and has prioritized clinic setup based on highest volumes of vulnerable populations. The Applications and Informatics team is assisting with clinic setup for the time being. **Any provider looking to utilize telehealth must submit a request to Sarah Compton via email: [SCompton@bozemanhealth.org](mailto:SCompton@bozemanhealth.org)**

Our primary focus for establishing providers on telehealth is on primary care providers and those providers that provide care to vulnerable patient populations. All other providers will be brought online likely in the next three to five days.

**Please continue to monitor MIND for the most up-to-date workflows.**

**Questions or comments?** Contact Sarah Compton, telehealth program coordinator, at [SCompton@bozemanhealth.org](mailto:SCompton@bozemanhealth.org) or extension 5008.