

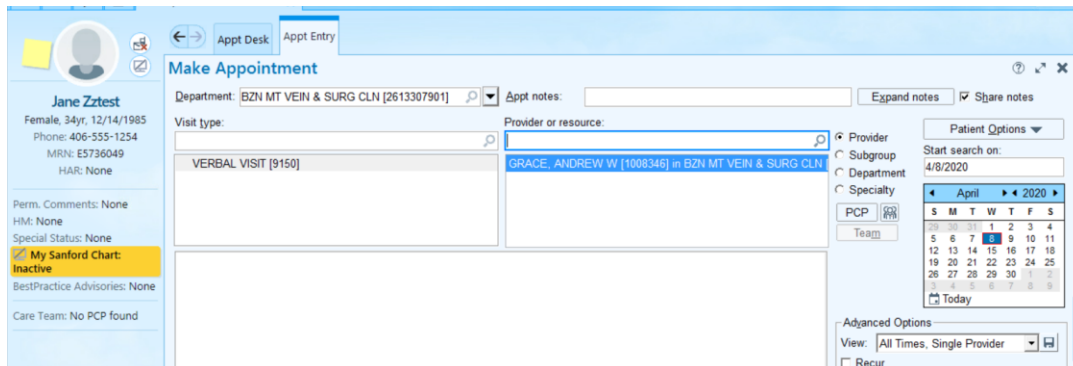
VERBAL VISIT - Overview

I. Background/Purpose

Verbal Visits are live phone interaction between a patient and provider, where the patient is utilizing a phone landline or a cellular phone. A Visit Type of **Verbal Vist** may be offered to patients who do not meet the technology requirement for a Telehealth visit.

II. Process - Scheduling

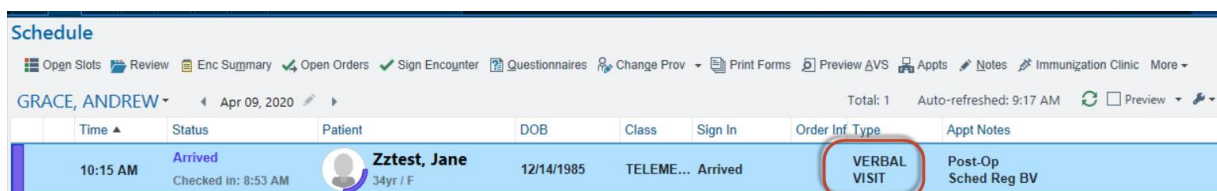
- Schedule a Verbal Visit [9150] at the time the provider will conduct the telephone call, include Appt Notes per normal scheduling workflow.



- Scheduler will remind the patient that they will receive a phone call from the provider office on the day of the appointment, 15 minutes before the appointment time and to have their insurance card ready.
- On the day of appointment registration will call patient 15 minutes before the appointment and conduct registration over the phone.
- Registration staff inform the patient that the telephone visit will be billed to their insurance, obtain verbal consent, and indicate the verbal consent in the appointment notes.
- Individual clinics will need to determine processs for provider connecting with the patient via telephone.

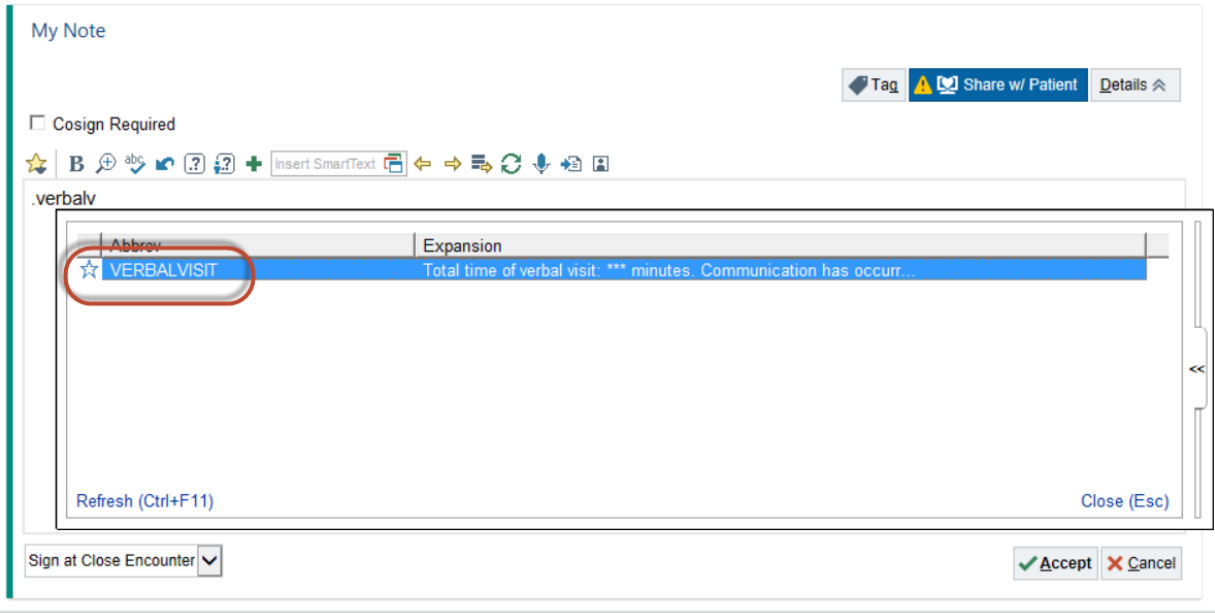
III. Process – Provider

- From the schedule, provider will double click to open the encounter. The Verbal Visit has the same features as an office visit.



- In order to Sign Encounter the following must be completed.

- » **Progress Note** – Providers must add the .verbalvisit Smartphrase in the note to meet the requirements of documenting the amount of time spent in the visit and that education was completed with the patient making them aware they will be charged for the visit conducted over the telephone.
 - **.VERBALVISIT** = Total time of verbal visit: *** minutes. Communication has occurred with the patient that they will be charged for the verbal visit service.



- » **Visit Diagnosis** – Enter a visit diagnosis.
- » **Level of Service** – Enter the appropriate charge, or select CODE? If unsure
 - 99441 – Phone visit 5-10 minutes
 - 99442 – Phone visit 11-20 minutes
 - 99443 – Phone visit 21-30 minutes

