



Epic Community Connect

Tips & Tricks Title: Telephone E&M Encounter “On the Fly” Documentation

Application: EpicCare Ambulatory

End User Support: Provider, Mid-Level, Fellow, Resident

Date Created/Updated: 3/26/2020, Version 3



Background

Notification was sent out Tuesday, 3/17/20, from CMS that Telephone Encounters, now called "Virtual Phone Check-Ins" will be reimbursed with no cost sharing to patient. Within Epic, these encounters are referred to "Telephone E&M Encounter" or "Scheduled Telephone E&M Encounter." This tip sheet outlines the process for the Epic Telephone E&M encounters which are created on-the-fly.

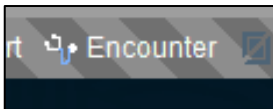
CMS Definition of Virtual Phone Check-Ins: A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by the patient. This is only available to established patients, should be patient initiated, and cannot result from or lead to an E/M service.

Please be sure to reference current CMS guidelines for up to date information regarding these services.



Try It Out

STEP 1: From the top toolbar select the **Encounter** button. The Encounter activity can also be found via Epic > Patient Care > Encounter.

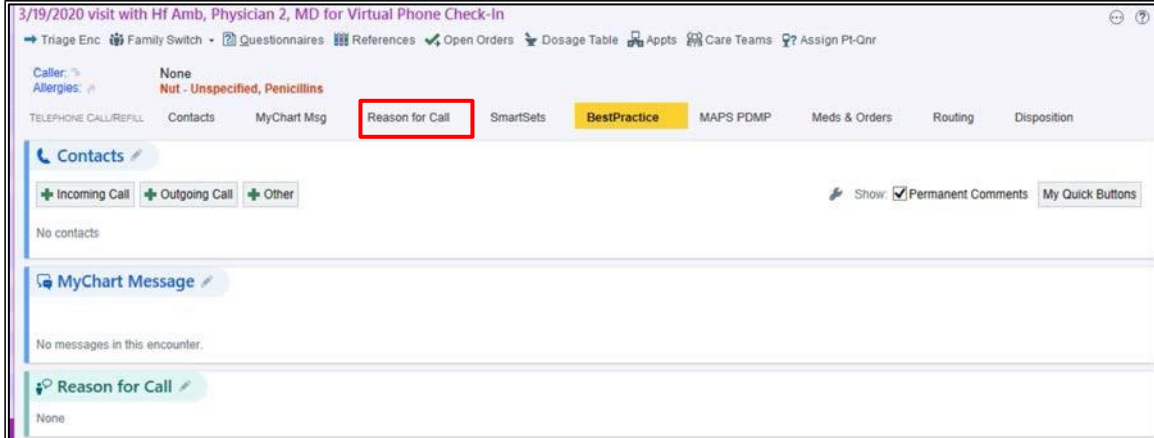


STEP 2: Select the encounter type of "Telephone E&M Encounter." Complete all required fields.

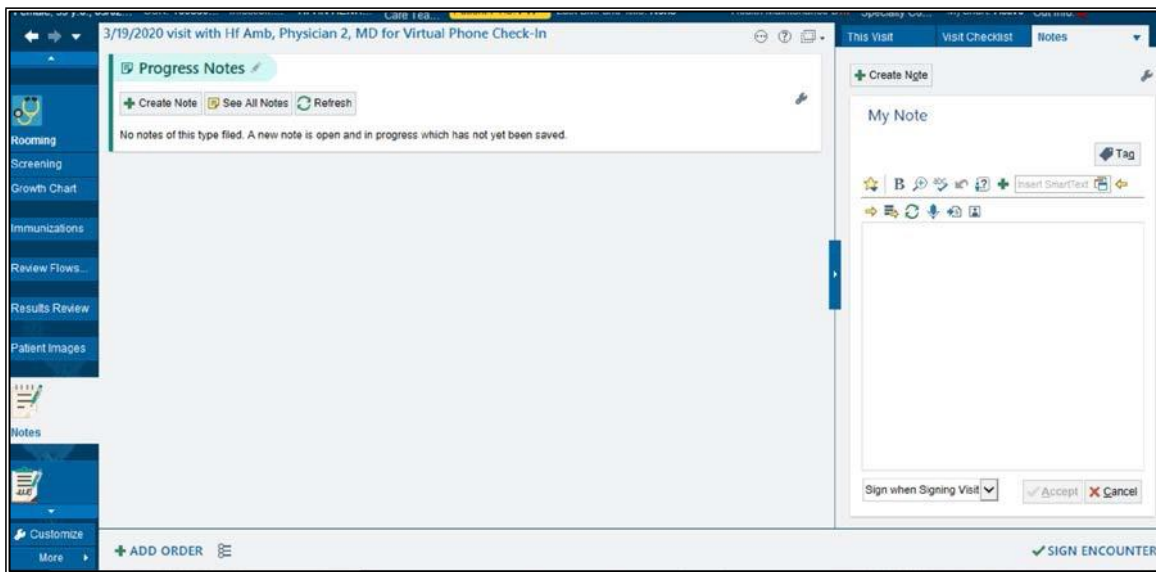
The screenshot shows a dialog box titled "New Encounter for Flinstone, Wilma 'Honey'". It contains the following fields and controls:

- Date:** 3/25/2020 (with a calendar icon)
- Type:** Telephone E&M Encounter (with a search icon)
- Provider:** ZZAP, MD (with a search icon) and a dropdown menu showing "PCP"
- Department:** HFCC FAMILY PRACTICE (with a search icon)
- Buttons:** "Accept" and "Cancel"

STEP 3: Select **Reason for Call** and document the reason for call.



STEP 4: Select the Notes Activity. Document a note for the visit. The SmartPhrase **.TELEPHONEEANDM** is available for use within these visits.



STEP 5: Select the Wrap Up Activity. Document the visit diagnoses and Level of Service. Additional charges can be entered using Charge Capture.

Visit Diagnoses

Search for new diagnosis Previous ▾

Common	Pregnancy	Type 2 diabetes m...	Asthma
	Backache	Congestive heart f...	Depression
	Diabetes mellitus (...)	Hypertension	Hypothyroidism
	Obesity		

No visit diagnoses.

Level of Service

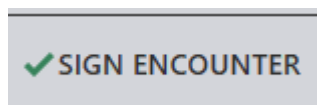
EL1	EL2	EL3	EL4	EL5
NL1	NL2	NL3	NL4	NL5
OB intake				

LOS:

Modifiers: May be added after LOS is selected

Additional E/M codes: [Click to Add](#)

STEP 6: Sign the Encounter.



STEP 7: In Chart Review, the encounter displays as **Telephone E&M Encounter**.

Chart Review

Encounters | Notes | Micro | Labs | Path | Imaging | Procedures | Surgeries | Ane...

Preview ▾ | Refresh (5:10 PM) | Select All | Deselect All | Review Selected | Side-by-Side | M...

Filters | Default filter | Me | Internal Medicine | Center for Family He... | Admissions

When	Type	With	Department
Today			
Today	Telephone E&M Encounter	Fam Med - Zzap, M	HFCC FAM



You Can Also...

Speed Button: How to Save a Note Speed Button

To add a SmartPhrase as a speed button, click the **wrench** in the Notes activity. Search for your SmartPhrase in the pop-up window and **Accept** to save it.

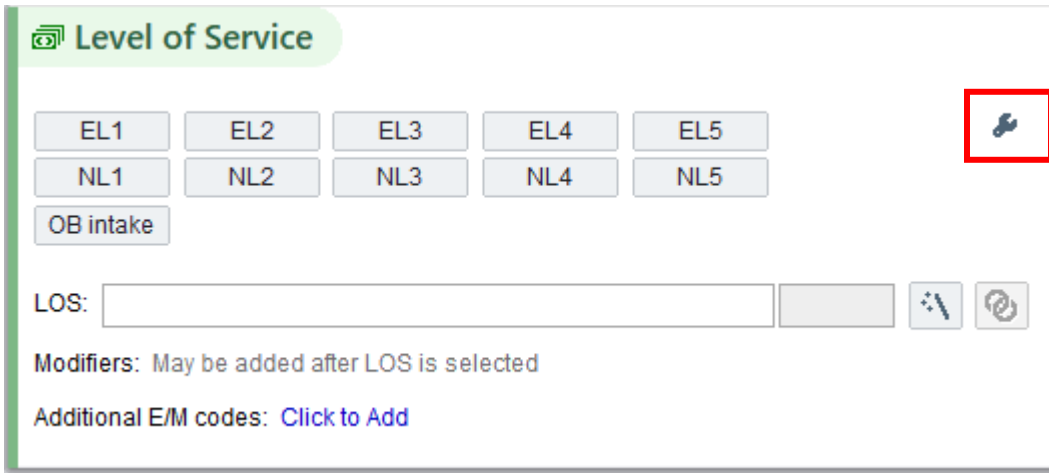
The image shows two overlapping windows. The left window is titled "My Notes Settings" and contains three sections: "Progress Notes Speed Buttons" with a list containing "TELEPHONEEANDM", "When Creating New Progress Notes" with radio buttons for "Share by default" and "Do not share by default", and "When Writing/Viewing Notes" with checkboxes and radio buttons for cursor position. The right window is titled "My Note" and shows a toolbar with a wrench icon highlighted in a red box. The toolbar also includes "Create Note", "Sensitive", "Tag", "Share w/ Patient", and "Insert SmartText".

The SmartPhrase that you saved will appear next to Create Note as shown below. The Speed Button will also appear for all future Telephone E&M Encounters.

A close-up of the "Create Note" button in the note editor. The button is labeled "+ Create Note" and has a dropdown arrow. Next to it is a text field containing "1 TELEPHONEEANDM". A wrench icon is visible to the right of the text field.

Speed Button: How to Save a Custom LOS

In the Level of Service (LOS) section, select the wrench.



Level of Service

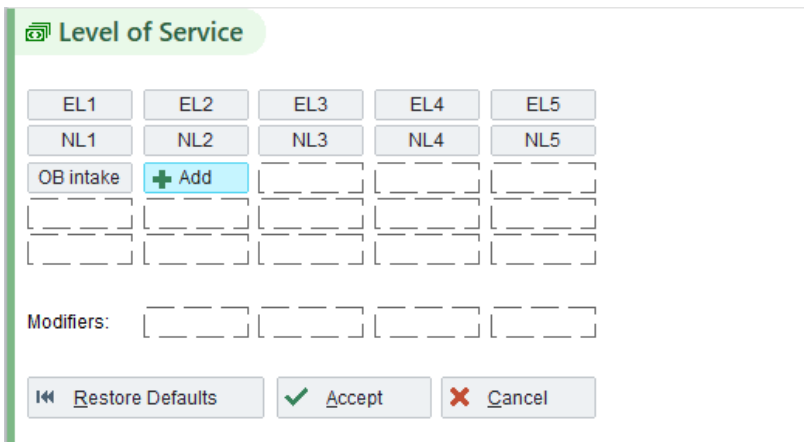
EL1 EL2 EL3 EL4 EL5
NL1 NL2 NL3 NL4 NL5
OB intake

LOS:

Modifiers: May be added after LOS is selected

Additional E/M codes: [Click to Add](#)

Hover over the field you wish to update. Select **Add**.

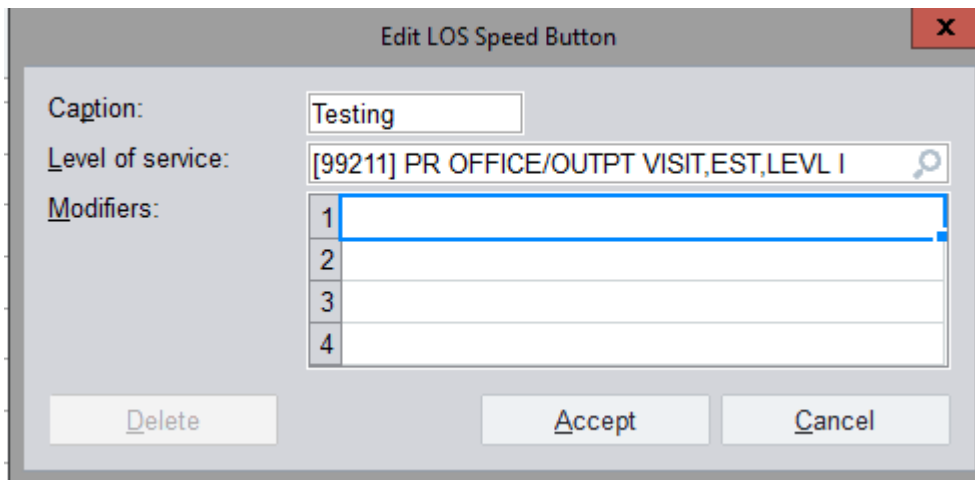


Level of Service

EL1 EL2 EL3 EL4 EL5
NL1 NL2 NL3 NL4 NL5
OB intake **+ Add**

Modifiers:

The Edit LOS Speed Button editor displays. Enter the Caption and Level of Service Code. Select **Accept**.



Edit LOS Speed Button

Caption:

Level of service:

Modifiers:

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>

Once all LOS Speed Buttons have been added, select **Accept**.

☰
Level of Service

EL1	EL2	EL3	EL4	EL5
NL1	NL2	NL3	NL4	NL5
OB intake	+ Add			

Modifiers:

⏪ Restore Defaults
✓ Accept
✗ Cancel