



Epic Community Connect

Tips & Tricks Title: Scheduled Telephone E&M Encounter Documentation

Application: EpicCare Ambulatory

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

Date Created/Updated: 3/26/2020, Version 1

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 Scheduled Telephone E&M Encounters.

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 multi-provider schedule, double-click to open the Virtual Phone Check In-Est Pat visit. The provider should ask the patient for two patient identifiers.

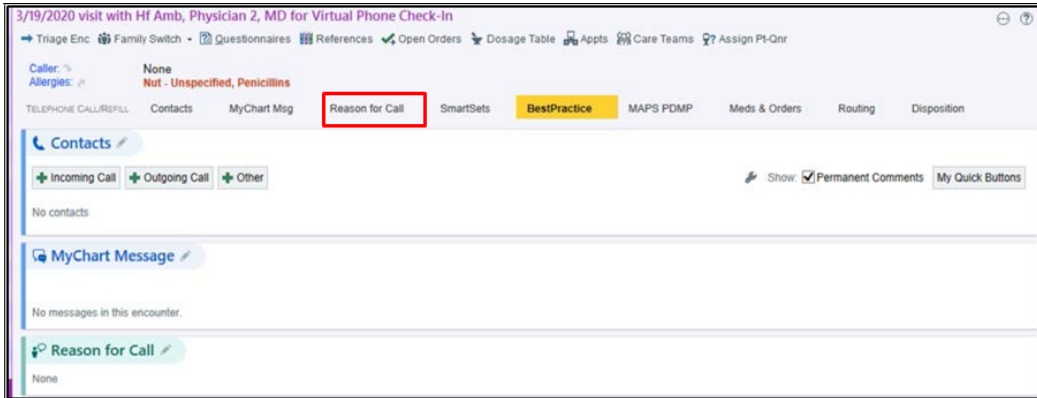
Schedule

Open Slots | Chart | Order Review | Order Entry | Sign Encounter | Print AVS | Change Prov | No Show | Imm Clinic | More

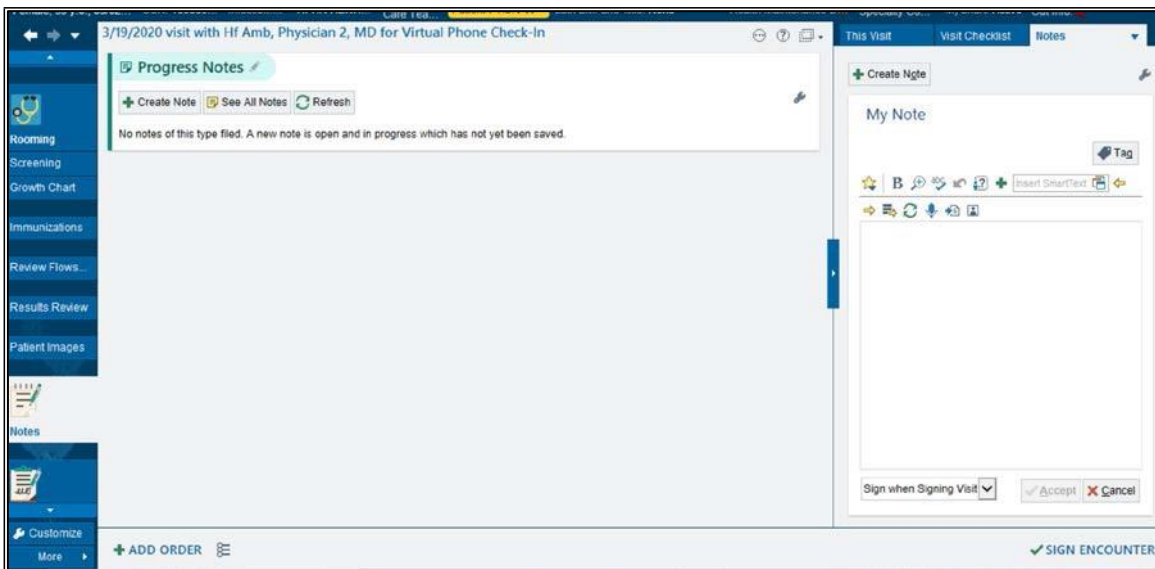
Mar 26, 2020 | Today | HFCC FAMILY PRACTICE Depar... | Filter by Status | Total: 1 | Auto-refreshed: 3:22 PM | Preview

	Status	INF RIS	Time	Patient Name/A	Type	Notes	Provider
	Arrived		3:15 PM	Test, A (52 y.o. F)	VIRTUAL PHONE CHECK IN-EST PAT		Zzap, Md, MD
	Checked in: 3:07 PM						

STEP 2: Select **Reason for Call** and document the reason for call.



STEP 3: 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

+ Add 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

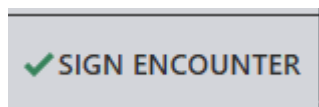
OB intake

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 **Scheduled Telephone E&M Encounter**.

Chart Review

Encounters
Notes
Micro
Labs
Path
Imaging
Procedures
Surgeries
Anesthesia

Preview ▾ | Refresh (3:53 PM) | Select All Deselect All | Review Selected Side-by-Side Master Repo

Filters Default filter Me Family Medicine Department Admissions

When	Type	With	Department
Today	-----		
Today	Scheduled Telephone E&M Encounter	Me	HFCC FAM

Recent Visits



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.

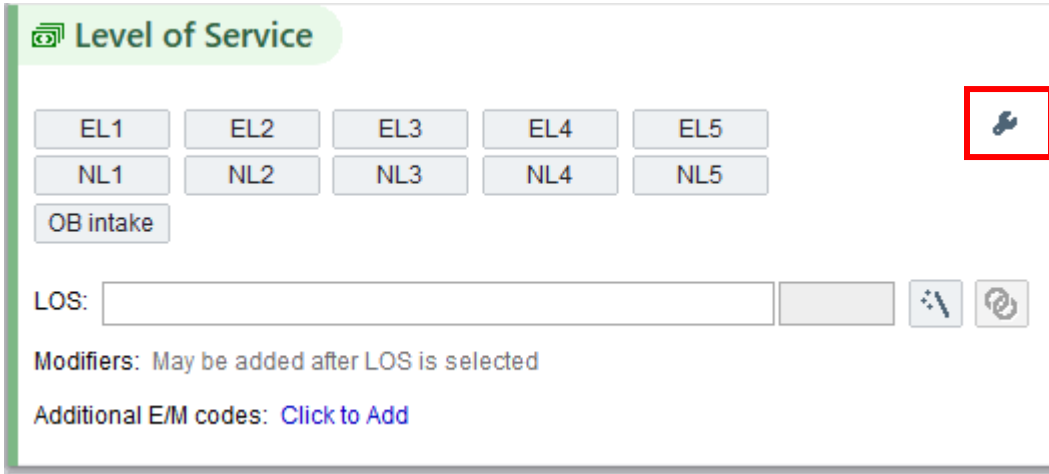
The image shows two overlapping windows. On the left is the 'My Notes Settings' dialog box. It has three main sections: 'Progress Notes Speed Buttons' with a list containing 'TELEPHONEEANDM' and a 'Caption' field; 'When Creating New Progress Notes' with radio buttons for 'Share by default' and 'Do not share by default'; and 'When Writing/Viewing Notes' with checkboxes for 'Remember the last tab I used...' and 'Enable double-click to edit a note', and radio buttons for 'Initial cursor position'. At the bottom are buttons for 'Restore Defaults', 'Refresh SmartPhrases', 'Accept', and 'Cancel'. On the right is the 'My Note' editor. The top bar shows '+ Create Note', a dropdown with '1 TELEPHONEEANDM', and a wrench icon highlighted in a red box. Below this are buttons for 'Sensitive', 'Tag', and 'Share w/ Patient'. The main area is a large text input field.

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

This is a close-up of the top bar of the 'My Note' editor. It features a '+ Create Note' button, a dropdown menu showing '1 TELEPHONEEANDM', and a wrench icon on the right side.

Speed Button: How to Save a Custom LOS

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



Level of Service

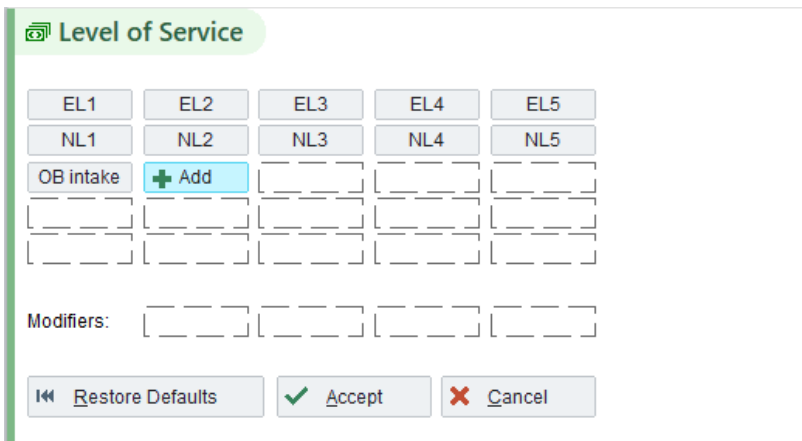
EL1 EL2 EL3 EL4 EL5
NL1 NL2 NL3 NL4 NL5
OB intake

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**.

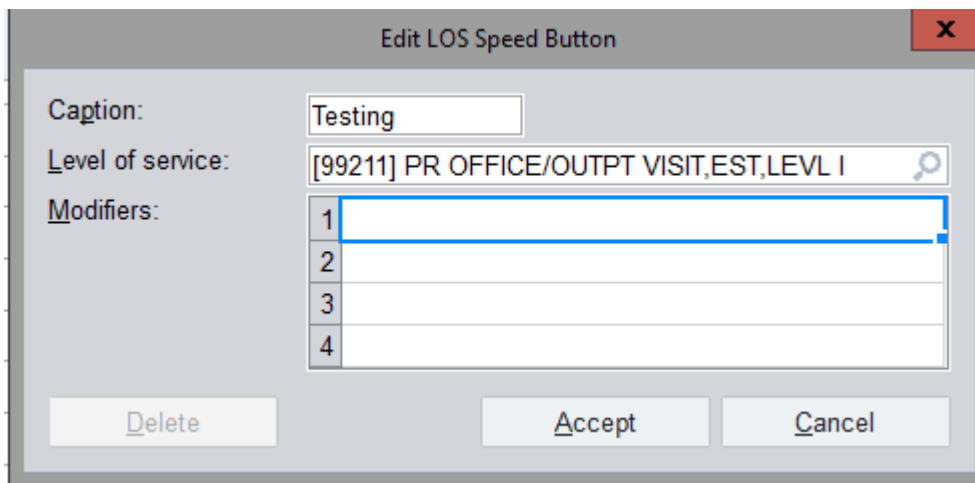


Level of Service

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