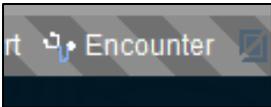


Title: Virtual Phone Check-In “On the Fly”	
Application: EpicCare Ambulatory	
Affected Role: Provider, Mid-Level, Fellow, Resident	
Date: 3/20/2020	Revision Number: 1

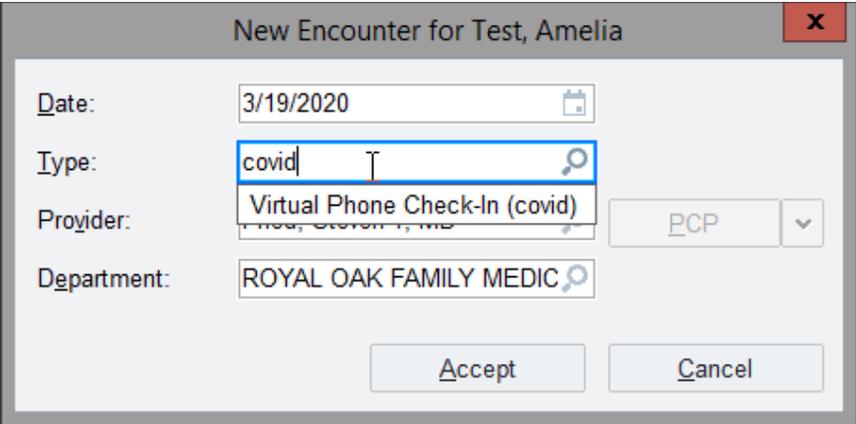
NO APPOINTMENT NEEDED: This process outlines how Providers can document and charge for a Telephone Encounter.

Try It Out

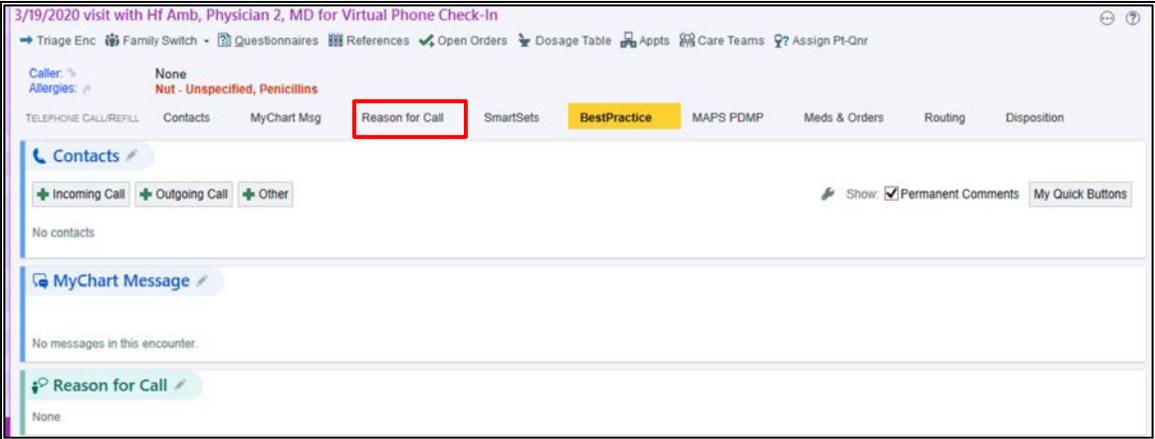
- From the top toolbar or from the Epic button use the **Encounter** button to get started with the Virtual Phone Check-In Encounter.



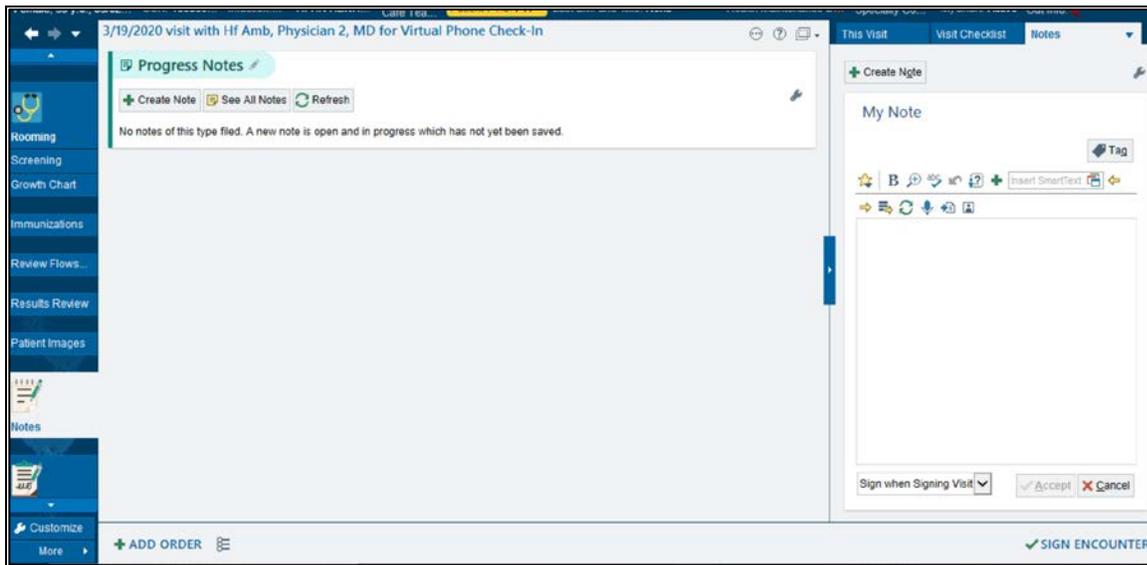
- Search for the Encounter **Type** by “COVID” or “Virtual”. Choose Virtual Phone Check-In.



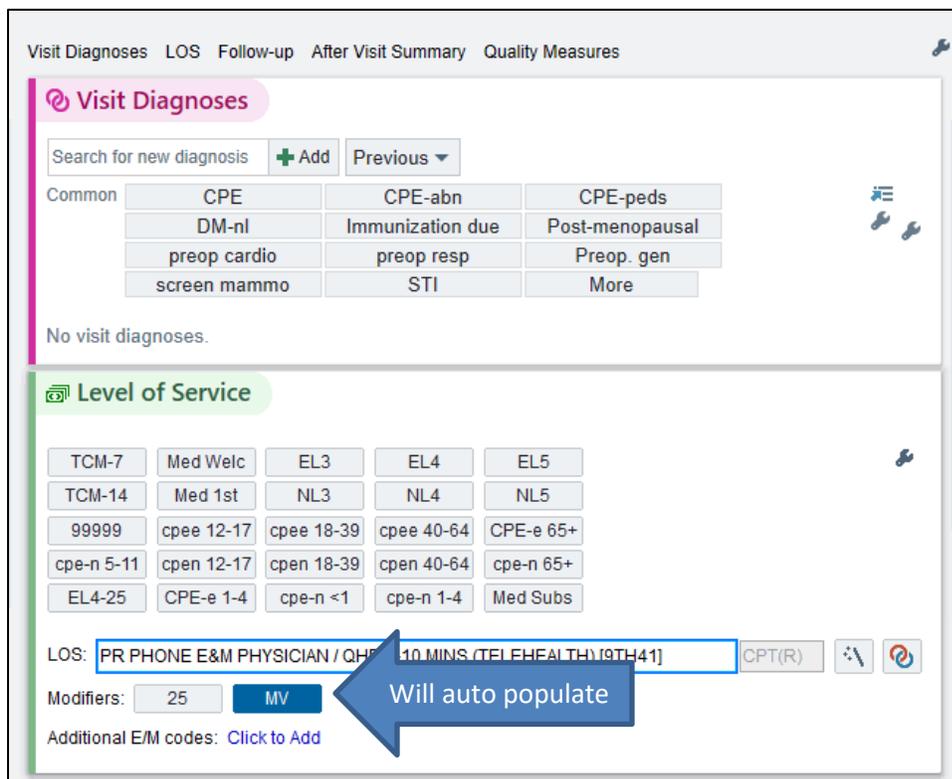
- Document the **Reason for Call**.



4. Create a note in **Notes Activity** or on the Side Bar. Use the mandatory Smart Phrase **.virtualphonecheckin**



5. Go to the **Wrap Up** tab. Choose a Diagnosis and a LOS.



9TH41: 5 - 10 minutes
 9TH42: 11 – 20 minutes
 9TH43: 21 – 30 minutes

Direction to wrench in these codes are at the end of this tip sheet

*Epic will convert to appropriate G code for Medicare patients.

6. Sign Encounter

7. In the **Chart Review** Activity, the encounter is listed as **Virtual Phone Check-In**.

When	Type	With	Department	Description
03/23/2020	Office Visit	Fam Med - Crawford-Jo...	HFCC FM	Cough (Primary Dx)
Today				
Today	Video Visit	Fam Med - Valbuena, F	HFCCCHASSMED	Simple chronic bronchitis (CMS-hcc) (Primary Dx)
Today	Virtual Phone Check-In	Me	Royal Fam	Covid-19 Virus Infection (Primary Dx)

You Can Also...

Quick Button: How to Save a Note

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

- The smartphrase that you saved will appear next to Create Note similar to below. It will also appear for all future Virtual Phone Check -In Encounters.

Quick Button: How to Save a Custom LOS

1. In the Level of Service Section, click the wrench on the right.

The screenshot shows the 'Level of Service' configuration screen. It features a grid of buttons for different service levels: EL1-EL5, NL1-NL5, and 99999, InitialMWW, 1stMWW, and SubMWW. Below the grid, there is a text input field for 'LOS' containing 'PR PHONE E&M PHYSICIAN / QHP 5-10 MINS (TELEHEALTH) [9TH41]'. To the right of this field are buttons for 'CPT(R)', a search icon, and a refresh icon. Below the 'LOS' field, there is a 'Modifiers' section with a blue 'MV' button and a '+' sign. Further down, there is a link for 'Additional E/M codes: Click to Add' and an 'Auth prov:' field with 'ZZAP, MD' entered.

2. The Edit LOS Speed Button editor opens to put in the **LOS** and a **Caption**. Click **Accept**. This process needs to be done for each LOS you want to add for a speed button.

The screenshot shows the 'Edit LOS Speed Button' dialog box. It has a title bar with a close button (X). The 'Caption:' field contains '9TH41'. The 'Level of service:' field contains '[9TH41] PR PHONE E&M PHYSICIAN / QHP 5-10 MINS (TELEHEALTH)'. Below these fields is a 'Modifiers:' section with a table of four rows and one column, numbered 1 through 4. At the bottom of the dialog are three buttons: 'Delete', 'Accept' (highlighted with a red box), and 'Cancel'.

3. Once you have all the LOS you will like add, click **Accept** to save your changes.

The screenshot shows the 'Level of Service' configuration screen after saving changes. The grid of buttons now includes '9TH41' and '9th42', '9th43'. The 'Modifiers' section is empty. At the bottom, there are three buttons: 'Restore Defaults', 'Accept' (highlighted with a red box), and 'Cancel'.

Level of Service

EL1	EL2	EL3	EL4	EL5
NL1	NL2	NL3	NL4	NL5
99999	InitialMwV	1stMwV	SubMwV	9TH41
9th42	9th43			

LOS:

Modifiers: May be added after LOS is selected

Additional EIM codes: [Click to Add](#)

Click here, [Virtual Check-Ins](#), for information regarding the documentation requirements of these visits.