

# WORKFLOW

Workflow varies from organization to organization. The following pages illustrate how a typical telemedicine clinic operates, and are intended to be used as a starting point in developing your own operational protocol. You will find differences and similarities between the duties of the patient site and the specialty site.

The flow charts illustrate how both the patient and specialty site clinics work together as a team to accomplish each patient consult. You will find your operational workflow to differ slightly, but the concept will remain the same.

The appointment scheduling flow chart was included in this document to give you an idea of the most common expectations for scheduling turn-around times. This chart has been used as a communication tool between the specialty site and the patient site, to establish realistic performance expectations.

The referral to billing process flow chart further illustrates the "back office" job duties of the telemedicine team. It also serves as a template for you to use when documenting your own work flow process within your organization.

# SAMPLE WORKFLOW

## DAY OF CONSULT - Patient Site

*(Please refer to the flow chart for event timing and site participation requirement)*

1. Telemedicine Coordinator gives their front desk receptionist the appropriate questionnaire packet to hand out when patient arrives (this may also be mailed to the patient prior to appointment). Patient should arrive 30 minutes prior to appointment if filling out a questionnaire is required.
  - a. Patient must sign consent form (once per year).
  - b. Patient must complete medical history form if not already done.
2. Telemedicine coordinator will prepare exam room and turn on telemedicine unit 30 minutes (or as early as possible) prior to the consultation. If peripheral equipment (derm camera, nasopharyngoscope, stethoscope, etc.) will be used during consult, please turn on and test image/sound prior to consult.
3. Fax completed history, and consent form, and any additional last minute test results to the Specialty site Telemedicine Coordinator.
  - a. The specialist requires the completed history and questionnaire prior to the beginning of the consult.
4. Ask the specialist if he/she has received all the necessary information before rooming the patient.
5. Once the patient and the primary care provider are in the room , the site coordinator remains in the room to assist with the equipment as necessary.

### **AFTER THE VISIT - on the day of consult**

1. At this time, the specialist may wish to send (via fax, or other electronic format) written instructions for the patient. Any written Instructions from the Specialist are to be copied and distributed. You may wish to ask the patient to move to the waiting room while waiting for the information.
  - Patient
  - Primary care provider
  - Patient medical record
2. Clean equipment if used (any cameras or scopes that have touched the patient).
3. If another patient is scheduled immediately following the previous appointment, ask the specialist "Are you ready for me to room the next patient?" before proceeding.

### **AFTER THE VISIT**

1. Telemedicine Coordinator receives the specialist's signed dictation, and places it in the referring provider's box for review prior to filing in the patient's medical record.
2. Telemedicine Coordinator reviews the consult dictation from the specialist. If a follow up appointment as well as any further tests are required , work with the primary care provider and the patient to complete the required tests, fax the results to the specialty site, and schedule a follow up appointment.

# SAMPLE WORKFLOW

## DAY OF CONSULT - Specialty Site

*(Please refer to the flow chart for event timing and site participation requirement)*

1. Telemedicine Coordinator receives faxed information from the patient site, places it into the patient's medical record , and places the medical record in the specialist's box outside the consult room for review.
2. Telemedicine Coordinator asks the specialist if there is any other information he/she may need prior to the consult.
3. Consult begins. Telemedicine coordinator is not present in the room during specialty consults, but remains nearby in the event further information or technical support is needed.

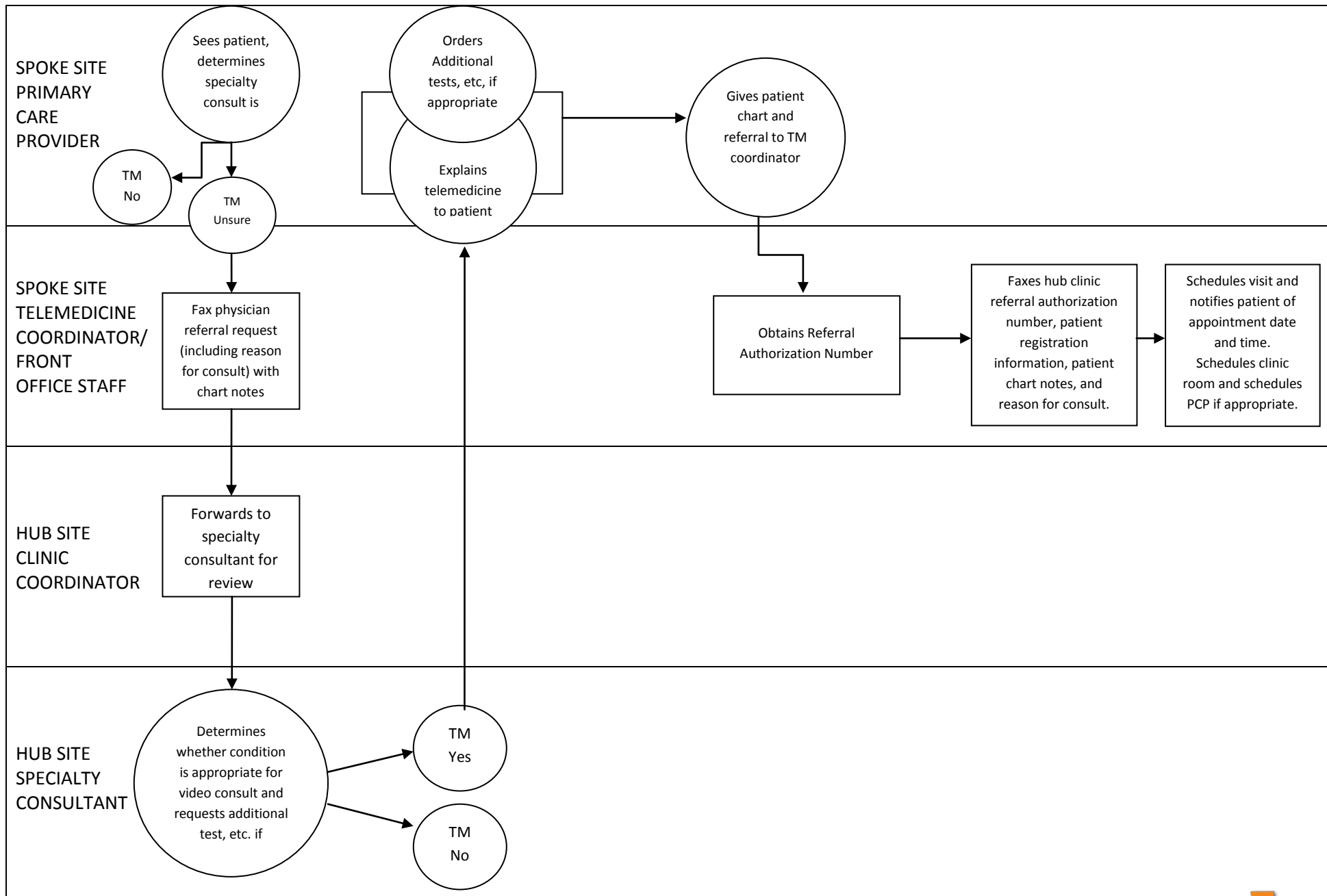
### **AFTER THE VISIT - on the day of consult**

1. At this time, the specialist may wish to send written instructions for the patient. Any written instructions from the Specialist are to be sent (either via fax or other electronic format) by the telemedicine coordinator to the referring site immediately following the consult, and placed in the patient's medical record at the specialty site.
2. Collect specialist billing and dictation materials.

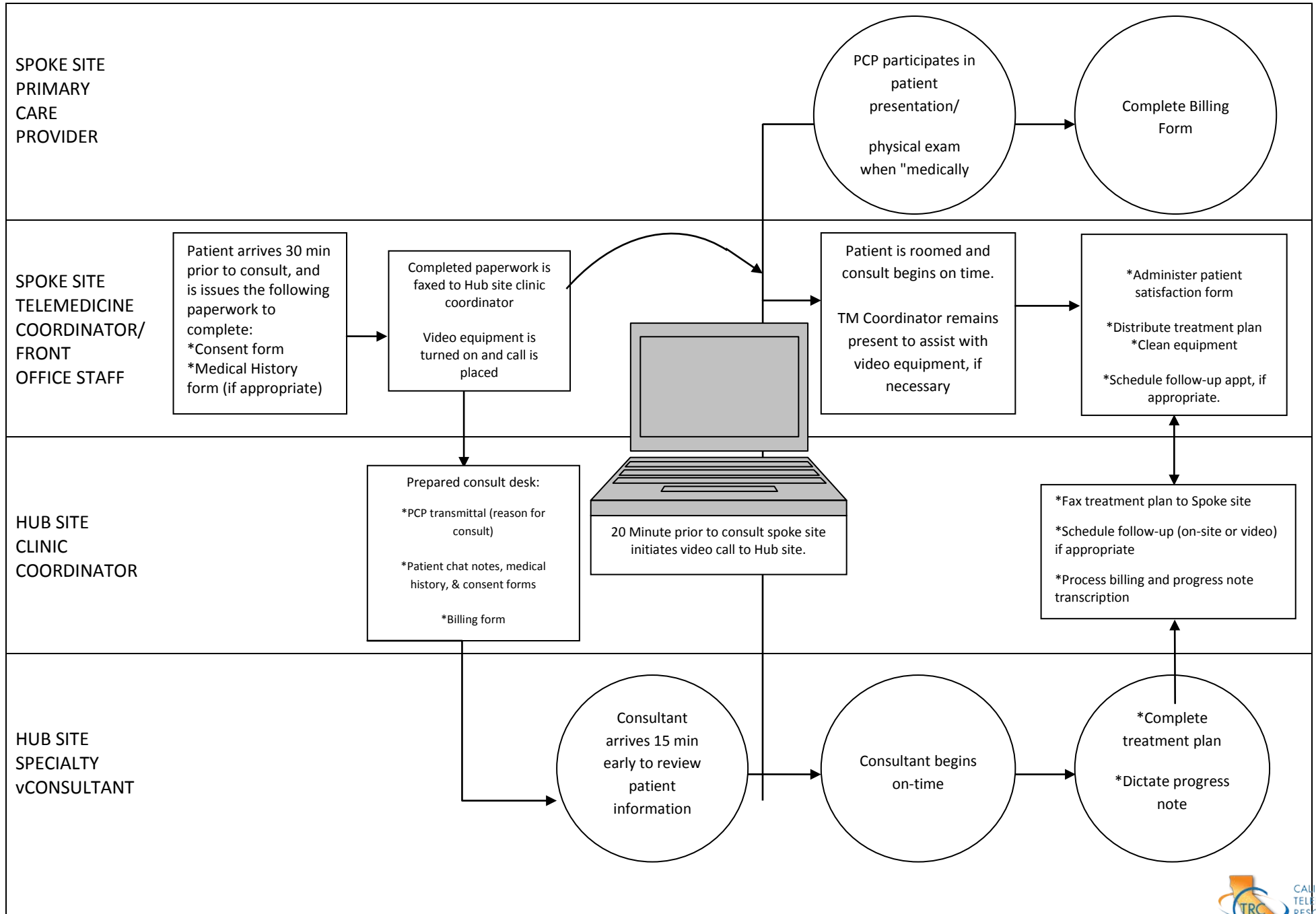
### **AFTER THE VISIT**

1. After the specialist reviews and signs the dictation, send the original to the referring physician (either via mail or fax) , and place a copy in the patient's medical record .
2. Telemedicine Coordinator reviews the consult dictation from the specialist. If a follow up appointment as well as any further tests are required, work with the patient site coordinator to schedule the appointment after the tests have been completed and received.
- 3.

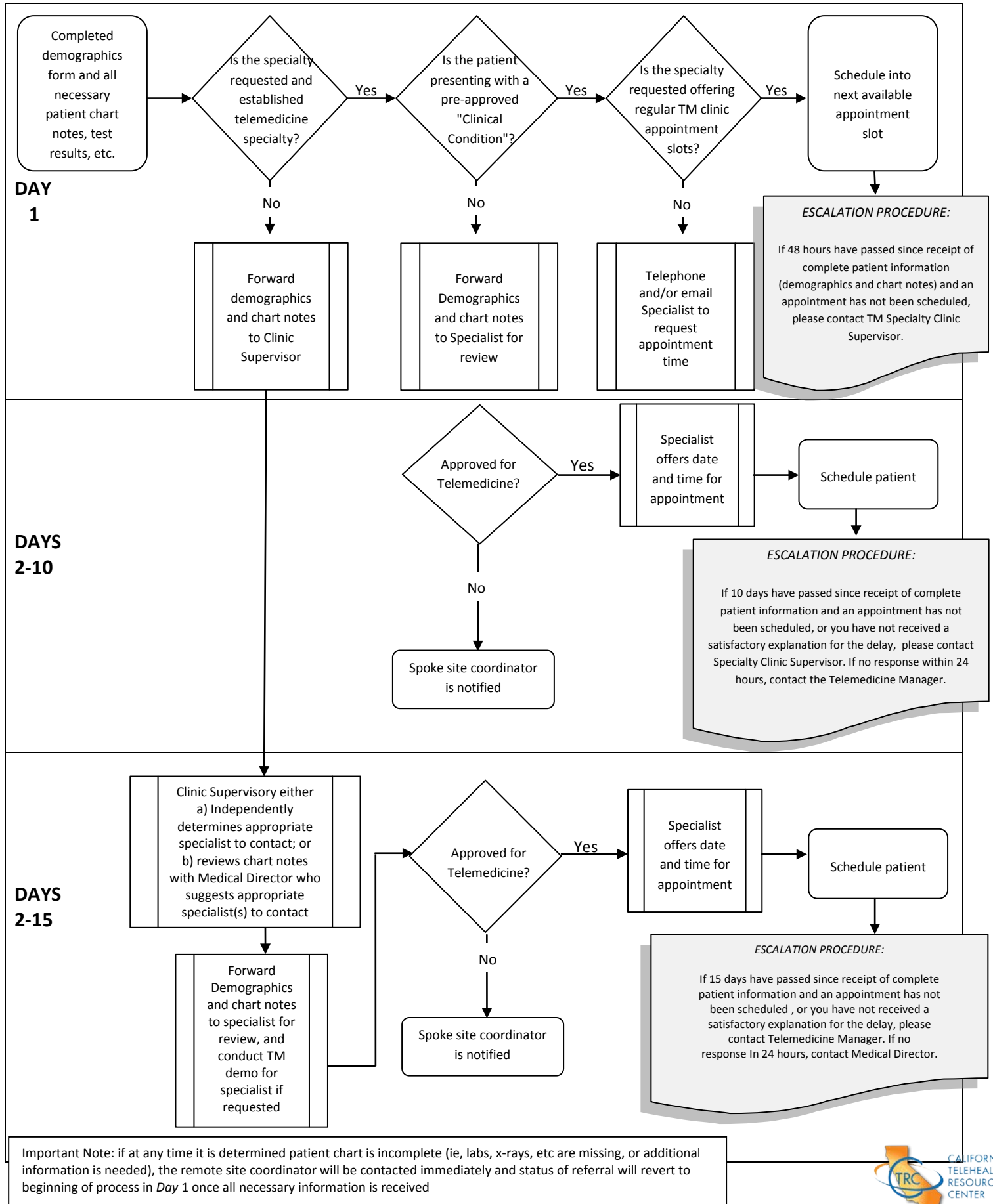
# PRIOR TO CONSULT



# DAY OF CONSULT



# SPECIALTY CLINIC APPOINTMENT SCHEDULING FLOW CHART



# TELEMEDICINE REFERRAL TO BILLING PROCESS

