Private Practice
Non-Integrated Video Visit Workflow

1.

The patient is scheduled with appointment type Video Visit/TELEHEALTH with the platform your practice is using.

Inform the patient at the time of scheduling that a copay will be collected prior to the encounter. This will help reduce potential cancelations the day before the encounter.

2.

Patient is advised to download the Telehealth application.
(or given link for a custom waiting room for the doctor) and provide the practice with the email address/ID they are using to register.

3.

Practice staff places TELEHEALTH in the notes section of the visit along with email/ID to find patient.

4.

Practice staff reaches out to the patient to collect Copay or Self-pay fee
one business day before the visit.

5.

Prior to the visit, medical assistant reaches out to the patient
via secure chat feature of Telehealth application with an introductory message welcoming them to the telehealth visit and asking for

1) primary reason for the visit

2) pictures of the rash/lesion/skin issue

Dermatologist expected to preview patients on the day of visit to view chief complaints and photos.

6.

At the time of the visit, medical assistant reaches out to the patient via Telehealth application
for video interaction. Initial triage is done, including allergies, the location of the pharmacy, etc.

a. Confirm a patient's identity (name and date of birth) and verbally document consent and patient location (state).

b. Practice staff must manually add patient in the electronic health record/scheduling system to allow for documenting/charting.

7.

Once initial triage is done, medical assistant adds the dermatologist to the video interaction.

8.

Patient clinical encounter and counseling performed by dermatologist and medical assistant scribes during interaction.

Medical assistant edits chart via electronic health record (or paper charts, if applicable).

9.

Dermatologist signs off
and bills encounter with standard evaluation and management billing codes based on documentation.

Biller recognizes the type of visit as TELEHEALTH and appends appropriate place of service 11 and modifier 95.

For more information, see: **aad.org/coronavirus**

American Academy of Dermatology Association