



Telehealth Patient Check-In

1. SCOPE



- 1.1. System Wide

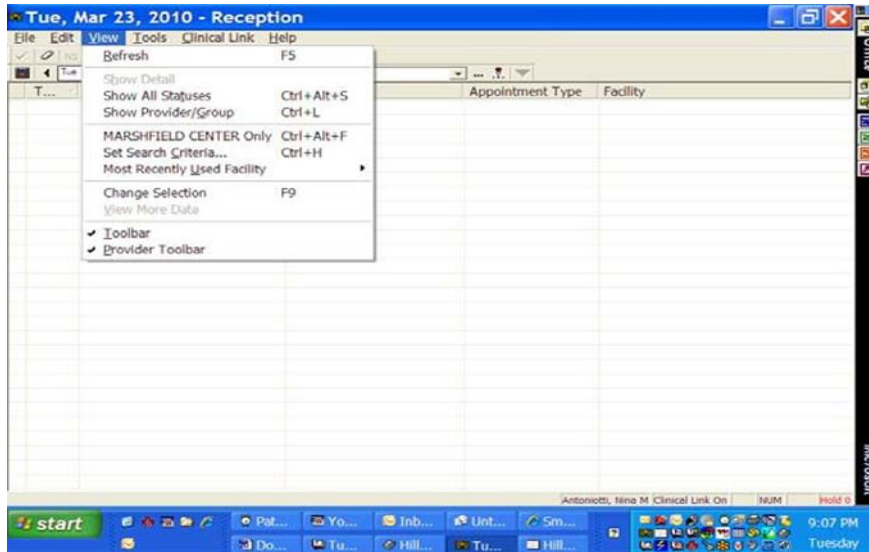
2. DEFINITIONS & EXPLANATIONS OF TERMS

- 2.1. Telepresenter: is an RN, LPN or MA who is trained to use technology, such as digital stethoscope, otoscope, examination camera, etc, to facilitate comprehensive exams under provider guidance
- 2.2. Telehealth Room: Any location in which the patient is prepared to see a provider using Telehealth video equipment
- 2.3. Telehealth Provider: any medical professional such as MD, DO, PA, NP, RN, etc, trained to deliver virtual medical, health, and education services

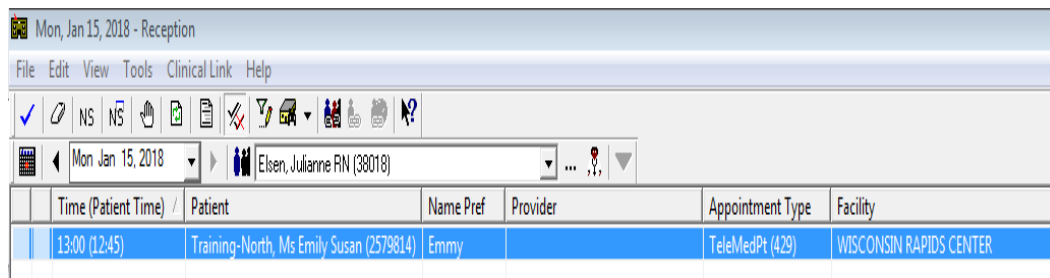
3. PROCEDURE BODY

The Primary objective of the procedure for checking patients in for Telehealth appointments is the same as for in-person visits – to ensure that the support staff knows the patient has arrived and that the practitioner knows the patient is ready. The difference is in who checks the patient into which schedule. The issue is that there are two locations and two providers for every Telehealth patient. What is important is to recognize who checks in the patient, to which schedule, and at what time. The process for check-in is designed to ensure that the patient is ready for the practitioner at the time of the appointment and that the practitioner support staff knows when the patient is ready.

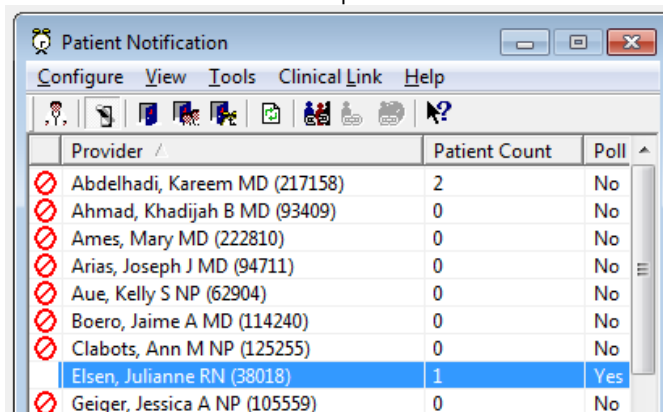
- 3.1. The patient will have multiple appointments for one Telehealth encounter:
 - a. A Telepresenter appointment
 - b. A Telehealth room appointment, if needed
 - c. A provider appointment
- 3.2. Telepresenter Reception check- in
 - a. Patient will present to facility where Telepresenter is located
 - b. Reception staff at the patient site will check in patient for the Telepresenter using the Reception Icon 
 - c. Reception must be set to view all appointments by setting the VIEW on the top toolbar to view all appointments. UNCHECK the telepresenter's home site (for example Marshfield should have no check in front of the name) you can see all appointments for provider by making sure the facility icon  is NOT depressed



- d. Receptionist will highlight patient appointment and then click on the to check patient in for telepresenter
- Receptionist will verify information for all pop ups during the check in process such as demographics, insurance, personal provider, etc. and then at last pop up screen will chose







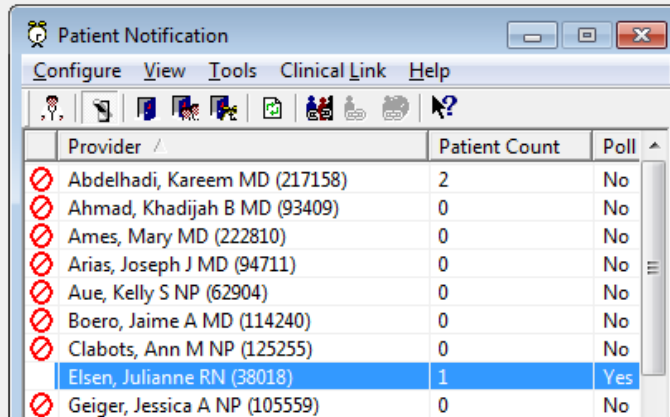
- 3.3. Telepresenter patient notification check-in
- a. Telepresenter must be polling for themselves or generic telepresenter provider number in order for patient notification to be active



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PROCEDURE



- b. Telepresenter's patient notification  will shake when patient is checked in under reception  for telepresenter
- c. Telepresenter will click on  patient notification
- d. Telepresenter will chose either their own name or generic telepresenter provider number they are working under and then click the MA check in icon 







Provider /	Patient Count	Poll
<input type="checkbox"/> Abdelhadi, Kareem MD (217158)	2	No
<input type="checkbox"/> Ahmad, Khadijah B MD (93409)	0	No
<input type="checkbox"/> Ames, Mary MD (222810)	0	No
<input type="checkbox"/> Arias, Joseph J MD (94711)	0	No
<input type="checkbox"/> Aue, Kelly S NP (62904)	0	No
<input type="checkbox"/> Boero, Jaime A MD (114240)	0	No
<input type="checkbox"/> Clabots, Ann M NP (125255)	0	No
<input checked="" type="checkbox"/> Elsen, Julianne RN (38018)	1	Yes
<input type="checkbox"/> Geiger, Jessica A NP (105559)	0	No

- e. See [Telehealth Presenter Rooming Work Flow](#) for presenter preparation before checking patient in for Provider

3.4. Provider Reception Check In

- a. Telepresenter will check the patient into the Consulting Provider's schedule by opening Reception 
- b. Reception must be set to view all appointments by setting the VIEW on the top toolbar to view all appointments. UNCHECK the provider's home site (for example Marshfield should have no check in front of the name) or you can see all appointments for provider by making sure the facility icon  is NOT depressed
- c. Patient must be checked in to the Provider's reception BEFORE any vitals are entered or medications can be verified and Provider's appointment must be chosen in Dashboard to ensure information flows into provider's document

3.5. Provider Patient Notification Check In

- a. Provider's patient notification  will shake when patient is checked in under reception  for Provider
- b. Provider's staff or provider will click on  patient notification
- c. Provider's staff or provider will choose the provider's name and then click the MA check in icon  to check patient in

Provider /	Patient Count	Poll
Abdelhadi, Kareem MD (217158)	2	No
Ahmad, Khadijah B MD (93409)	0	No
Ames, Mary MD (222810)	0	No
Arias, Joseph J MD (94711)	0	No
Aue, Kelly S NP (62904)	0	No
Boero, Jaime A MD (114240)	0	No
Clabots, Ann M NP (125255)	0	No
Elsen, Julianne RN (38018)	1	No
Geiger, Jessica A NP (105559)	0	No
Gilkerson, Kristine L NP (110122)	0	No
Hall, Matthew MD (52295)	0	Yes
Harris, Robert M MD (80755)	0	No

d. Provider's office will watch for Vitals to be entered in Dashboard, which is the cue that the patient is ready to be seen and Provider can dial into Telehealth equipment

4. ADDITIONAL RESOURCES

- 4.1 Supporting documents available:
- [Telehealth Presenter Rooming Work Flow](#)

5. DOCUMENT HISTORY

Version No.	Revision Description
1.0	Conversion from Policy Handbook to Document Control. Procedure #3796.1
2.0	Updated policy with current process and updated screen shots

6. DOCUMENT PROPERTIES

Primary Author: Elsen, Julianne M
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 This document has been electronically signed and approved by: Simon, Tammy A. on: 1/29/2018 3:26:19 PM
 This document has been electronically signed and approved by: Krueger, Kori K MD on: 2/1/2018 9:19:23 AM

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