

4C

Virtual Visit Overview and Training

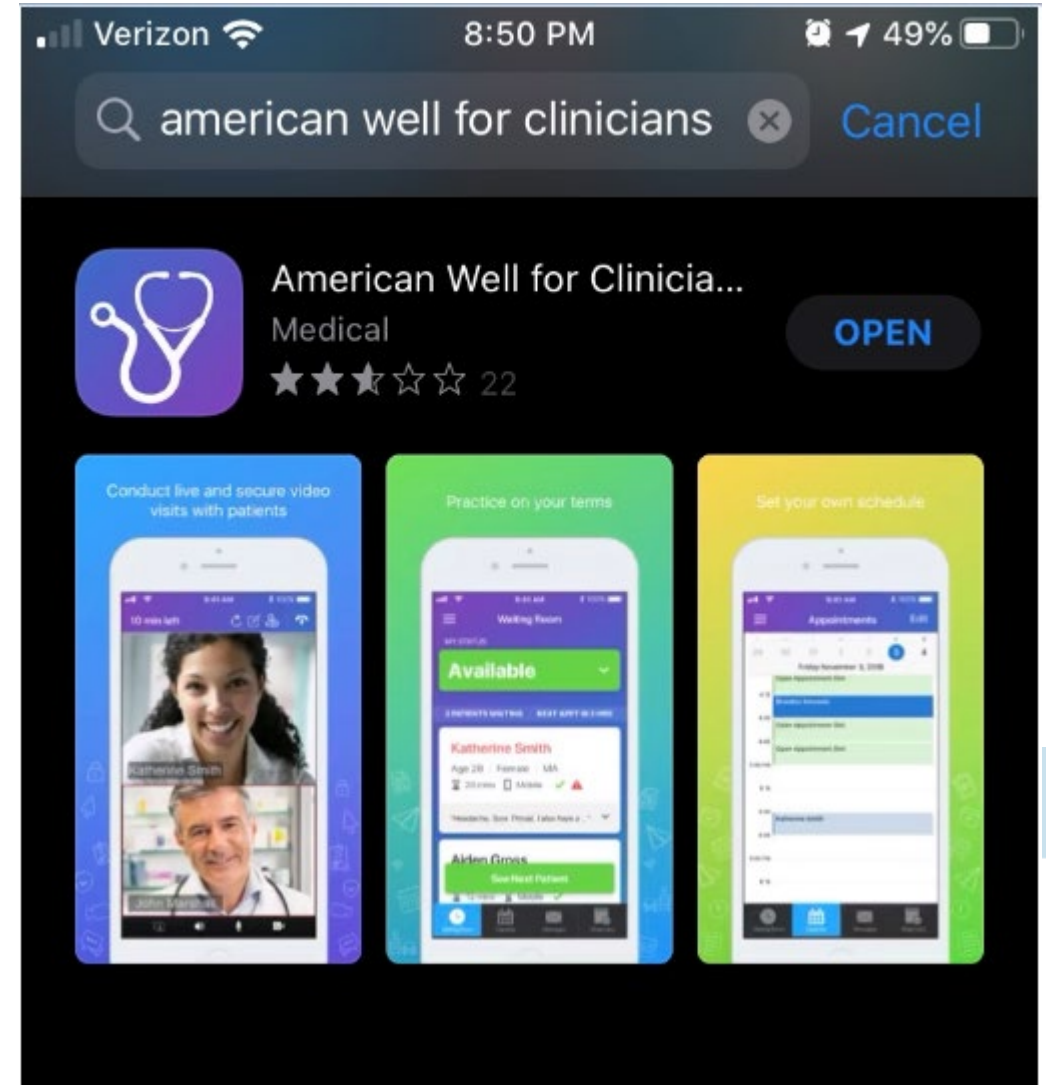


Introduction

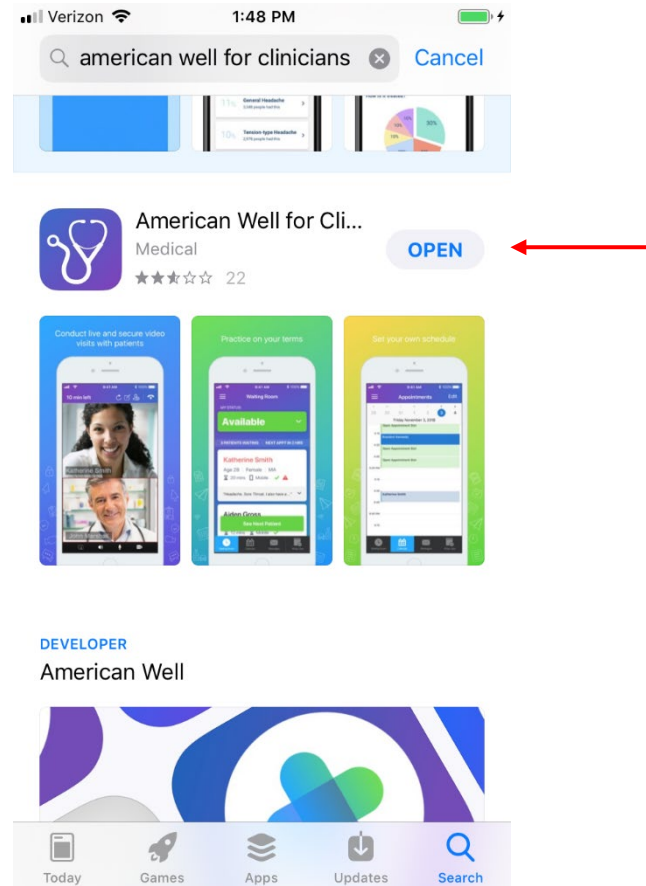
- This is an abbreviated training.
- Your profile is being built!
 - You will receive an email confirmation when it is complete.
- Your schedule is in EPIC no different than today
- You document in EPIC no different than today.
- You bill from EPIC – Virtual Visit Established Patient within your preference list.
- Questions will be addressed at the end use your chat box. Please do not chat answer other participants questions
- We will open for Q&A at the end.
- You will be receiving several documents or a link to the documents that you need to review.
- Your schedulers will be receiving their own training session. They can't schedule this until they have been trained.
- If you have questions regarding billing – Please note we will be sending a number of documents at the end of this session which cover billing. Please review the documents and if you still have a question you can reach out to your departments billing specialist for the most up-to-date information.

Provider Training Considerations

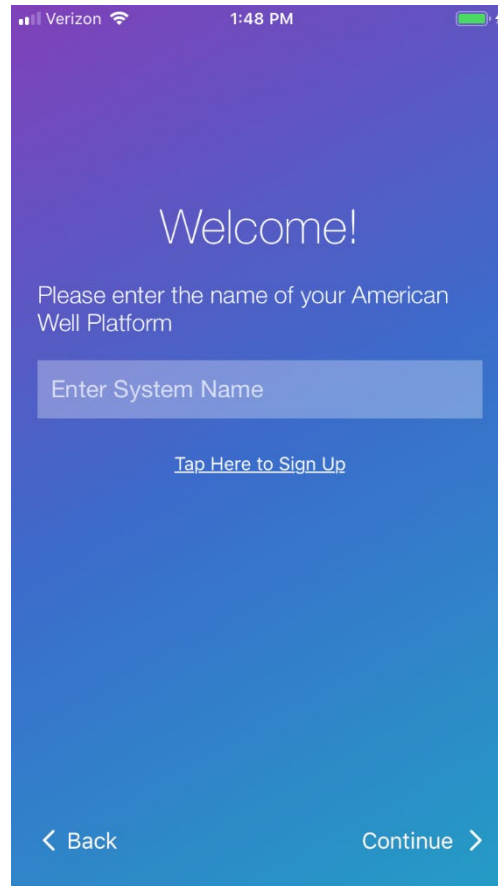
- Access the American Well Platform
 - Iphone App Store (preferred)
 - Desktop website – **Today Page > All Login Accounts > Express Care Online for Providers.**
- Provider login ID & Password
 - Provided by Digital Support
 - Help desk can assist (**4HELP**) if you have forgotten your password and need it reset.



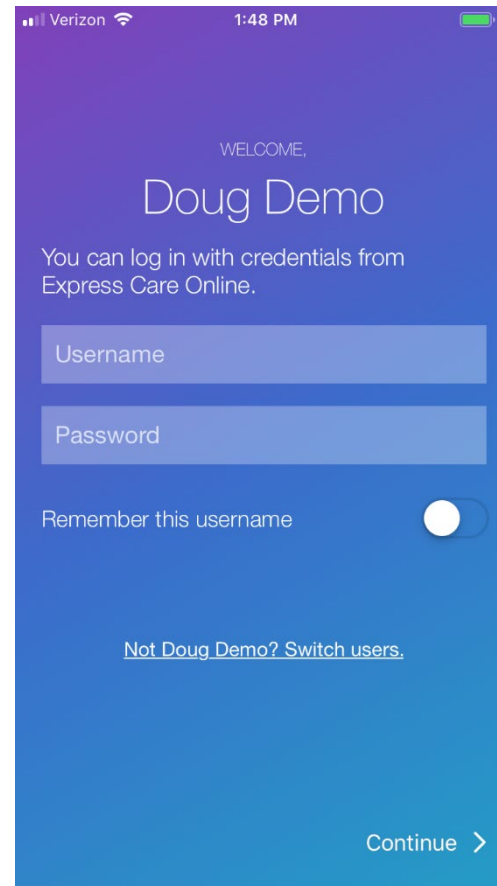
In the apple app store search for “**American Well for Clinicians**” and download the app.



The System name is “**Express Care Online**” click continue when done



Username = First part of email address - preceding the @
If your CCF username is less than 5 Characters,
then your virtual visit username is your entire email including @ccf.org
Password= Password2 (P is capitalized)
Click “continue” when done



Verizon 1:48 PM

WELCOME,
Doug Demo

You can log in with credentials from
Express Care Online.

Username

Password

Remember this username

[Not Doug Demo? Switch users.](#)

Continue >



Bottom Row Icons

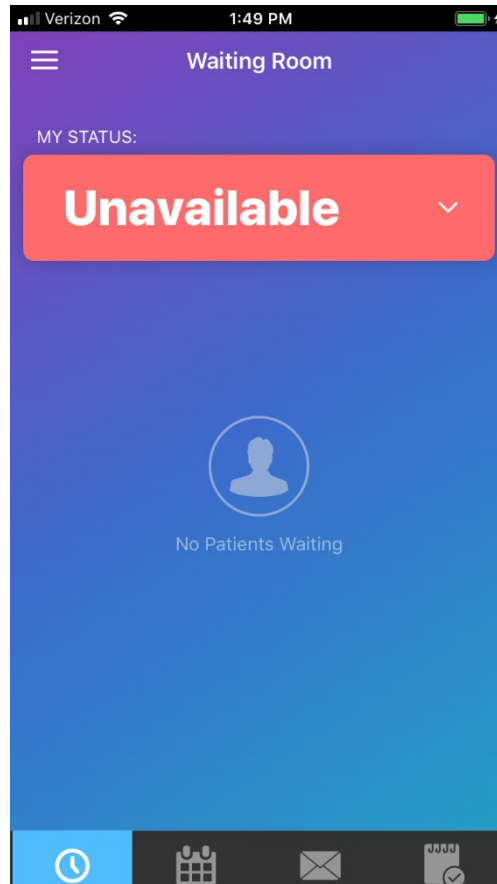
Waiting room = Unavailable is default and what you should keep for scheduled patients.

Calendar = Daily/weekly calendar showing Virtual visits only

Messages = Cancellations, no shows and reschedules

Wrap up = Post visit wrap up (explained later in slides)

(Accept/Allow all prompts regarding the speaker and microphone usage from Apple)



Menu Settings

Home = Return you to the waiting room

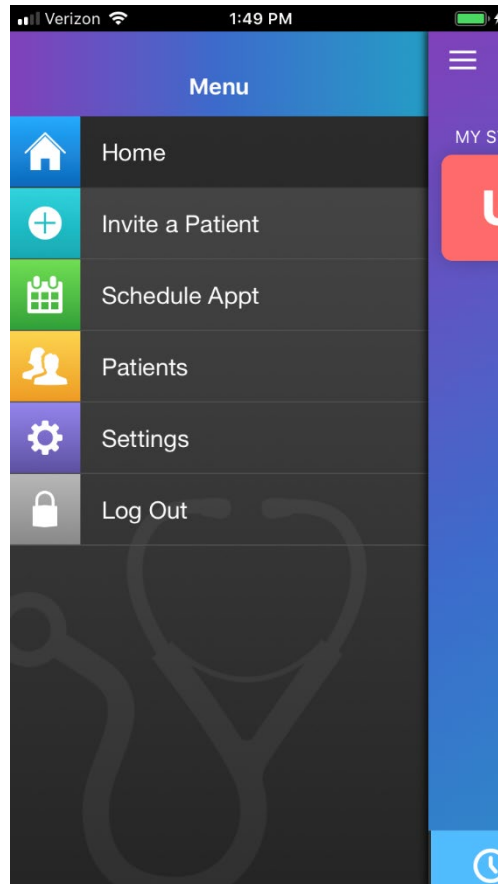
Invite a Patient = Invite a guest (3rd party to visit) feature

Schedule Appointment = Manual scheduling feature (Explained Later)

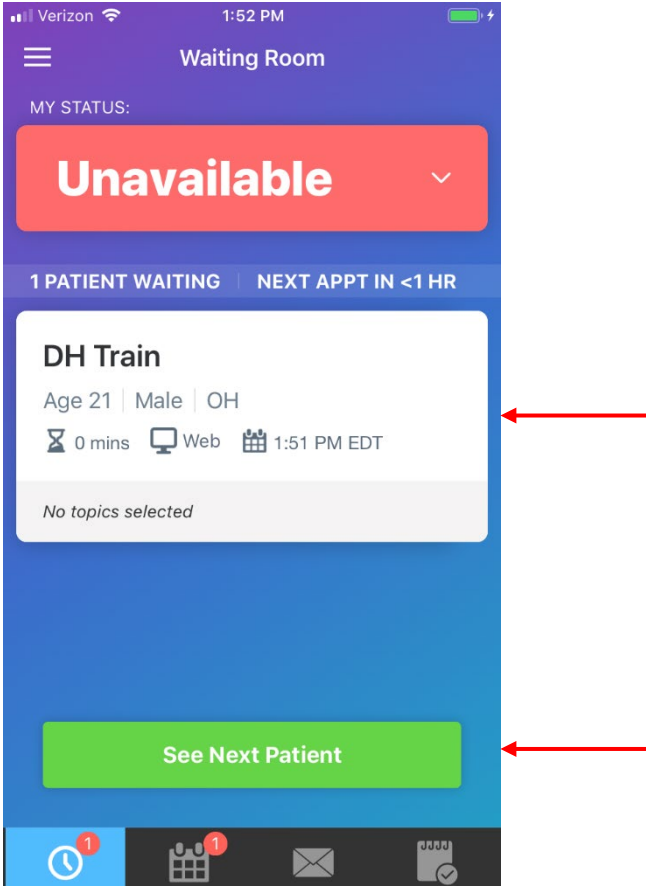
Patients = Patient search option

Settings = App Specific Setting (ie...Touch ID)

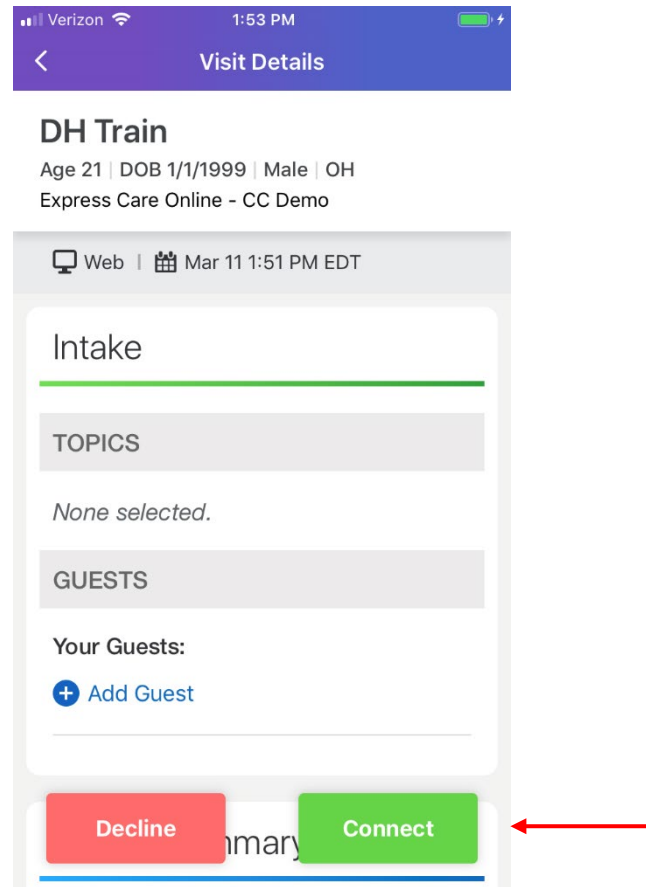
Log Out = Log Out



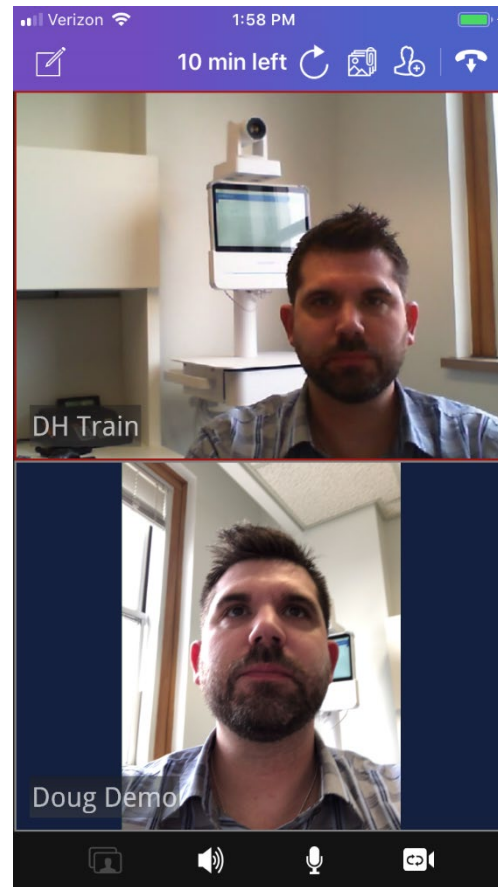
Click on either the white box with the patient information or the Green Box to “See next Patient” to start the visit



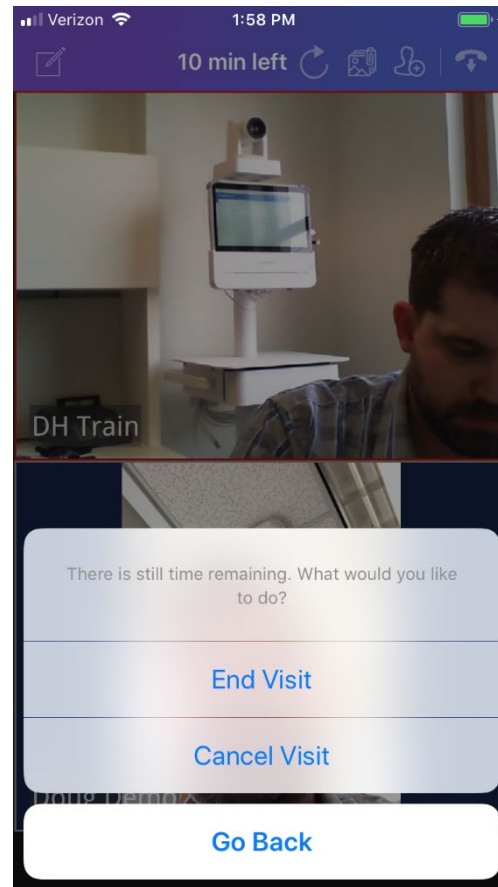
Click on the Green “**Connect**” button to start the visit



Top Row = Notepad, clock, refresh, attachments, invite and end call
Bottom Row = Image toggle, Mute Speaker, Mute Microphone and Camera Control Toggle.

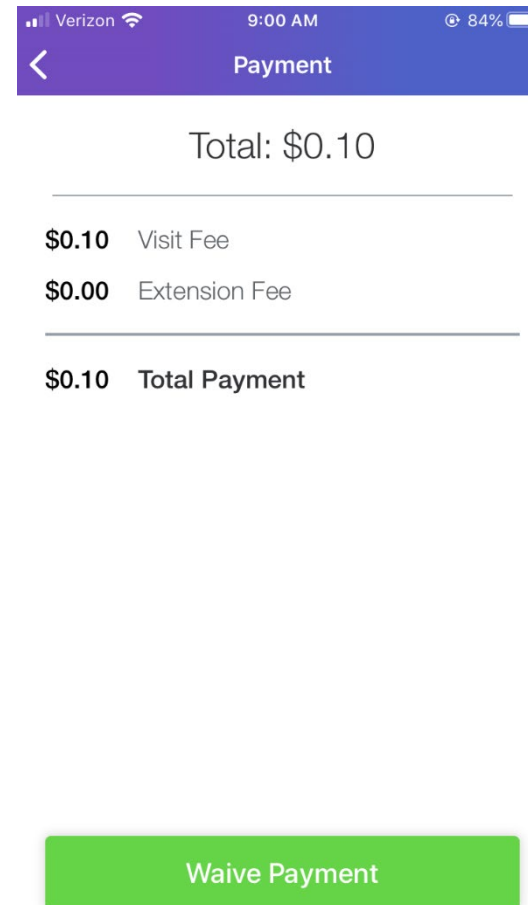
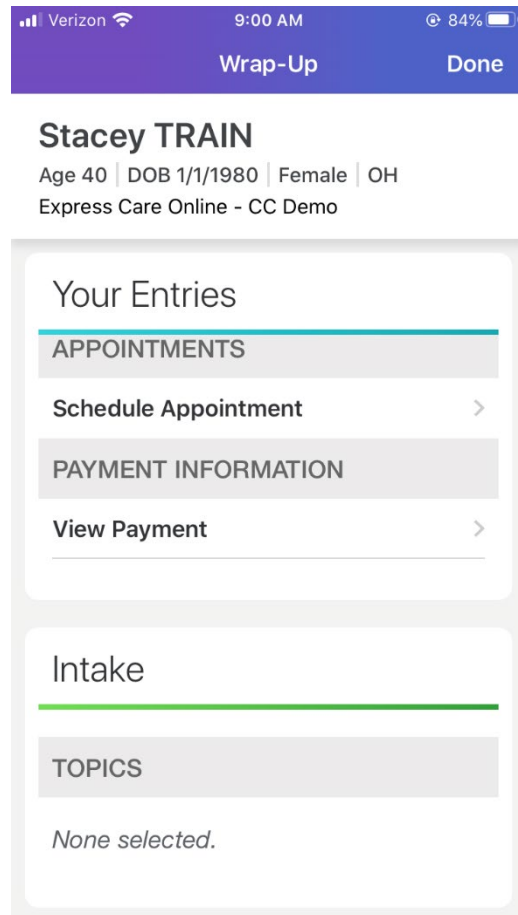


When ready to end the visit please select “End Visit”
If you hit this by mistake you can go by clicking “Go back”



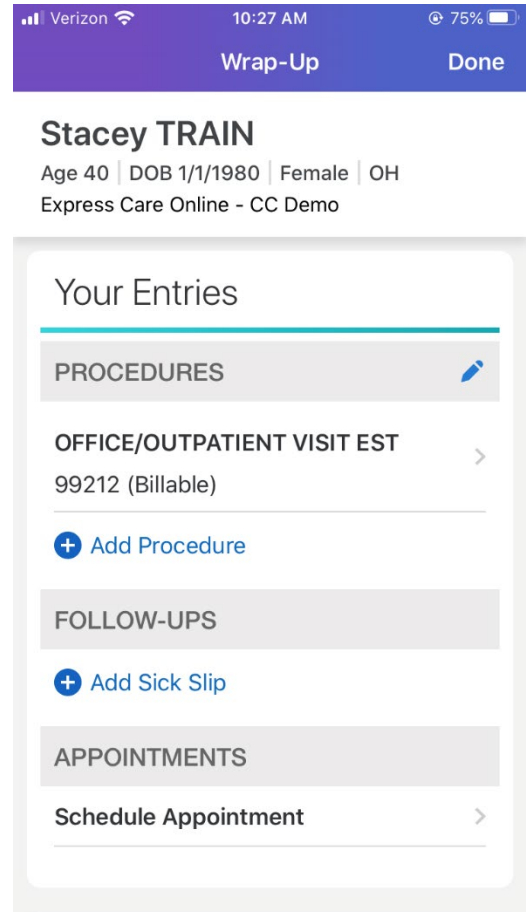
Waiving a fee

Scroll “**View Payment**” and select “**Waive Payment**” on the following screen



Completing your wrap up/reconnection
Completing = Done > Finalize Now

Reconnection (if needed) = Scroll to “**Schedule Appointment**” follow steps provided

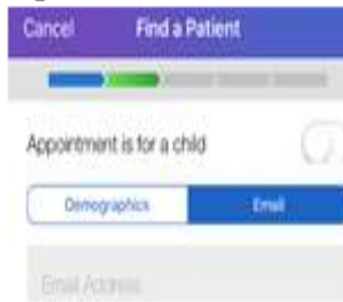


Options if you lose connection

5. Provider Help:

- If you have login or connection issues, call **4HELP**
- If disconnected, call the patient from your desk phone to complete the visit or discuss options to reconnect. Steps to send a new appointment link from your mobile below.

- o From the Waiting Room screen, click the  in upper left corner and click 



- o Click on Email, enter patient's email address and click **Done**
- o On the Select Time screen, click the **Right Now** tab, and **Continue**
- o On the Insurance screen, click **Continue**
- o Choose **Do not charge patient** and click **Continue**



Scheduling Considerations

- Confirm patient e-mail prior to scheduling
 - Welcome/overview e-mail sent to patient immediately after scheduling (includes support materials/contact information)
- Visit Type during this time period will be
 - VIRTUAL MI EST NO CHARGE
 - VIRTUAL PEDS EST NO CHARGE



CCCC VV Appt Order in EPIC

CCCC VIRTUAL VISIT APPOINTMENT ✓ Accept ✗ Cancel

Priority:

⚠ Department:

⚠ Appt Type:

⚠ Date of Appt:

Comments:

[Show Additional Order Details](#) ▾

⚠ Next Required ✓ Accept ✗ Cancel

Documentation Considerations

- ALL encounters must include:
 1. Diagnosis
 2. Medical Decision Making
 - Monitor, Evaluate, Assess or Treat the encounter diagnosis (MEAT)
- Use .TAM phrase for tracking and credit
 - Use template of your choice:
- Use .COVIDENCOUNTER phrase
 - For applicable patients only



Handling of patient financial liability during this outbreak

- If the visit is NOT covid related, we will bill insurance and the pt their liability, including their copay if applicable.
- If the visit IS covid related, we will bill insurance and take any pt liability to charity.
- Uninsured with covid service, will go to charity
- Uninsured with NO covid service, will be billed.



Charge Capture

▼ VIRTUAL ESTABLISHED

EST Online E&M Level 1 (\$35) 9800466	EST Online E&M Level 2 (\$55) 9800467	EST Online E&M Level 3 (\$130) 9800468
EST Online E&M Level 4 (\$200) 9800469	EST Online E&M Level 5 (\$280) 9800470	Virtual Visit EST \$0/PME 9800457
Online Post Op Visit (\$0) 9800453	Online Pre-Op Visit (\$0) 9800454	

▼ VIRTUAL NEW

NEW Online E&M Level 1 (\$55) 9800471	NEW Online E&M Level 2 (\$100) 9800472	NEW Online E&M Level 3 (\$190) 9800473
NEW Online E&M Level 4 (\$320) 9800474	NEW Online E&M Level 5 (\$425) 9800475	Virtual Visit New \$0/PME 9800458

*highlighted to show price



Virtual Visit Support Information

- Matt Stanton
 - (216) 444-9618 – stantom3@ccf.org
- Bob Ganem
 - (216) 317-3075 – rganem@ccf.org
- Peggy Bird
 - (216) 645-4163 – Birdm@ccf.org
- Doug Kleckner
 - (216) 973-7210 - Klecknd@ccf.org
- Abby Blue
 - (216) 645-4285 – Bluea2@ccf.org
- Stacey Winners
 - (216) 308-2865 – Winners@ccf.org
- Teresa McIntosh
 - (216) 386-1736 – Mcintot@ccf.org
- Digitalhealthsupport@ccf.org



What support team cannot help with (at this time)

- Low bandwidth on the patient side
- Missing or mismatched email addresses
- Patient email spam filters
- Patients downloading the app
- Scheduling visits – your scheduling team will do this
- Your home bandwidth and network



Trouble shooting tips

- Refresh button is your friend when you notice lag in the video or audio
- Suggest patients use Wi-Fi instead of LTE
- If all else fails call the patient.
- Don't forget to un-mute your phone





Cleveland Clinic

Every life deserves world class care.



What we can treat online

Online consultations for common conditions not only will save you travel time, but will help you get on the road to recovery faster with electronic prescriptions sent directly to your local pharmacy, when appropriate.

Good for treating:

- Allergies (Seasonal)
- Asthma (For Adults Only)
- Back Strains (For Adults Only)
- Bronchitis (For Adults Only)
- Conjunctivitis (Pink Eye)
- Common Cold
- Influenza (Flu)
- Minor Burns
- Painful Urination (For Adults Only)
- Rashes
- Sinus Infections
- Upper Respiratory Illness
- UTIs (For Adults Only)
- Yeast Infections (For Adults Only)

Specialty care includes:

- Allergy & Immunology
- Dermatology
- Diabetes Education
- Nutrition Services
- Pediatric UTI Care
- Women's Health

If you are experiencing a medical emergency you should seek appropriate emergency medical assistance such as calling 911.