TELEHEALTH SERVICES DURING CORONAVIRUS CARE
PROVIDER USER GUIDE

For the benefit of the community during the current and ongoing escalated need for population care, Cleveland Clinic (CC) will be promoting sheltering in place as a component of CDC approved COVID-19 triage and treatment guidelines. Thus, expanded Telehealth services will be available to CC Providers to treat patients with COVID-19 like symptoms who are at home, in other facilities, or confirmed self-isolated patients _until further notice_ subject to the following guidelines.

A Virtual Visit is appropriate for any patient who is in need of:
- Care related to COVID-19 treatment or
- Care for any other condition where providing the care is supportive of the goals of minimizing potential exposure and/or transmission of COVID-19

"CC Providers" includes both physicians and Advanced Practice Professionals.

Ohio and Florida patients

Ohio and Florida licensed CC Providers may provide Telehealth Visits for such care to residents of the state of their licensure, whether new or established patient.

"Telehealth Visits" include:
- Express Care Online Virtual Visits (on demand or scheduled)
- eVisits (through the CC approved COVID-19 questionnaire)
- Telephone only visits

Telephone only visits. The clinical appropriateness of a phone only visit should be considered in advance by the provider, and the provider may also weigh such factors such as the patient's previous care, lack of access to internet for a Virtual Visit, and other similar considerations.

Patients Located in a state or U.S. Territory in which you are **not** currently licensed

CC Providers may provide care consistent with their scope of practice via a Virtual Visit for any _Established_ patient physically located in _any state or U.S. Territory_ who is in need of:
- Care related to COVID-19 treatment or
- Care for any other condition where providing the care is supportive of the goals of minimizing potential exposure and/or transmission of COVID-19

For this purpose "Established" means any established patient of CC, not necessarily an established patient in your specific department.

Patients located in other states in which you are licensed

You may treat patients in states you are licensed in under the established guidance for Virtual Visits on the CC provider User Guides. However, should you be scheduled to treat a patient and you determine during the course of that visit that the patient has COVID-19 symptoms, you should follow current CDC guidelines for management and testing of a PUI using the CDC link to that patient's particular zip code https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html.

Prescribing medicines during a Telehealth Visit for this type of care

By Virtual Visit. If a patient needs a prescription of a non-controlled substance directly related to COVID-19 treatment or for other treatment of any other condition where providing the prescription is supportive of the goals of minimizing potential exposure and/or transmission of COVID-19, then CC Providers may prescribe consistent with their scope of practice

- in Ohio or Florida, as applicable.
- In any state or U.S. Territory, but only for an Established CC patient.

In Ohio, providers who are prescribing via Virtual Visit are required to ask for the patient's PCP and attempt to notify the PCP, if there is one. ECO has a feature called Communication Manager for a CC provider to send the visit summary and prescription information via eFax to almost any PCP in Ohio.

By eVisit or Telephone only. In Ohio, certain additional requirements must be met when prescribing via eVisit and it is prudent to do the same for telephone visits

- Establish the patient's identity and physical location - for eVisits this is automatic when the patient logs into MyChart, no further action is necessary. For a telephone only visit, use the dot phrase [in Epic to document the inquiry about identity and location and the response.
- Notify the patient's PCP, same as for Virtual Visits, using the eFax feature
- Note that for eVisits and Telephone only, providers should document in Epic the evaluation, diagnosis and treatment plan, recommended follow-up care as you would for any Virtual Visit.