GOAL: Continue to provide quality documentation for all patient encounters, specifically Clinic Visits & Telehome Virtual Visits while maintaining continuity of patient care and optimizing coding/billing opportunities.

CLINIC AND TELEHOME VISITS WILL BE CODED / BILLED BASED ON PROVIDER DOCUMENTATION.

TELEHOME: TELEMEDICINE VISIT (AUDIO & VISUAL)
Established Patient or New Patient

PROVIDER DOCUMENTATION (Documentation Non-Face-to-Face & Curbside Consults iCentra Tipsheet)

- **Note Type/Note Template:** Office Visit Notes – same as current clinic visit documentation
- **Documentation:**
  - Add telemedicine statement near top of note
    - global autotext ;telehealthdocumentation)
  - Rename note title adding “TELEHOME” at the beginning of title

**ESTABLISHED PATIENT** (See Outpatient Management Coding Grid)

- Provide complete documentation in 2 of 3 elements when possible: History (HPI, ROS, PFSH) – EXAM – MDM
- **TIME:** Include time spent only if needed to meet the appropriate level based on MDM

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 minutes</td>
<td>10 minutes</td>
<td>15 minutes</td>
<td>25 minutes</td>
<td>40 minutes</td>
</tr>
</tbody>
</table>

  - “I spent XX minutes in this telehome visit.”

**NEW PATIENT** (See Outpatient Management Coding Grid)

- Provide complete documentation elements as best you can: History (HPI, ROS, PFSH) – EXAM – MDM
- EXAM elements may have limited opportunities
  - Only Levels 1-2 can be supported with minimal exam
- **TIME:** To support Levels 3 – 5, you may need to include time spent to meet the appropriate level (based on MDM)

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 minutes</td>
<td>20 minutes</td>
<td>30 minutes</td>
<td>45 minutes</td>
<td>60 minutes</td>
</tr>
</tbody>
</table>

  - “I spent XX minutes in this telehome visit.”

Questions: Laurie.Beckstrom@hsc.utah.edu | Director Clinical Revenue Integrity
Emily.Hardy@hsc.utah.edu | Informatics Nurse
CLINIC: OFFICE VISIT (FACE-TO-FACE)
Established Patient or New Patient

PROVIDER DOCUMENTATION

- **Note Type/Note Template:** Office Visit Notes – same as current clinic visit documentation.
- **Documentation:**
  - **Elements:** History (HPI, ROS, PFSF) – Exam – MDM
  - **Time:** *We discourage including time for clinic visit documentation.*
    - Including TIME often leads to downcoding; time always trumps elements