

Best practices process steps for delivering Telemental Health services:

- *Originating Site is a controlled location (example: clinic)*

The outline below provides the recommended behavioral clinic service process for Telemental Health from both the originating site (location where the member is located at time of service) and distant site (location where the provider is located at time of service). The outlined process may require modification to meet site or clinician-specific care coordination needs.

Originating Site (*location where member is located at time of service*)

- Pre-Visit
 - Check web camera is working correctly
 - Verify audio and video connection is established with distant site
 - Send most current medication list to distant site
 - Send current patient information sheet to distant site
 - Send latest dictated clinical notes and admission History and Physical plus labs to distant site
- Patient check-in – identify patient
 - Collect
 - ✓ Update PCP information
 - ✓ Last time seen by doctor
 - ✓ Current medication list / strength, dose, delivery method, frequency
 - ✓ Check to see if medication refills are needed
 - ✓ Chief complaint / pain level
 - ✓ Update face sheet information
 - ✓ Complete consent process (written or verbal, based on state requirements)
- Visit
 - Disclose to the patient all people in attendance on and off camera at the distant site
 - Present patient to distant site as directed by distant site provider
- Post-visit
 - Distant site and Originating site agree on receiving the clinical note for the encounter

- Conduct chart review with distant site provider or nurse
- Process orders (prescriptions) as directed by distant site provider
- Reschedule follow-up visit
- Send updated face, vitals and consent form to distant site
- When allowed to bill for Originating Site Facility Fee (Q3014)
 - ✓ Complete billing

Distant Site (*location where provider is located at time of service*)

- Pre-Visit
 - Establish connection with originating site
 - Test far end camera control, ID (as applicable), as well as audio and video levels
 - Have member information available during session
 - Verify receipt of face sheet from originating site
 - Verify receipt of medication list
 - Verify receipt of last dictated notes

- Visit
 - Disclose to the patient all those who are present in the room (on and off camera)
 - Conduct session
 - Confirm how originating site will receive prescriptions (if applicable)
 - Confirm consent

- Post-visit
 - Conduct chart review with originating site
 - Complete evaluation/progress notes
 - Send final documents to clinic
 - Complete billing

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