**PSSR Telemedicine Position Statement:**

Premier Sports and Spine is open, however, due to the coronavirus pandemic, we are now offering and strongly encouraging telemedicine visits with your physician. While we are able to see you in-person in the office for severe pain, osteopathic manipulations, and interventional procedures, we are discouraging in-office visits whenever possible to reduce the risk of infection to you, to staff, to providers, and to other frail and immunocompromised patients.

Telemedicine is taking the place of an in-office visit and is covered by nearly all insurances. Your insurance will be billed as an office visit, and any normal copays will apply per your insurance company guidelines. You will need the ability to do a video conference call on an internet connected computer (with camera and microphone), iPad, smart tablet, or smart phone. We will need correct contact information, including cell phone number and email address, and you will be sent an invitation link for your telemedicine visit.

**Telemedicine FAQs:**

* Every patient, if possible
  + If patient insists on being seen despite your recommendation to avoid coming in, we will see in office only on specific days (see grid) and will be screened by the MA/provider
* Is covered by most insurances
  + Standard, and possibly waived, copays, depending on their insurance plan
  + We will follow each plan’s guidelines
  + Medicare will permit telephone only TM visits, but on for follow-ups
* Needs ability to do audio/video
  + iPad/tablet
  + Smartphones
  + Computer with camera, microphone, and speakers
* Patients will be emailed or texted an invitation link to go to your doctor’s “Virtual Waiting Room”
* CareSense will assist with medical data population
* Patients should be told TM visits will be limited to:
  + 10’ for FU/MC/IR (even though scheduled for 15’)
  + 20’ for NP/CN (even though scheduled for 30’)

**Schedule only Telemedicine visits for the following (no in-person visits unless approved by physician):**

* Med checks
* Non-narcotic medication refills
* Imaging rechecks and results FUPs
* Post-injection FUPs

**Schedulers:**

* All OV patients will be scheduled as TMs
* CN/NP = 30’
* FUP = 15’
* All clinical questions should be answered as a telemedicine visit
* TMs can be converted to in office visit with provider approval
  + NP/CN requires a minimum 2 day delay to verify insurances
  + Must message the physician’s MA to FYI a request for an in-person visit
* Please confirm
  + Ability to do a video conference call
    - No app download is necessary
  + Correct contact information and preferred invitation link contact method
    - Cell phone number
    - Email address

**Providers and MAs:**

* Will need to check their schedule multiple times a day
* Providers can also add in patients over lunch
* Should not expand hours unless full-full, which will then require increases in staffing hours

NO arthrograms

NO EMGs until June 1, 2020

* EMG patients should be added to a Waiting List

**In-Person Office Visits (OV):**

* Only if:
  + Patient insists on OV despite our effort to discourage OV for their safety and for the staff as well as other patients
    - Dr Hauser is the only physician requires physician approval to schedule OVs
  + Patient is in severe pain
  + Specifically requesting Osteopathic Manipulation
* Meet screening criteria
  + Verbal screening at the time of scheduling (on the phone)
  + Verbal screening at the time of the OV
  + Must include temperature check
* Only the patient is permitted in the Waiting Room.
  + Drivers and other companions must wait outside the clinic.
* Must maintain social distancing at all times, when able
* MA and/or Provider will call patient to reschedule and change to Telemedicine, if appropriate

**Telemedicine scheduling checklist:**

Either the scheduler or the pod PSR will coordinate the following within 24 hours of the visit. We all need to be aware the phone bank schedulers may be overloaded doing all the following:

1. Verify all insurances is active for telemedicine visits. Most insurances will pay for telemedicine (Medicare, Medicaid, IBC, Aetna, United, Cigna). For those insurances without TM coverage verification, the patient should be warned they may be responsible for the cost of the TM appointment. The cost is based upon their insurance plan, including deductibles.
2. At time of scheduling patients should be informed that it is helpful to have someone else available during the visit for the physical exam portion as I may need someone to video there walking or range of motion. If no one else is available, they should prepare a place to set up their phone where the doctors will be able to see you stand and walk.
3. Also suggest patients have a pen and paper available to take notes for the visit.
4. Verify they have a smartphone, tablet, iPad, or computer with a functioning camera, microphone, and speakers.

\*\* Document the preferred contact method in visit comments on Allscripts, but obtain both cell phone number and email.

1. At time of scheduling, please read the following verbatim to patient to get their consent:

***“Before we initiate the telemedicine visit we need your consent for the call, understanding that this is in place of an in-office visit and your insurance will be billed for an office visit. While many insurances are waiving any applicable copays, there is a possibility that you will be billed for a copay if your insurance requires. You may stop the telemedicine visit at any time. Due to the high volume of telemedicine calls, please expect this telemedicine visit to last [10’ for a FU or 20’ for NP/CN].”***

1. Inform patient that a Medical Assistant will be reaching out to them one or two days prior to their visit to test connectivity and get all of the necessary intake information. If you have an imaging report or other documents relevant to your area of injury, please have that copy ready. They will typically be contacted approximately 10 minutes prior to their TM visit to verify connectivity and wait for the doctor’s invite link.
2. For new patients: Instruct them into how to log into CareSense portal and upload documents (labs, imaging, surgery reports etc). Also instruct them on how to access the online patient profile where they can start filling out all the required information for the visit including details about their injury and past medical information and medications. If they do not have access to an internet-connected computer or smartphone to access CareSense, but they do have access to a fax, please fax them a copy of the intake form and all intake paperwork for them to complete and fax back in advance of the visit. They can also download these from the Premier website: www. premierortho.com > Patient Resources > Patient Forms.
3. For new patients: ask where they had there imaging done, get all imaging reports, EMGs or relevant medical records and scan into Allscripts as a document review.
4. For follow-ups: check whether there are any new imaging studies, EMG, or prior specialist office notes relevant to their injury. They can upload to CareSense or fax us a copy which will be scanned into Allscripts
5. Once all steps complete document in Allscripts comments “TM verified” along with preferred contact number or email address.