



athenaNet Telemedicine Setup

Suggested Setup Steps – see following pages for detailed instructions

- Using an email campaign in Athena, notify patients that you are conducting telehealth visits during the public health emergency (See attached sample email)
- Add a Telehealth appointment type
- Assign Telehealth appointment type to EXAM ONLY layout
- Add Telemedicine codes and fees to the fee schedule (if needed)
- Add 95 modifier to the procedure code modifier
- Add Telehealth verbal consent as clinical form (See attached sample PDF consent form)
- Add Telehealth athena patient portal e-signature form (optional)
- Enable expedited encounters feature (optional)

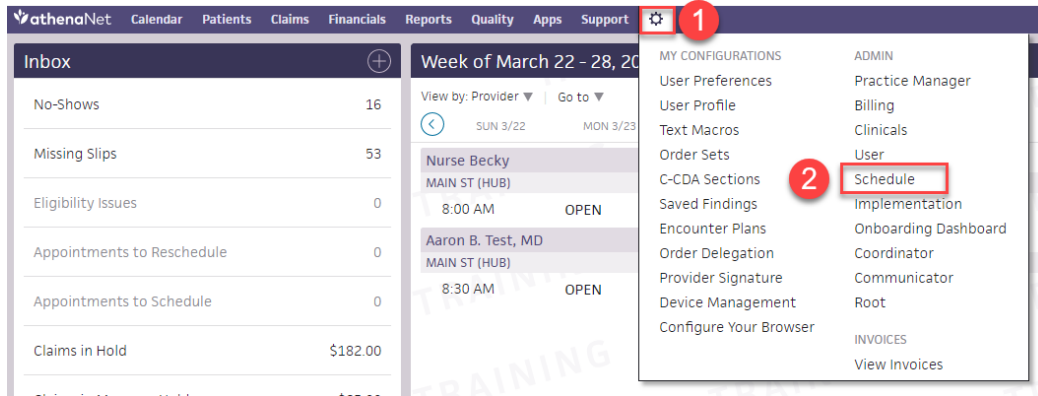
If you need assistance with the tasks, please contact EHR@mdvip.com

Visit the MDVIP resource center for the latest updates: mdvip.com/resources

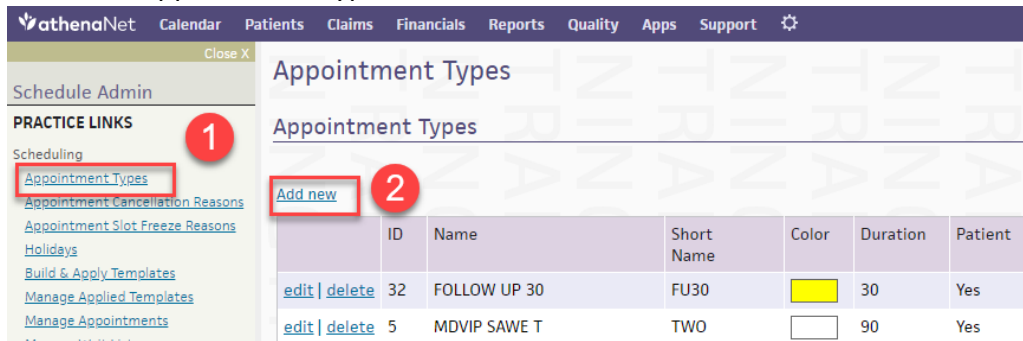
Adding a Telehealth Appointment Type:

Adding an appointment type will allow staff to differentiate between in-office and telemedicine appointments

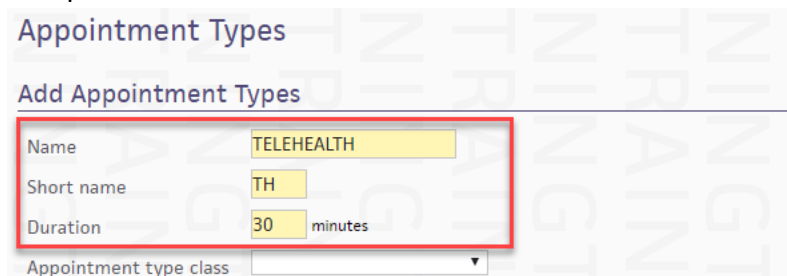
1. Go to Settings icon on the top of athenaNet and under “Admin” click on “Schedule”.



2. Next click Appointment Types the left-hand taskbar, then Add New:



3. Complete the YELLOW FIELDS which are REQUIRED.

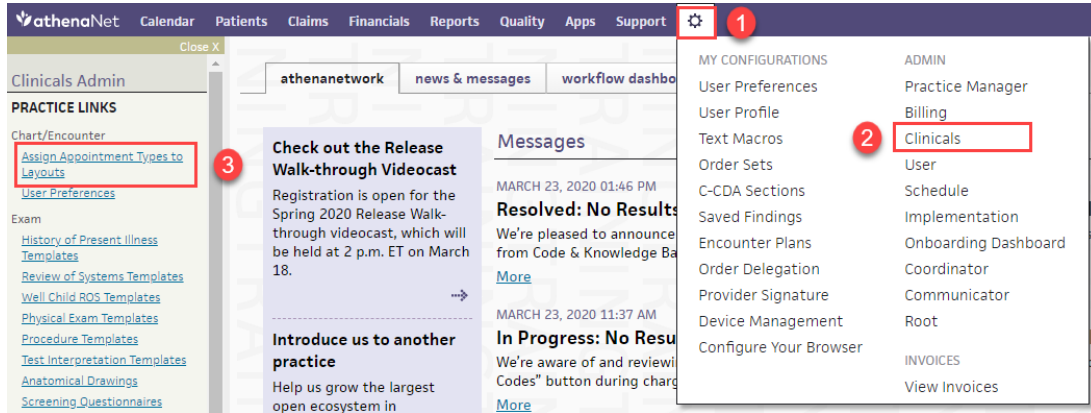


- a. Name the appointment type, eg, "Telehealth"
 - b. Give the appointment a short name, eg, "TH"
 - c. Set the appointment duration - this should typically be the same as your regular appointments or at least divisible to avoid scheduling issues.
 - d. Leave remaining fields as they are.
4. Click Save.

Assigning Telehealth Appointment Type to EXAM ONLY Layout

This makes your new Telehealth appointment type EXAM ONLY skipping the INTAKE stage.

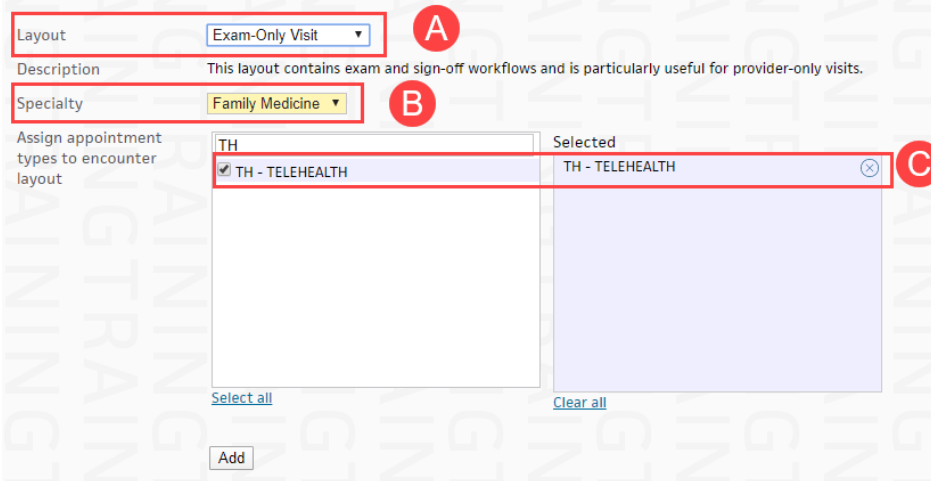
1. Go to Settings icon on the top of athenaNet and under “Admin” click on “Clinicals” then click “Assign Appointment Types to Layouts” in the left-hand taskbar:



2. Select options for Layout, Specialty, and Appointment Type fields.

Assign Appointment Types to Layouts

To select additional Streamlined layouts to map to appointment types, indicate the specialty, select the layout name from the Layout drop down menu then check off the appointment types that should map to that layout. If it's necessary to update a Classic encounter layout to appointment type mapping, click the update link next to the layout name.



- a. Layout— Select an EXAM-ONLY VISIT from the menu.
 - b. Specialty— Select your specialty.
 - c. Appointment Type— Choose your TELEHEALTH appointment type
3. Click Add.

Adding Telemedicine Codes to the Fee Schedule

Ensure that your fee schedule has been updated with telemedicine codes and fees.

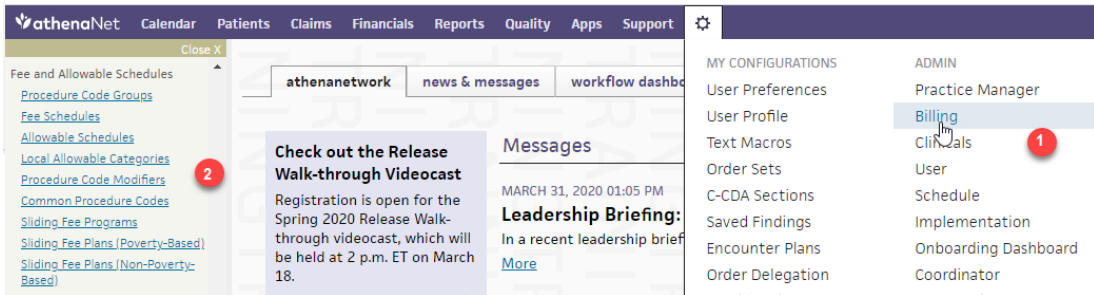
Please see the Telemedicine Guidance reference sheet provided separately for Medicare guidelines. Remember, Medicare telehealth visits use the standard E&Ms so no new codes are needed. Contact commercial payers for their specific guidelines.

See the O-Help article for adding codes to the [Fee Schedule](#).

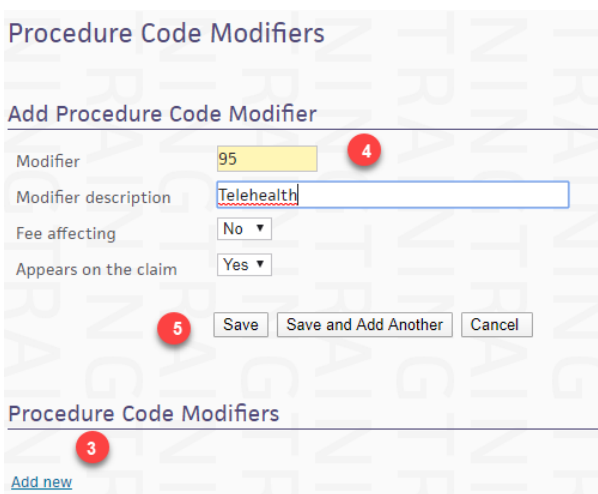
Add Modifier 95 to Procedure Code Modifier

The modifier will need to be added to the procedure code modifier.

1. Go to Settings icon on the top of athenaNet and under “Admin” click on Billing.
2. Select Procedure Code Modifiers under Fee and Allowable Schedules.



3. Click Add New
4. Enter the 95 Modifier
5. Save



The procedure code will now be available to enter on the billing slip.

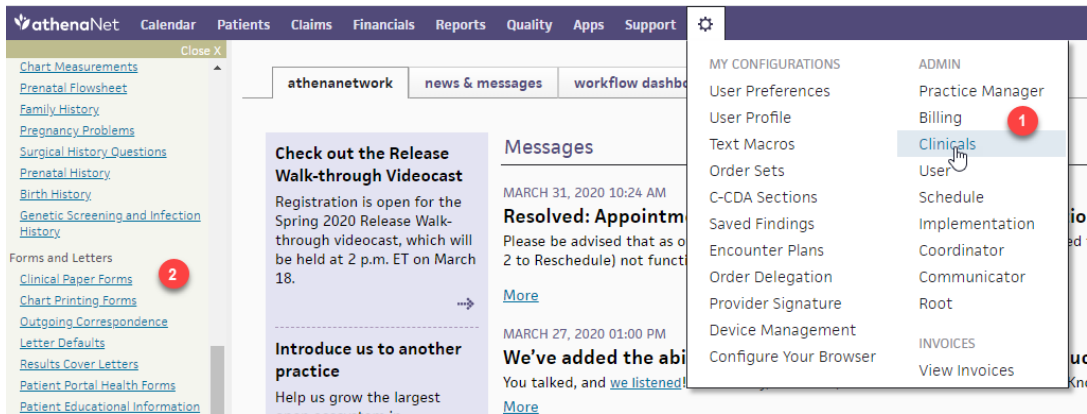


Add PDF Consent Form as Clinical Form

The Telehealth consent form can be added to clinical forms as a pdf. This will enable you to print the form to a pdf with the patient’s name, DOB, date and verbal consent checked. Once you print the pdf - save to your desktop, then upload the consent form into the patient’s chart.

To get started, save the ‘Consent to Virtual Treatment’ form to your desktop. Then perform these steps:

1. Navigate to the gear/Admin/Clinicals.
2. In the task bar, under practice links- Forms and Letters, click Clinical Paper Forms.
3. Click Add Forms



Add form displays

Add Form

Form Attributes

1 Name

Department All Selected **2**

Effective date

Expiration date

Ordering

View on Patient Portal

Type of paper form **3**

- HTML barcoded or non-barcoded
- PDF non-barcoded only
- PNG will be barcoded by default
- BAR Dymo barcode label for document management
- Specimen Label Dymo label for lab specimens

Important: If you upload a new document, the document it replaces will be removed from athenaNet.

Info for order type

Document class **4**

Used for barcodes or forms with barcodes

Make form a letter template

Letter category

Form requires **5**

Note

Label

Form Content

File(s) **6** No file chosen

7

Complete the following:

1. Name – Enter Telehealth Consent
2. Department – select All.
3. Type of Paper Form – Select PDF.
4. Select the Document Class – Admin- Consent.
5. Form Requires – Select Patient.
6. Choose File – Upload the pdf consent from your desktop.
7. Click Add to save the clinical form.

The form can now be printed from the print forms in either quickview or the patient action tab (hamburger).



Optional: Add Consent Form to Patient Portal Forms for Digital Signature

The Telehealth consent form can be added to clinical forms as an HTML form. This will enable you to also offer an electronic signature version of the form on the patient portal. The form can be viewed on the patient portal or from print forms (chart or quickview). If printed from print forms – save as pdf and upload to the patient chart. Contact EHR@mdvip.com for assistance creating this version.

Optional: Expedited Encounters

With Expedited Encounters, the physician working outside the office or without support staff can create appointments and encounters directly from the patient chart. The first time the patient is encountered, they will need to be checked in to fill in the relevant fields. Any subsequent visits will bypass the check-in stage.

With the deferred insurance feature, the physician can defer collection of the insurance information until after the visit is completed. The appointments would appear in the missing insurance worklist.

The feature can be enabled by creating a CSC case and request to enable Expedited Encounters and deferred Insurance feature (athenaCollector users only).