

Penn Medicine OnDemand Provider Workflow (Last Updated 12/1/2020)

Impacted Users: Providers conducting Penn Medicine OnDemand (PMOD) Virtual Visits

The purpose of this guide is to help providers conduct a Penn Medicine OnDemand Virtual Visit.

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Logging in/Getting Started

1. Log-in to **Department PENN MEDICINE ONDEMAND [1151]**

Selecting a Patient

You will be working from the **PENN MEDICINE ONDEMAND** main schedule. To select your patient:

1. Right-click the patient from the **Multiprovider Schedule** and choose "Change provider to me". Please only "change provider to me" when ready to have a visit with the patient.

20	COVI... PMOD SCR...	PROVIDER, ONDEMA	CDC rec // has had possible
20	OND... PENN EMP...	PROVID ONDEMA	
20	COVI... PMOD	PROVIDI	

Add me to Visit Treatment Team

Change provider to me

Change this appointment's provider
(Ctrl+Alt+G Ctrl+Alt+M)



*****CRITICAL – PLEASE READ!***:** This **CANNOT** be done **greater than 20 minutes** prior to the appointment start time. Otherwise, an *additional slot will open up for patients to sign up for an appointment*. Similarly, **DO NOT** open the patient's chart to do any pre-charting until the **20-minute mark** before the appointment. To be safe we **recommend not going into the chart until 19 minutes before the appointment.**

COVID19 Screening Visit

Reviewing the Chart/Documentation

1. When ready, double-click to open the patient's chart. You will be taken to the **Visit Navigator**. Some important things to keep in mind:
 - a. **Prepping for the Video Visit (if the patient had a RN visit)**
 - i. **COVID19 Phone+ FYI Flag** – some patients on the schedule have been evaluated by COVERS RNs to screen for COVID-like symptoms before their appointment, and have been scheduled with PMOD providers for further evaluation of their clinical severity. This does **not** mean the patient is COVID-19 confirmed +. If they are COVID-19 positive, that shows up in the **infection** flag.
 - ii. **Chart Review -> Encounters** - Review the nursing documentation from the Telephone call in Chart Review.
 - b. **Beginning the Video Visit**
 - i. When working at **PMOD Physical Location or have a Penn Medicine PC configured with Warp Drive:**
 1. **Visit Navigator -> Connect** – the PMOD department has a Visit Navigator. Begin the Video Visit from the **Connect** activity.
 2. You will enter a "virtual waiting room" if your patient has not yet arrived.

c. Note Template

- i. The speed button **COVID-19 MD/APRN/NP** includes the template for COVID PMOD visits. Click to initiate the note. The smartphrase name is **COVIDPREMDAPRNNP**.
- ii. The speed button **FCPROTOCOLS** can be used for non-COVID calls.
- iii. The speed button **COVTELEDOC** can be used to document time spent/type of encounter at the end of your note if using your own template

d. Visit Diagnoses

- i. [Click this link](#) for a full list Visit Diagnoses (must be on Penn Network or VPN)
- ii. Common Visit Diagnoses for these visits:
 1. For possible exposure to COVID-19 that is ***ruled out after evaluation***, assign code: Z03.818 (Encounter for observation for suspected exposure to other biological agents ruled out).
 2. If a patient presents with signs or symptoms ***without an established definitive diagnosis***, assign codes for each of the presenting signs and symptoms such as:
 - a. Cough (R05)
 - b. Shortness of breath (R06.02)
 - c. Fever, unspecified (R50.9)
 3. If a patient was ***exposed to someone with a confirmed case of COVID-19***, assign code: Z20.828 (Contact with and (suspected) exposure to other viral communicable diseases).

e. LOS/Billing

- i. Use the regular CPT code for return visit (e.g., 99213 or 99214) or new patient visit (e.g., 99202), **BUT YOU NEED TO ADD either the GT (for video) or the GTX (for telephone) modifiers in the LOS (level of service) part of the Wrap Up section in PennChart/Epic.**
- ii. See this video for instructions on how to do this: [Creating GT and GTX Modifier Speed Buttons](#)

f. Patient Instructions

- i. In the Visit Navigator – select **Pt. Instructions**. A speed button will display to select. The smartphrase name is **COVIDINSTRUCTIONS**.
- ii. The patients will be able to access these instructions via **myPennMedicine**.

g. Work Note

- i. In the Visit Navigator – select **Communications**.
- ii. For a general work note without testing, use the RTW General work letter. For information on other available templates, please refer to the “Connecting with a patient” section of the document.

Completing the Visit

1. **Some important things to note** should your patient require further intervention, including notifying the upcoming appointment provider(s).
 - a. **Penn Medicine OnDemand Number** – Should the patient need to call back, the number to give to PMOD is 215-615-2222
 - b. **Adding Infection Status**
 - i. If ordering a swab, add the **COVID-19 Rule Out** infection status from the **Infections** activity. Further instructions can be found below.
 - c. **Sending an In Basket (IB) Message**
 - i. Send an In Basket message to the patient's upcoming appointment provider(s). You are able to identify upcoming appointment(s) by performing the following:
 1. Click **Chart Review** -> **Encounters tab** -> **click the "Hide Visits"** checkbox to remove the filter -> look at the **Enc Provider column** for the name of the future provider(s)
 - ii. With your patient's chart still open, go to the In Basket and perform the following steps:
 1. Click **New Msg** to generate a Staff Message.
 2. Enter the provider(s) name(s).
 3. **Subject Line:** Type "**COVID-19 Pre-Appointment Screening**"
 4. Press **F3** to pull in the patient's name of the chart that's currently open.
 5. Enter the Smartphrase **COVIDPROVIDERCOMMUNICATION** to notify the upcoming appointment provider(s).
2. **Arranging Additional Services for the Patient**
 - a. **Directing a Patient to the ED**
 - i. [Google Maps Layer of All ED's and Urgent Care Centers](#). **Bookmark this!** Use for quick identification of ED/UCC (PA, Southern NJ, DE) for informing them of a patient you are sending for Covid-19 concerning exposure/symptom/travel AND clinical deterioration. Some of the Penn Medicine hospitals have been customized to include the charge nurse's phone number.
 - b. **Routing the Chart to a Pool Additional Services**

If your patient requires additional services from Home Health:

 - i. **Home Health** – For full details, refer to the Penn Medicine Home Health document found here: [Penn Medicine Home Health](#). To place a Consult to Home Health order, ensure the following:
 1. Please indicate clearly in the order that the patient has a positive COVID-19 test, a pending COVID-19 test, or high clinical suspicion for COVID-19

2. Home health and hospice referrals will be seen within 24-36 hours of referral; if patient cannot be seen within this time frame, the ordering clinician will be contacted
 3. Infusion referrals may require additional advanced notice if prior authorization is required
- c. **Enrolling the patient in COVID Watch** - COVID WATCH allows for home isolation of at-risk patients with the ability to remote monitor symptoms and escalate care when needed.
- i. **Detailed Overview of COVID Watch:** <https://covidwatch.waytohealth.org/>
 - ii. **Enrollment Instructions:** [Enrolling the Patient in COVID Watch](#)

Applying an Infection Status

To find the **Infections** activity:

1. Click More -> find **Infections** -> Click the star to add to your activity
2. Open the Infections activity. Click the hyperlink in the top right to open the window.

Place a COVID-19 Rule out when:

- 1) Placing an order and referring to a COVID testing site (Penn or non-Penn location)
- 2) Patient reports previously being referred to a COVID testing site prior to the PMOD encounter provider

Place a COVID confirmed status if:

- 1) You are calling the patient with a positive result
- 2) The patient is calling and reports they had tested positive from a non-Penn site.

Connecting with a Patient Regarding a COVID-19 Result/Completing a Work Note

If connecting with a patient regarding his/her results, such as if a call has been escalated to you from the RN, letter templates have been generated to provide a work note and offer guidance on isolation timeframes.

1. From the Visit Navigator – click **Communications**, and then click **New Communication**
2. Select the appropriate **return-to-work template** given the clinical scenario:
 - a. **RTW General** – no testing performed, but advising the patient to self-isolate.
 - b. **RTW Negative** – testing had been performed, negative result.
 - c. **RTW Positive** – testing had been performed, positive result.
 - d. **RTW Indeterminate** – testing had been performed, inconclusive.
3. Complete the contents of the letter and send to the patient's MPM account.

If the patient is **NEGATIVE**, resolve the **COVID-19 Rule Out** infection status from the **Infections** activity if it had previously been applied.

If the patient is **POSITIVE**, add the **COVID-19 Confirmed – patient level** infection status from the **Infections** activity.

PMOD Pools

In an effort to reduce messages coming back to individual providers/rotating providers, pools have been created to manage messages specific to PMOD.

PMOD Clinical Pool

- **Pool Manager** – Susan McGinley
- **Roles Monitoring** – Legacy/core NP Group and PMOD Doctor of the Day
- **Messages sent to this pool:**
 - COVID Watch escalation
 - Hotline incoming calls: paperwork requests, patients awaiting results, etc.

MPM PMOD Clinical Pool – this pool has been created so that MPM messages sent by the patient to the PMOD provider from his/her visit are routed to a centralized pool to be managed. If you receive a message from a patient after your PMOD visit, send to this pool.

- **Pool Manager** – Susan McGinley
- **Roles Monitoring** – Princeton RNs 7AM-7PM
- **Messages sent to this pool:** Patient Advice Request messages

Non-COVID19 Clinical Visit

Follow the same steps to log-in and select a patient, and connect with them virtually.

Documentation

For Non-COVID19 visits, your documentation would be very similar to a standard ambulatory visit. The Smartphrase note template often used in OnDemand is in the sidebar. The Smartphrase name is **FCPROTOCOLS**.

Please note, you may very well be evaluating patients for their COVID19 concerns in this usual template or your own personal template. If you want to use the **COVIDPREMDAPRNNP** templates, please feel free to do so.

Documenting Time Spent/Type of Communication

If using the **FCPROTOCOLS** or **COVIDPREMDAPRNNP** templates, the templates have **time spent** (chart prep, talking with patient, and documentation) and **type of communication** (telephone vs video visit) documentation components per our institutional guidelines for telemedicine.

We do ask that you use the **COVTELEDOC** smartphrase at the end of your note for documenting these components if using your own template.

Finally, please consider routing a COVID19 or non-COVID19 screening encounter to the patient's usual PCP to preserve continuity. This will hopefully be over soon.