

Penn Medicine OnDemand Provider Workflow (Last Updated 4/15/2020)

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	

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- ***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.

Encounter Type: S...	Allergies: No Known Allergies	FYI: View
Curr Loc: None	Code Status: Not on file	COVID19 Phone+: FYI
	Adv. Dir.: None	Infection: None

- 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. **Ordering a Swab:** If the patient meets testing criteria, perform the following:
 - i. Type “SARS” when searching for the order (you may need to click Database)
 - ii. Order name – SARS-COV-2-RNA-QUALITATIVE-REAL-TIME-RT-PCR
 1. Source? NP SWAB
 2. Status: Normal
 3. Patient Symptomatic? YES
 4. Resulting Agency: LabCorp
 - iii. You must have the patient **CALL THE LAB** when en route to the Penn Medicine testing site. The phone number is 267-414-2303.
 - iv. **TIP:** Select the **star** to add to your preference list.
 1. Change the Display Name to something you can easily remember
 2. Select the “Copy from Order” text in blue to pull in the Source and Patient Symptomatic fields so that you don’t need to select them each time.
 - v. Results of COVID swabs are managed centrally by Dermatology. More information can be found here: [COVID19 Result Documentation and Management Overview](#)
 1. Return to work notes can be complete by you (described below in this document). However, if the patient needs a letter faxed or mailed, you can send a message to P COVID-19 Results Management Pool. Dermatology can help with the faxing and mailing.
 - c. **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.
 - d. **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 Social Services or Home Health:

- i. **Social Services:** route the chart in LOS and Follow Up section to one of the following pools:
 1. P IMPaCT pool – use this pool to contact community workers who can call your patients, get to know them and provide tele-support. They can be a listening ear during a lonely time, help to arrange food delivery or utilities assistance, advocate with landlords, explain the changing rules for benefits, connect with community organizations and more.
 2. P COVID-19 Social Needs – use this pool to direct social work support to patients if there are safety concerns, patients are experiencing distress or have social support needs such as food, transportation, medications, loss of health insurance or unemployment benefits.
 - ii. **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.