Primary Care Telehealth Improvement Pilot

Purpose: To optimize the telehealth care model by shifting support from consenting and verbally asking questions to supporting patients in getting connected to care.

2 days ahead of the visit:

TSS	
Makes sure patient has email	
If patient does not have email: Help patient create one.	
Obtains lasting consent for telehealth and documents in patient info screen.	
Sends Webex CODE	
Send CHADIS questionnaires and support patient to complete them.	

1 days ahead of visit:

TSS	
Resend webex CODE to pt/apt reminder	
If CHADIS was not done, send text link.	
Call patient and remind them to complete Chadis	

Day of visit:

TSS	
Use Webex Teams and Webex Meeting to communicate with each other	Assists in the Webex as needed with closing apt, transmitting labs, giving instructions and making f/u apts.
Pre-Charting-Relevant	
Meet for huddle on Webex Meetings	
Follows up on any issues above and completes process with same day visits.(Connectivity, Chadis)	
Data enters CHADIS	