Conducting a Telehealth Visit in eCW 11

The interface of eCW with the Healow app got much easier in April, 2020. This is especially true from the patient's perspective. The requirement for a Healow account and a portal account created a significant impediment to carrying out televisits from within eCW – so many providers chose to use the Doxy.me platform instead. With the recent changes, the patient does not need a Healow account – the patient just clicks on a link in a text or email, and they are in. These televisits from within eCW are as easy to conduct as from Doxy.me – with the added benefit of being able to upload questionnaires and photos taken during the visit into the eCW note with one click.

The workflow for making a televisit appointment is unchanged.

In the screenshot to the right – from the eCW 11 Resource Schedule appointment screen – use your usual office facility, but change the visit type to “TeleVisit” (using this visit type will tell eCW to automatically send the patient an email or text invitation to the visit).

For offices using eCW 11e, the screenshot to the left shows an example of an audio plus video televisit appointment screen.

The Healow Agent is still required when using eCW 11. This must be installed on a Prima CARE laptop by IT. As before, eCW 11e does NOT require Healow or any other additional software – I prefer using 11e for televisits.

The good news with the eCW update is that the patient does NOT require the Healow app for the televisit.
The televisit progress note looks just like a normal face-to-face office visit progress note – except it is identified as a Televisit in the right panel as shown here.

When the patient taps the “Start TeleVisit” button his/her phone or clicks on it on a desktop or laptop computer, the screen shown to the right pops at the bottom of the progress note. The provider just clicks on this popup screen, or on the “TELEVISIT” icon shown above (surrounded by a lime green rectangle), screen shown below opens. The patient can sign in up to 15 minutes prior to the appointment time.

Click on the “Start TeleVisit” icon. Questionnaires are specific to the provider (contact Ernst or MJ to set up your own personal questionnaire for patients). The patient is not required to complete the pre-visit questionnaire. Vital signs are also optional. But completing these prior to the visit is definitely helpful.

You will probably see a permission screen like the one shown to the left – click the yes option.

Note that the patient also has to allow access to their microphone and camera. The patient also has to accept a consent form that pops up during the set up process for the televisit.
A YouTube video (at https://m.youtube.com/watch?v=HFrR3D2BMaQ) explains the login process for the patient. There are 3 methods.

Method #1: The simplest. Click the email link or text link. The patient then has to consent to the visit, and then the questionnaire and vital sign pages appear. The patient is not required to fill these out – they can be bypassed easily.

Method #2: Using the Healow app. There is a pdf on the eCW Resource page explaining this process as well (visit www.drkney.com/ecw/ecw.php)

Method #3: From the Prima CARE health portal.

I suspect most patients are going to use the simplest method (method #1), and that is certainly what I would encourage them to do.
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The Vitals and Questionnaire are seen at the bottom of the televisit screen (both before, as shown here, as well as during the televisit).

Both the VS and Questionnaire data are imported into Patient Documents.

The Questionnaire responses can be uploaded right into the ROS of the note as well – very nice!

Again – the questionnaire can be personalized to each provider. Contact Ernst or MJ if you want something other than the default questionnaire sent to your patients.
Once the televisit opens, the screen shown to the left appears in the upper right corner of eCW.

Both the provider and the patient have the option of muting the microphone...

...or cutting the video stream.

Clicking on the camera takes a photo of the patient's entire screen.
Clicking on the camera icon with the “+” allows the provider to select a portion of the screen to capture – as demonstrated in the second photo in this screenshot below. Clicking on the upload button (yellow square, bottom right) with the second picture in the side panel selected adds that picture to the progress note.
For patients who are having trouble hearing you (or you are having trouble hearing them), there is a chat option.

To exit the chat option, click on the vital sign or questionnaire icon.

To end the call, click on the red handset.
If you end the call by mistake, click on the “TELEVISIT” icon to restart it.

During the televisit, the screen can be hidden by clicking the minimize button.

To maximize the televisit screen, click on the “+” shown in the screenshot to the left.

When billing a televisit, choose the appropriate E&M code that reflects the complexity of the visit, AND add the CPT code “TELVT” - this informs the billing staff that this is a televisit (and the place of service will be corrected to reflect that).
Consent and Other Documentation

All televisits require documentation of consent from the patient to conduct the visit. Consent using the Healow/eCW platform is obtained from the patient during the sign in process.

Prima CARE has added 2 keyword shortcuts to the chief complaint and HPI of eCW for audio only televisits and for Doxy.me televisits:

- **Phone**: "This encounter is being provided at the patient's request and with their consent, using audio only in a phone call. Documentation and billing utilize eClinicalWorks."

- **Doxy**: "This encounter is being provided at the patient's request and with their consent, using audio-visual telemedicine technology of Doxy.me. Documentation and billing utilize eClinicalWorks."

Please make sure to add one of these statements to EVERY televisit note. If you are using Facetime, Skype, or Doximity Video, change the “Doxy.me” in the “Doxy” text to the name of one of those platforms.

In addition to documenting that consent was obtained, you must document WHO obtained the consent.
Add this documentation to every visit:

- Telehealth modality used during the visit (Doxy.me, Healow, Facetime, Skype, Doximity Video)
- Location of patient
- Location of provider
- Consent for the visit, as well as documentation of who obtained consent (the “Doxy” and “Phone” keywords in eCW provide a generic consent statement – simply add “Consent obtained by [Prima CARE staff member]”)
- Names of others people present with the patient (if applicable)

Brad Kney, MD
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