Telehealth care delivery outpatient (Focus on Zipnosis and QS)

Patients (new and existing) engage with COVID19 free screener on websites

Patient (new and existing) seek care for low acuity symptoms (UTI, Skin rash etc.) on an on-demand / urgent basis (in next 1 hour) and cannot wait for an appointment with their PCP.

Patients who are referred out for on-demand are offered scheduled video visits, FURI clinics, urgent care, ER etc.

Patient provided care options (Shelter at home or in-person care) for COVID-19. Prescriptions and virtual care as appropriate for other conditions. Patient / Provider interaction can be asynchronous, step-up to phone, step-up to video, or direct to video. Virtual visit fulfilled by a provider pool.

Patients (new and existing) create an account in Zipnosis (Protocols vary by RHM). Triage Chatbot (new and existing) encounters to on-demand video and scheduled video

Pt receives invite for visit, enters Telehealth session with Provider

Patients (new and existing) seek care for COVID-19 and other clinical conditions on a scheduled basis (not on demand).

Scheduled video visits offered on RHM websites via appointment scheduling

Scheduled video visits offered on RHM websites via appointment request where direct appointment scheduling is not offered. Patient fills out a form.

Scheduled video visits offered on RHM websites via appointment request by calling a phone number

Video visit appointment is directly scheduled within the EMR

Login to QliqSoft at the scheduled appointment time and click “Start Conversation”. Enter Pt info from EMR and click “Start Conversation”

Enter Pt Phone # click “Start Conversation”

Telehealth provider workflow for P

Registrar or RHM call center helps to schedule an appointment with the patient

Performs Registration in EMR verifying demographics, insurance, consents, etc.

Schedule patient with provider ***Appt Type of “VIDEO Visit/Telehealth Visit”

Questions/Updates to this process map please contact Asha Tiwary (tiwarya@trinity-health.org)


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• All RHMs offer COVID-19 on their website. Most use Zipnosis. Some RHMs offer extended clinical protocol coverage.
• Chatbot to direct traffic to consumer on-demand and consumer scheduled telehealth.

• For COVID-19 pandemic speed, choose the quickest path of implementation.
• 2a: The best UX is provided by direct appointment book. Most RHMs offer online appointment scheduling (EMR, Pokitdok, Everseat, Inquicker). Work with MGPS initiated for appointment types that can be fulfilled by a video visit.
• 2b: Manual process: Appointment request by patient filling out a form.
• 2c: Manual process: Appointment request by patient calling a RHM call center or a phone number published on the RHM website.
• When a RHM is using a manual process for telehealth treatment, appropriate checks for regulatory and licensure should be followed.

Chatbot performs virtual triage: Based on consumer interaction, chatbot triages consumer

Consumer triaged to on-demand virtual visit on the RHM website

Consumer triaged to scheduled virtual visit on the RHM website

Zipnosis in most RHMs / e-visit in Boise / ? EPIC in MI / ? In Loyola / ? Iowa / ? Mid Atlantic / ? In GA

QS in most RHM / Zoom in FL / EPIC in MI and Loyola / TBD others

• KPI for Chatbot is measured by increased utilization of telehealth.
• Open question: User experience and placement of chatbot in appropriate website to fulfill the business requirement and KPI listed above
ZIPNOSIS/QliqSoft/Telephone Telehealth – Registration/Coding/Billing DETAILED Workflow

**PATIENT**
- Patient enters Zipnosis portal
- Patient enters demographics & creates Zipnosis Acct
- Patient completes Zipnosis protocol
- Patient calls to schedule/re-schedule appt.
- Registrar makes outbound call to schedule/re-schedule Phone or Video visit

**PROVIDER**
- Provider reviews Zipnosis completed protocol
- Does Pt. require Phone/Video visit?
  - NO: Provider communicates clinical determination to Pt.
  - YES: Utilize procedure within Zipnosis to initiate contact with Pt.
- Visit via Phone or Video?
  - PHONE: Call Pt via Telephone
  - VIDEO: Login to QliqSoft and click "Start Conversation". Enter Pt info from EMR and click "Start Conversation"
- Will pt accept PHONE visit?
  - NO: Call Pt via Telephone
  - YES: Enter Pt Phone # click "Start Conversation"
- Will pt accept VIDEO visit?
  - NO: Call Pt via Telephone
  - YES: Enter Pt Phone # click "Start Conversation"
- Complete documentation within Zipnosis

**REGISTRAR**
- Perform Registration in HOME EMR verifying demographics, insurance, consents, etc.
- Schedule patient with provider **Appt Type of "TeleVideo" or "Telephone" Visit
- Has the patient been Reg’d?
  - YES: Call the patient & perform registration
  - NO: Will pt accept PHONE visit?
  - NO: Refer to Clinic
  - YES: Will pt accept VIDEO visit?
  - NO: Refer to Clinic
  - YES: Call the patient & perform registration

**CODING/CHRG ENTRY**
- Scan note into EMR
- Review notes, Establish Level, Enter Charges, Bill Claim
- Is note in EMR?
  - NO: Complete Charge Ticket or Write down Pt Name & DOB
  - YES: Complete documentation within Zipnosis

Questions/Updates to this process map please contact Bill Lucyshyn (william.lucyshyn@trinity-health.org)
1. Page 4 of “MGPS Telehealth Guidelines”. Section “a” under Section 2 “Zipnosis Process”

2. Page 5 of “MGPS Telehealth Guidelines”. Section “c” under Section 2 “Zipnosis Process”

3. Page 2 of “MGPS Telehealth Guidelines”. Section “1” “Patient Scheduling and Registration”

4. Page 2 of “MGPS Telehealth Guidelines”. Section “b”, sub-section “iii” within Section “1” “Patient Scheduling and Registration”

5. Page 9 of “MGPS Telehealth Guidelines”. Section “5” “Documentation Requirements”

6. Page 5 of “MGPS Telehealth Guidelines”. Section “b” under Section 3 “Billing for Telemedicine Services”

7. Page 6 of “MGPS Telehealth Guidelines”. Section “c” under Section 3 “Billing for Telemedicine Services”