PATIENT

1. Patient enters Zipnosis portal
2. Patient completes Zipnosis protocol
3. Patient calls to schedule/re-schedule appointment

REGISTRAR

3. Registrar makes outbound call to schedule/re-schedule phone or video visit
4. Will pt accept video visit?
   - Yes: Schedule patient with provider **Appt Type of "VIDEO Visit/Telehealth Visit"
   - No: Refer to clinic
5. Will pt accept phone visit?
   - Yes: Perform registration in HOME EMR verifying demographics, insurance, consents, etc.
   - No: Refer to clinic

PROVIDER

1. Provider reviews Zipnosis completed protocol
2. Does Pt require phone/video visit?
   - Yes: Utilize procedure within Zipnosis to initiate contact with Pt.
   - No: Provider communicates clinical determination to Pt
3. Complete documentation within Zipnosis
4. Call Pt via Telephone
5. Login to QliqSoft and click "Start Conversation". Enter Pt info from EMR and click "Start Conversation"
6. Enter Pt Phone # click "Start Conversation"
7. Complete Charge Ticket or Write down Pt Name & DOB

CODING/CHRG. ENTRY

1. Review notes, establish level, enter charges, bill claim
2. Is note in EMR?
   - Yes: Scan note into EMR
   - No: Provider documents in EMR
3. Collect charge tickets or Run report of completed visits out of Zipnosis

Areas in Yellow are new steps as of 4/2/2020

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1. Page 4 of “MGPS Telehealth Guidelines”. **Section “a”** under Section 2 “Zipnosis Process”

2. Page 4 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 5 of “MGPS Telehealth Guidelines”. **Section “c”** under Section 3 “Billing for Telemedicine Services”