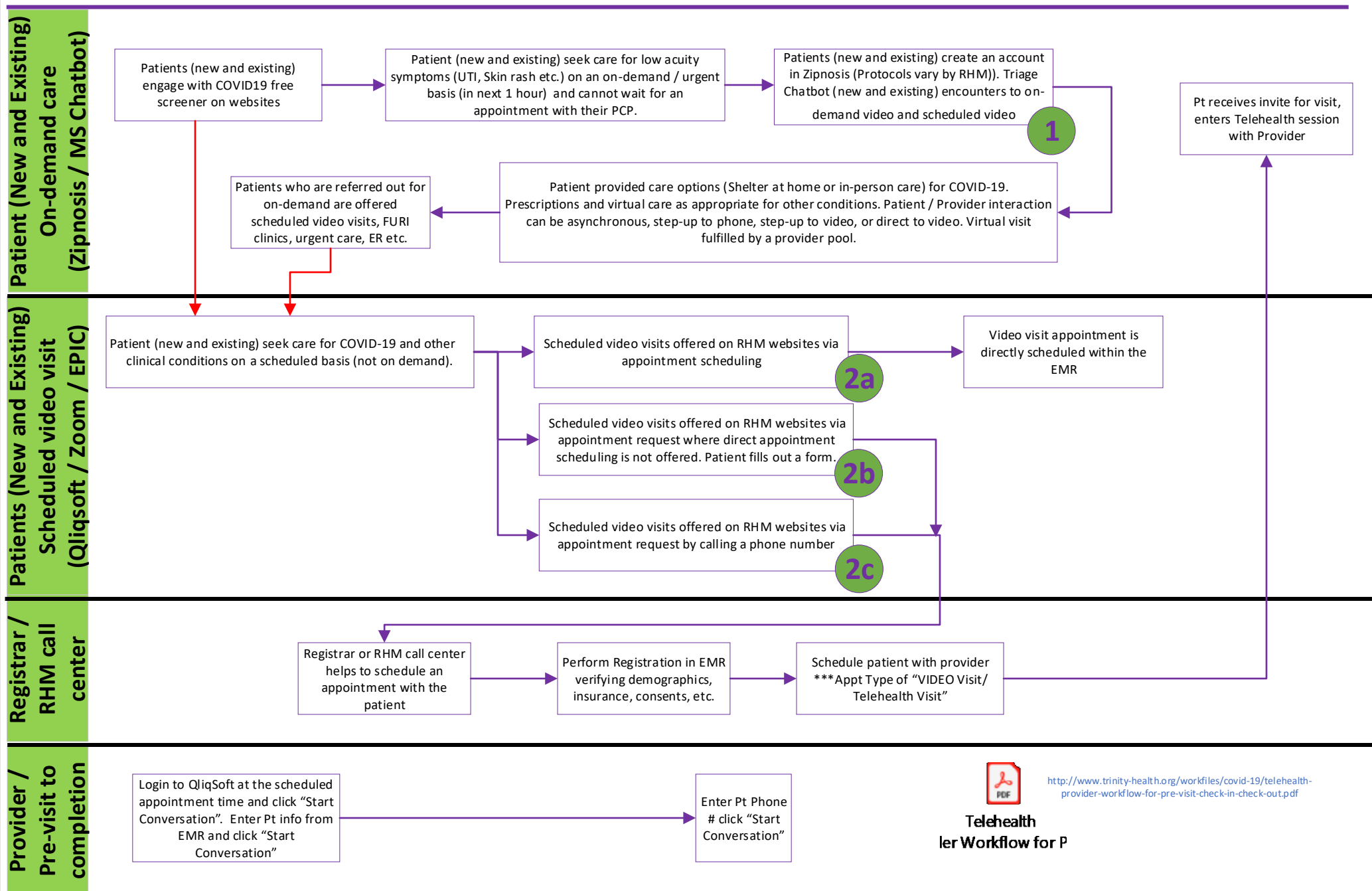


Telehealth care delivery outpatient (Focus on Zipnosis and QS)

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

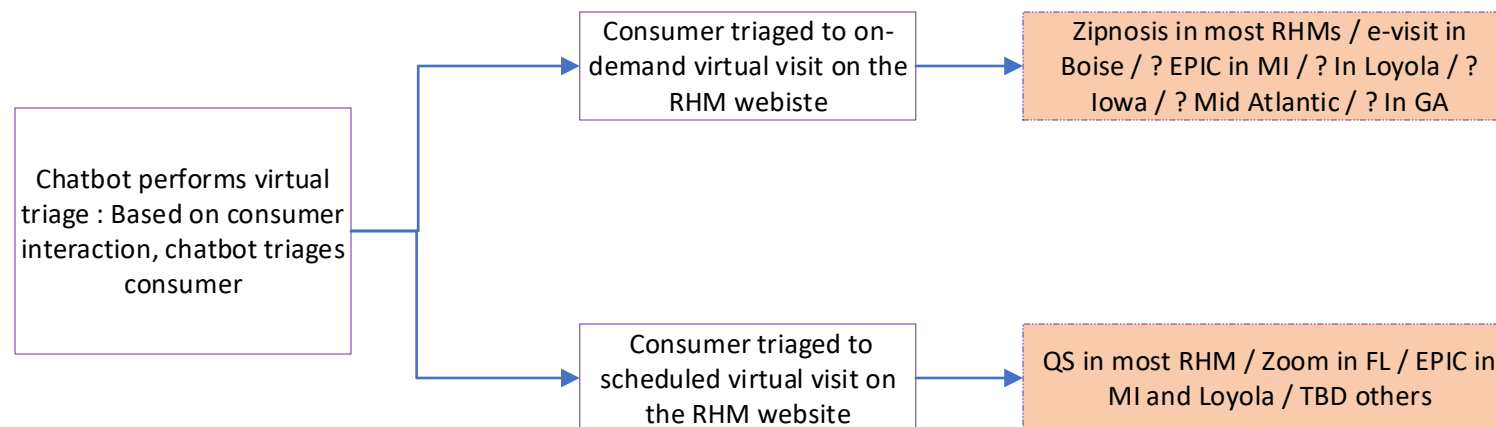


1

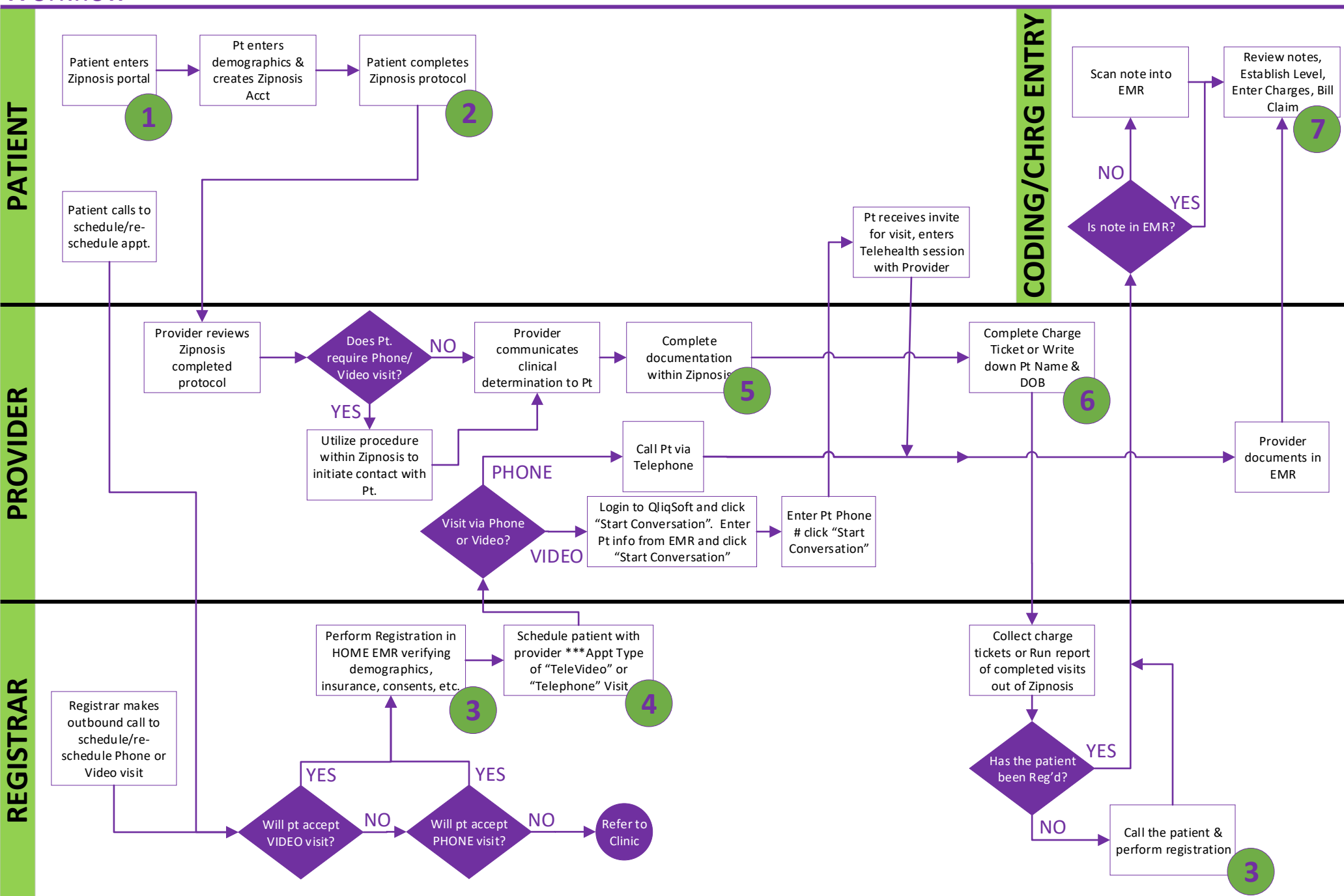
- All RHM's offer COVID-19 on their website. Most use Zipnosis. Some RHM's offer extended clinical protocol coverage.
- Chatbot to direct traffic to consumer on-demand and consumer scheduled telehealth.

2

- For COVID-19 pandemic speed, choose the quickest path of implementation.
- **2a:** The best UX is provided by direct appointment book. Most RHM's 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.



- 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



- 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”