From the Office of Health Informatics

Mayo CommunityWorks Provider Telehealth Visit

June 30, 2025

On the day of the scheduled "virtual" appointment, the provider will follow the recommended workflow for "seeing" the patient, selecting the correct E&M Charge, and creating an office note. This will ensure that the appointment will flow smoothly for the patient and for the entire staff. Following this recommended workflow will ensure that documentation is complete and the charges will drop appropriately.

Need Help?

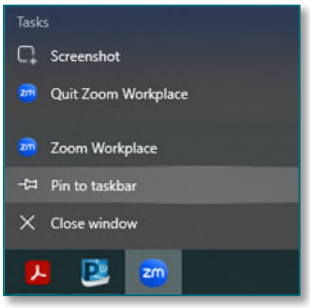
For questions regarding process and/or policies, please contact department's subject matter expert (SME). For any other questions please place ticket to Mayo Health Informatics or call (207) 973-7728 to have them place the ticket. The initial ID will be given by the Helpdesk, and additional help setting up will be done by Mayo Health Informatics.

Prior to Using Zoom

To ensure that the Telehealth visit goes smoothly, here are some important information and recommendations:

- **Zoom is HIPAA compliant. Use of other electronic video methods is prohibited.**
- **Set up the camera ahead of time for quality. Ensure that the webcam is not covered.**
- **Remember to look into the camera for eye contact with the patient so they know you are listening.**
- **The camera will allow the ability to zoom in for more details within the video feed.**

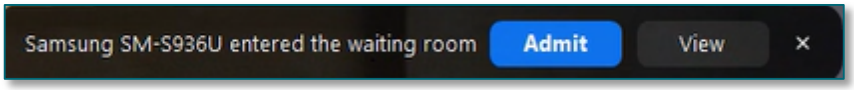
Setting up Zoom Workplace



Once Zoom Workplace ID is received from the Helpdesk, distribute to staff who may need so they can send out the meeting invites to the patients:

- **Download** the Zoom Workplace app, right-click and **Pin to Taskbar**.
- Select **New Meeting** icon to start the meeting with patient. 
- To start the visit, join as the host.

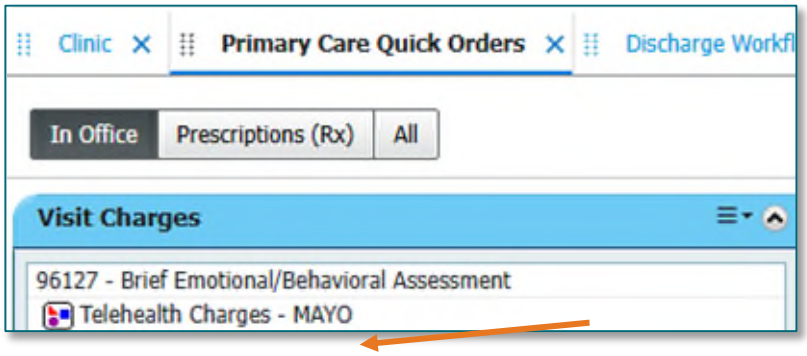
NOTE: **It does take 30-60 seconds for patient to appear – hit "Admit" button for patient to come into the room.**



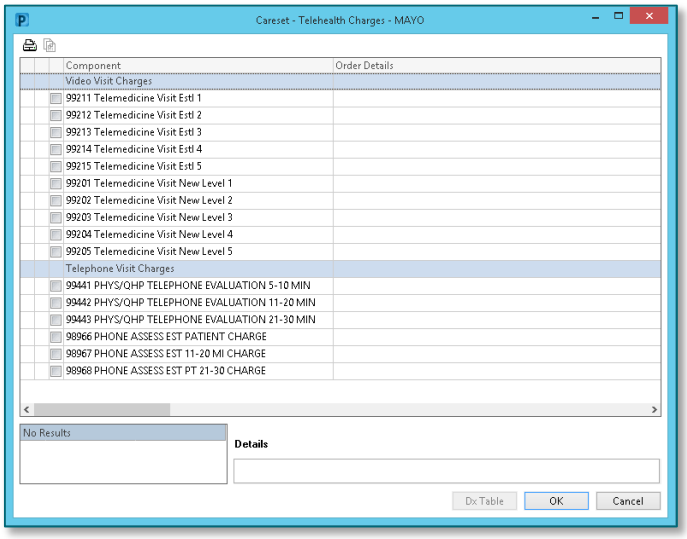
Telehealth Visit

The recommended documentation workflow for telemedicine visits follows the in-person visit workflow. Using the same tools such as the Ambulatory Organizer and the Clinic MPage will ensure that the right FIN is selected.

- **E&M Charges on Primary Care Quick Order MPages**



  - These E&M charges are found in a Care Set labeled **Telehealth Charges - MAYO**.
  - The charges are divided into two types: Video Visit and Telephone Visit.
  - Select the appropriate charge, then click **OK** to put the charges into the "cart" for signing in the normal way.
  - The codes are currently available for physician, physician assistant, and nurse practitioner visits.



NOTE: **If performing a telephone visit, please use the appropriate Telephone Visit E&M order.**

Documentation Requirements

Use the Office Visit template. In order for coding teams to assist in capturing the appropriate charges, use the following Cerner auto text: **.telehealth** in the History of Present Illness component. The auto text can be shared from the user COVID-19 via the Auto Text Sharing Utility in PowerChart. The auto text is also available in Dragon using the phrase, "insert telehealth." The auto text will include the following:

- **Informed Consent: This needs to be added to every telehealth visit to meet billing requirements which will state the following:**
  - This is a telehealth visit with the patient located in their residence. Provider informed patient of the benefits and risks of telehealth, including the risk that personal information could be exposed during telehealth visits or that technical problems or the type of health problem being treated could result in the transmission of information that is not adequate for medical decision making. Provider informed patient that this visit will be documented in the patient's medical record. Patient understands they have the right to verify the identity of their telehealth provider. Patient understands they have the right to stop or refuse treatment at any time and request the same service in a face-to-face setting. Patient verbalized consent for this visit.
- **Intended Modality:** This will auto-populate to Telehealth.

- **Modality of Service Performed:** If the intended modality cannot be performed, use the dropdown and pick the appropriate sentence. This sentence will ensure that the visit will be coded as a telehealth visit – successful or not.
    - Successful video telehealth visit.
    - Visit completed by telephone as video link not available.
- **Complete Documentation in typical SOAP** format to degree applicable.
- **Total Time of Visit**
- **Place Follow Up Order If Needed**
- **Conclusion of Visit**
    - Option #1: Print Ambulatory Patient Summary and mail to patient.
    - Option #2: Send Ambulatory Patient Summary using the patient portal.