Example Rural Patient Visit WorkFlow

**Schedule Patient (Rural Site)**
- Patient Identified as Telehealth Candidate
  - Rural site coordinator books appointment in EMR and sends scheduled visits to Nebraska Medicine 1-2 weeks prior to scheduled day in clinic along with any tests/pre-work
  - Rural site coordinator contacts patient to validate appointment time and to remind patient to arrive 15 minutes early to scheduled appointment

**Schedule Patient (Nebraska Medicine)**
- Nebraska Medicine Coordinator Schedules Appointments in EPIC using the “Telehealth Initial Visit” or “Telehealth Return Visit” Visit Type (GT modifier attached to encounter)
  - On the day of clinic, the Consulting Physician establishes/confirm video connection with Rural Clinic
  - Consulting Physician reviews the day’s appointments with Rural site Coordinator for accuracy and/or edits

**Registration (Rural Site)**
- Patient presents to Registration at Rural Clinic
  - Greet Patient
    - Rural Clinic registers patient. Gives patient med list and any other forms necessary for visit

**Rooming & Patient Visit (Rural Site)**
- Telehealth Coordinator physically rooms patient and completes the EMR rooming process
  - Tests and pre-work and vital signs are conducted and faxed to Nebraska Medicine Specialist (glucose logs, recent labs, recent images, med reconciliation, etc.)
  - Telehealth Coordinator enters vital signs into EMR; documents in rural EMR “Telehealth visit conducted by interactive video conference.” Adds the Q3014 code as an order so it drops the rural facility fee charge.
  - Telehealth Coordinator ensures video equipment is functioning before the appointment and initiates escalation procedure if not

**Specialist Visit (Nebraska Medicine)**
- Consulting Physician Reviews chart, labs and visit vital signs/assessment
  - Consulting Physician conducts visit, performs medication reconciliation, enters lab, imaging, consulting requisitions
  - Consulting Provider Documents “Telehealth visit conducted by interactive video conference” in progress note
  - Consulting Physician recommends need for follow up visit and time frame
  - Consulting Physician prints discharge AVS

**Check-Out (Rural Site)**
- Greet Patient
  - Give Printed AVS to patient after reviewing instructions and referrals. Rural site schedules follow-up visit using telehealth process from Boxes 1 and 2. Process orders for tests
  - END

**Telephone Numbers**
- Columbus
- Denison
- Geneva
- Hastings
- Scottsbluff

**Video Service Help Desk:**
- (402)559-8090
- M-TH 6:30-19:00
- F 6:30-17:00