**Purpose**

To establish consistency and efficiency in patient registration and check-in for telemedicine visits.

**Policy**

Patients are registered and checked in efficiently, and in a consistent manner that respects their privacy. The practice ensures that all patient demographic and insurance information is collected accurately and patient wait times are minimized.

**Procedure**

* When the patient presents online for check-in for an off-site telemedicine visit (e.g., patient is at home):
* The patient registers for the visit at least [NUMBER] minutes before the scheduled appointment time and follows the directions of the practice’s telemedicine platform.
* Staff enters patient demographics and insurance information and collects payment information.
* Staff “seat” the patient in a virtual waiting room while the provider prepares for the visit.
* Depending on the type of telemedicine being conducted, the medical assistant may initiate the encounter by gathering updated clinical information, including medication reconciliation, primary complaint, and condition status. When complete, the medical assistant turns the visit over to the provider.
* Alternatively, the provider may conduct the encounter from start to finish, if appropriate.
* When the patient presents physically for check-in at this practice (as the originating site) for a telemedicine visit with a distant-site provider:
* The patient waits in the reception area until staff escort him or her to the room in which the telemedicine visit will be conducted.
* Staff ensure the telemedicine room is set up properly, and that all equipment (including but not limited to cameras and sound controls) are on and working appropriately.
* Staff introduce the patient and distant-site provider. A staff member and/or the provider at this office (the originating site) may remain in the room for some or all of the telemedicine visit, if appropriate.
* Check-out for telemedicine visits:
* The provider rendering medical services completes encounter documentation and informs staff of next steps/follow-up once the visit has concluded.
	+ If determined necessary, the rendering service provider will send, via e-prescription, a prescription medication order to the patient’s pharmacy of choice.
	+ If determined necessary, the rendering provider will submit lab and radiology orders and patient is informed about next steps.
	+ If determined necessary, provide the patient with guidance on appropriate follow-up care;
	+ If determined necessary, and the patient consents, provide to the patient’s primary care physician a medical record or report of the patient’s condition and treatment.
* Staff ensure the patient is appropriately scheduled per the provider’s instructions.
* If payment was not processed at the beginning of the visit, staff process payment at check-out and provide the patient a system-generated receipt.
	+ The rendering service provider bills the patient for its services rendered.
	+ If the patient is located in a clinical facility during the telemedicine visit, that facility can submit a facility charge only.