



Summary

- **Scheduling** – Dual schedule in Zoom and in Epic. Email patient Zoom invite and link
- **Provider access** – Ambulatory Organizer Reason for Visit with Zoom session ID given by Clinic Staff
- **Patient access** – Email with Zoom Session ID given by Clinic staff
- **Documentation** – complete in Powerchart with same requirements as in-person

Scheduling Staff Workflow

Zoom Meeting Creation

1. Inform patient visit will be a video visit
2. Obtain patient / family e-mail to send Zoom link
 - **** IMPORTANT COMPLIANCE AND LEGAL STATEMENT ****
please attach the following statement to each Zoom email sent to the family:

For Patients and Families: By clicking the link below you are agreeing to an online virtual visit with your provider. You are also acknowledging that the security of the information exchanged cannot be guaranteed because there are potential risks that include technical difficulties, interruptions, security protections, and unauthorized access. You further understand that a virtual visit may reduce your provider's ability to do a complete exam, and may affect the assessment or diagnosis of your child's condition and treatment.

3. Schedule a unique zoom session for each visit and send to patient and physician
 - [Get Started with Zoom and Schedule Meetings](#)
 - *Optional:* [Use the Zoom Outlook Plugin](#)

EPIC Appointment

1. Schedule appointment in Epic with "Zoom Basic Telemedicine - 7879" Visit type
2. In Reason for Visit add Zoom and Meeting ID to Reason for Visit
 - Reason for Visit: Cough; Zoom: 123-456-7890
3. Check-in and check-out the patient visit after email confirmation from provider

Provider Workflow

Get ready for your appointment. Open ZOOM and PowerChart on your computer.

1. View Reason for Visit within the **Ambulatory Organizer** and note Zoom Meeting ID
2. In Zoom, select **Join** meeting and enter unique Meeting ID
3. Greet patient and obtain verbal consent to conduct virtual visit
4. Document visit with standard notes
 - Use **.pcpvv** global AutoText to ensure appropriate documentation
5. In QCC: bill with appropriate E&M, CPT or charge code to match in-person office visit level
6. Send email to scheduler patient visit completed

Documentation

1. Complete in Powerchart in same manner as in-person visits

How Do I...

Schedule and Complete a Zoom Virtual Visit



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2. Use the .pcpvv dot phrase in your note to document appropriate elements in your note to allow for virtual visit billing

Billing

1. In QCC, bill with appropriate E&M and/or CPT and/or charge code to match in-person office visit level. The GT modifier and 02 Place of Service will be automatically added.
2. Add COVID19 coding if appropriate. Please refer to job aid provided by PO.
3. Copays will be included into the bill after service if it is not for COVID-19 related visit.

For emergent Zoom questions call: 617-919-5035 for technical support