Answering your questions about eCW healow TeleVisits

Version 1.0 (Released March 25, 2020)

Your eClinicalWorks (eCW) electronic health record (EHR) offers the ability to conduct telehealth visits through a solution called healow TeleVisits. healow TeleVisits can help you continue all visits regularly conducted in an exam room, including behavioral health visits. healow TeleVisits can be used to provide care to patients particularly with suspected or confirmed coronavirus (COVID-19) infections, and provide continuity of care for individuals in their homes.

eHealthDC is providing DC health care professionals with information about how to use their EHRs and health IT to serve their patients during the COVID-19 response. On Friday, March 13 and Thursday, March 19, DC Medicaid instituted [new guidance](#) to reimburse for telehealth visits to support the COVID-19 response.

This document contains FAQs about healow TeleVisit functionality. Visit the eHealthDC Telehealth webpage for detailed information about TeleVisit activation and use, as well as other telehealth FAQs.

1. **What does eClinicalWorks healow TeleVisits do?**
   - eCW healow TeleVisits is a software-based solution that allows providers to use their existing computers, networks and webcams to schedule, conduct, and document a virtual visit. Patients can use a personal computer or *healow* app via a SmartPhone to participate.
   - In eCW, the documentation stays the same in the progress note, but the visit is configured as a televisit so that it can be coded appropriately for billing.

2. **How are TeleVisits activated in eCW?**
   - At any time, administrators can activate TeleVisits through Product Activation in the Admin Icon in eCW. The set-up involves (1) activating rendering providers, (2) configuring visit types in the Visit Codes window, and (3) developing/selecting a relevant questionnaire. This step is performed one time, on demand.
   - Visit the eHealthDC Telehealth webpage for activation tips and contact your eHealthDC specialist for questions.

3. **What hardware must I have in order to support eCW healow TeleVisits?**
   - Provider computers must have built-in webcam and speakers to support the audio and video capabilities for the visit.
   - The eHealthDC telehealth webpage contains detailed guidance for healow TeleVisit technical infrastructure and configuration requirements.

4. **How do patients and providers conduct the visit?**
   - Patients access TeleVisits through the Patient Portal. Patients must be web-enabled to use TeleVisits through healow. Your front desk staff can remotely web-enable patients over the phone.
   - Providers can access healow TeleVisits through Office Visits in the eCW browser version.
   - eHealthDC and eCW have additional user guidance documents available for providers and patients to use; please visit the eHealthDC Telehealth webpage and contact your eHealthDC TA specialist.

5. **How is patient consent managed in eCW healow TeleVisits?**
   - Telehealth visits require providers to verify and document patient consent when the telehealth visit begins.
   - Through guidance released from the Department of Health Care Finance (DHCF) on March 19, 2020, electronic and verbal consent is permissible and in effect only throughout the COVID-19 public health emergency and until 60 days after the end of the public health emergency.
   - Per DHCF's guidance, consent must be documented in a detailed service note describing (1) the patient provided verbal consent to receive telehealth services in lieu of the patient's written consent and (2) the reason the patient's written consent was not obtained, due to the public health emergency in effect at the time of the telehealth visit.
   - eHealthDC recommends documenting this detailed reason in the Chief Complaint section of the Progress Note.

6. **How are telephone encounters different from healow TeleVisits?**
   - A telephone encounter uses audio only for the provider and patient to communicate. DHCF released guidance on March 19, 2020 that telephone encounters may be reimbursed only throughout the public health emergency and until 60 days after the end of the public health emergency.
   - A healow TeleVisits encounter uses audio and video for the provider and patient to communicate. Both parties can use a phone, tablet, or computer that has enough internet connection to sustain the audio and visual components of the encounter.

7. **What does healow TeleVisits cost?**
   - There are two models from which to select at the time an administrator activates TeleVisits for a specific provider: (1) pay $50 for 250 minutes for use by any provider activated for TeleVisits, or (2) pay $2.00 per visit.
   - On March 23, 2020, eCW released an update to its healow TeleVisit payment policy. From March through June 2020, healow TeleVisits payments are capped at $100 multiplied by the number of providers using TeleVisits. eCW will bill the amount that is less: the healow TeleVisit pricing selected by the clinic ($50 for 250 minutes or $2 per visit) or $100 multiplied by the number of providers using TeleVisits per month.

8. **What other solutions are available through healow to help serve patients remotely?**
   - Patients can schedule visits virtually, communicate with their providers through secure messaging, and see their visit information and health information.

9. **What support will eHealthDC provide to assist?**
   - eHealthDC is operating under a remote-work policy. During this time, we are available and will tailor our support for you and your team's telehealth needs. Check the eHealthDC website for healow TeleVisit implementation guidance, telehealth policy updates, and the training and tips materials for administrators, billing staff, front desk staff, providers, and patients.

For questions, please contact:

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