

Answering your questions about Allscripts FollowMyHealth Video Visits

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Your Allscripts electronic health record (EHR) offers the ability to conduct telehealth(video) visits through a solution called FollowMyHealth which allows providers to conduct video visits. FollowMyHealth can help you continue all visits regularly conducted in an exam room, including behavioral health visits. FollowMyHealth 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 (video) visits to support the COVID-19 response.

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

1. What does Allscripts FollowMyHealth video visit do?

- Allscripts *FollowMyHealth* is a software-based solution that allows providers to use their existing computers, networks and webcams to schedule, conduct, and document a video visit directly within their Allscripts EHR. Patients can use a personal computer or the *FollowMyHealth* app via a Smartphone to participate.
- In Allscripts, the documentation stays the same in the progress note, but the visit is configured as a video visit so that it can be coded appropriately for billing.

2. How are Video Visits activated in Allscripts?

- To perform video visits in Allscripts, your Allscripts administrator will need to activate video visits in the *FollowMyHealth* Dashboard. Your administrator will need to enable the capability to schedule video appointments based on visit types in the Practice Management System. Additionally, the Administrator can configure On-Demand video visits, which allow patients to join a queue to perform video visits with any provider who is available at the practice.
- Please contact your Allscripts Sales Representative, or AOE for more information on activating video visits.

3. What hardware must I have in order to support Allscripts FollowMyHealth Video Visits?

- Provider computers must have a built-in webcam and speakers to support real-time audio and video capabilities for the video visit.

4. How do patients and providers conduct the video visit?

Patients must activate their *FollowMyHealth* patient portal accounts to conduct video visits. Patients access video visits either:

- directly through the Patient Portal or
- the *FollowMyHealth* app, which must be downloaded on a Smartphone.
- Your front desk staff can send patient portal invitations via e-mail for patients who don't have access to the patient portal. Providers can access Allscripts video visits through their video visit dashboard.
- Patients can start the video visit by clicking 'Join Visit' next to their appointment in the upcoming appointments window tab.
- Allscripts has additional user guidance documents available for providers and patients to use; please visit the Allscripts Video Visit webpage available [here](#) or contact your eHealthDC TA specialist for further guidance.

5. How is patient consent managed in *FollowMyHealth* Video Visits?

- Video visits require providers to verify and document patient consent when the video visit begins.
- In *FollowMyHealth* patients can document their consent, Chief Complaints and reasons for a video visit electronically in the patient portal by filling out a pre-appointment form before scheduling a video visit with the practice. Once filled out providers can import these elements into their progress note.
- Through guidance released from the Department of Health Care Finance (DHCF) on March 19, 2020, verbal consent is permissible throughout the COVID-19 public health emergency, and until 60 days after the end of the public health emergency.
 - Per DHCF's guidance, verbal consent must be documented in a detailed service note describing (1) the patient provided verbal consent to receive video services in lieu of the patient's written consent and (2) the reason the patient's written consent was not obtained is due to the public health emergency in effect at the time of the video visit.
- Providers can import both the patient consent and reasons for the video visit from the *FollowMyHealth* video visit request into the patient's progress note.

6. How are *FollowMyHealth* video visits different from telephone encounters?

- A *FollowMyHealth* video visit 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. Telephone only visits will have to be documented in the Allscripts progress note. *FollowMyHealth* visits meet all of the requirements of DHCF's telemedicine rule.
- In the event patients are unable to connect via *FollowMyHealth*, they may receive services via audio-only telephone on an emergency basis. Telephone encounter use 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.

7. What does it cost to activate *FollowMyHealth* video visits?

Please note that pricing models will differ based on your Allscripts EHR contract. Allscripts may charge a 10-hour configuration fee, and practices may have to pay a \$150 fee multiplied by the number of providers per month.

8. What other solutions are available through *FollowMyHealth* to help serve patients remotely?

- Patients can schedule
 - conduct on-demand video visits,
 - communicate with their providers through secure messaging, and
 - view 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 (video visit) needs. Check the eHealthDC website for telehealth implementation guidance, telehealth policy updates, and training and other materials.

For questions, please contact:

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