A Week's Overview of EHHOP Telehealth

SUNDAY - MONDAY Chief Senior Clinician makes History and Plan document for all 5-6 appointments as scheduled Does patient have [>3 Alert Chief Senior Clinician **YES** chronic conditions or is >65 and Medical Director for years old] and COVID19 Sx? referral out Does patient have Does patient have Does patient have outstanding medication outstanding referrals outstanding ancillary clinic issues including patient drug referrals or need follow-up? issues? assistance program? Check referrals and notify **Notify Pharmacy** Notify Ancillary Clinic Chief Social Work Case Manager **TUESDAY** Chief Senior Clinician reviews History and Plan documents WEDNESDAY Clinic Manager calls patient to inform that clinic is closed and visit will take place via video call on Saturday SATURDAY Senior Clinician and Attending meet via **PRE-VISIT** video-calling platform to review History and Plan documents and plan

SATURDAY VISIT

- 1. Senior Clinician, Translator, and patient meet via video-calling platform
- 2. Senior Clinician calls Attending back for short precepting
- 3. Senior Clinician finalizes plan with patient and documents it via .EHHOPTELEHEALTH in "Plan of Care." Pend any medication and referrals for Attending to sign. Send staff message for Attending to sign and close encounter.

SATURDAY POST-VISIT

- 1. Senior Clinician alerts Clinic Manager of completed visit and follow-up date via call sheet
- 2. Clinic Manager checks patient out on Cerner and schedules next appointment for after 6/26/20
- 3. Senior Clinician completes Social Work guide