Telehealth Workflow – Direct-to-Patient

Pre-Visit

Admin reviews schedule → Call patient to schedule telehealth visit → Patient consent obtained and qualifies for telehealth visit

- **No** → Admin documents "No Consent" → Schedule visit as phone call for appropriate provider
- **Yes** → Admin documents "Verbal patient consent obtained" → Admin schedules telehealth visit" for appropriate provider

During Visit

Provider reviews patient chart → Is visit a telehealth visit?

- **No** → Provider calls patient → Provider conducts assessment and documents encounter in EMR
- **Yes** → Verify verbal or written consent for telehealth is obtained and documented → Provider email or text link to telehealth video visit to invite patient or caregiver to telehealth video visit → Provider conducts assessment and documents encounter in EMR