## YaleNewHaven**Health**

# Ambulatory Referral: Telehealth

### **SBAR**

#### Situation

Through the recent pandemic with COVID19, the need for the ability to hold virtual visits has become a priority for patients and providers in order to stop the spread and safely social distance.

## **Background**

For both COVID19 positive and negative patients, referrals are ordered throughout the organization and performed via in person, phone or econsults.

#### **Assessment**

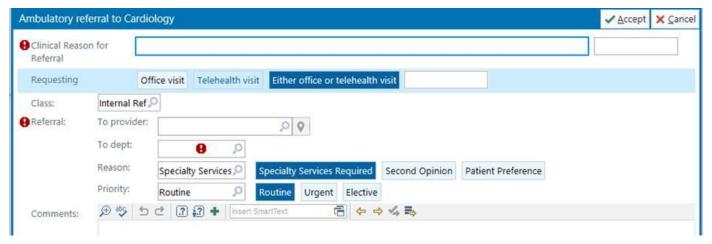
Currently telehealth video visits are utilized in many ambulatory clinics throughout YNHHS and YM to allow providers to remotely provide care to their patients. However when ordering a referral, the option to request a video visit is not available.

#### Recommendation

On Tuesday, August 18th, providers will have the ability to request either in person or video visit when placing a referral order in Epic for all Ambulatory referrals. The order will default to the value of "Either office or telehealth visit".

#### Order

Using the referral order the ordering provider will request the most appropriate referral modality.



#### Notes

Utilize the .visittype smartphrase to document what type of visit was performed.

#### Referral WO:



Training Ambulatory Consults August 12, 2020