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 e-consults.

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 WQ: