

Telephone Calls for Patient Management

Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment (include Start/Stop times)

5-10 minutes medical of discussion

11-20 minutes of medical discussion

21-30 minutes of medical discussion

Minimum documentation requirement for Telephone Calls:

Patient Name/Location

Chief Complaint (Reason for the Call)

Detail of what was discussed

Medical Decision Making (Start/Stop times)

Telehealth – VTC (minimum requirements)

- Document who's present and from what location
- Chief Complaint
- A problem focused history
- A problem focused examination (required for New Patient)
- Medical decision making

Telehealth - Store and Forward (minimum requirements)

- Chief Complaint
- A problem focused history
- A problem focused examination based on the analysis of digital images, sounds or previously recorded video from the requesting provider. (Digital Images must be specific to the patient's medical condition and adequate for furnishing or confirming a diagnosis or a treatment plan).
- Medical decision making