

Site Name

Last Revised Date:

Telehealth Program

Workflow Documentation & Reference Information

This template can be used as a guide for compiling all relevant information to develop a telehealth program workflow. The accompanying sample document illustrates its adaptability and use in documenting specific program information. This template is intended as a tool for the remote site where the patient is receiving treatment and should be reviewed and shared with the telehealth provider at the originating site.

Key points of contact:	
Name/title of staff:	
Secure fax:	
Address of facility:	
Back line (for an emergency during visit):	
Telehealth provider EMR log in information and troubleshooting contact:	
Process for telehealth program patient identification:	
Patient scheduling process:	
Process for providing medical history to telehealth provider review prior to visit:	

HEALTH MANAGEMENT ASSOCIATES

2000 M STREET, NW, SUITE 700, WASHINGTON, DC 20036
TELEPHONE: 202.785.3669 | FAX: 202.833.8932
WWW.HEALTHMANAGEMENT.COM

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Detail the workflow on the day of visit, patient set up during visit:	
Process for tracking orders: meds, follow-up appointments, other	
Process for prescribing medications:	
Consent for specially controlled medications (i.e. psychiatric medications):	
Notifying family members or responsible party of medication changes and/or treatment orders (when patient decision making is authorized):	
Managing cancellations and no shows for established patients:	
Reaching provider for non-emergency questions on established patients outside of clinic hours:	
Additional notes:	

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