

# HOUSTON METHODIST VIDEO VISITS

## Frequently Asked Questions for Providers

### VIDEO VISIT OVERVIEW

As a Houston Methodist provider who is accepting MyChart video visits, below are answers and helpful responses to questions most often asked.

#### SCHEDULING

**Q: Can I see patients outside of Texas?**

A: No. Legally you can only see patients within the states in which you are licensed. We do not geolocate patients but ask that you use your best judgement.

**Q: Are patients able to schedule video visits through the call center or online?**

A: No. Video visits are dictated by you per your own selection criteria. When you decide to see a patient virtually, the office staff will reach out to the patient and schedule the video visit.

**Q: What are examples of selection criteria?**

A: Selection criteria may include **patient diagnosis** (e.g., headache), **visit type** (e.g., second post-op) or **visit topic** (e.g., upper respiratory infection).

**Q: Can I change an office visit to a video visit?**

A: Yes, but office staff should inform the patient beforehand. Once the patient approves, staff must make sure the patient is MyChart active, cancel the original visit and replace it with the MyChart video visit.

**Q: How long are video visits?**

A: Video visits can be scheduled to fit your template. Typically, they are scheduled as 15-minute visits and average 7-9 minutes.



**Q: When is the best time to schedule video visits?**

A: Video visits are best scheduled in blocks at the beginning of morning or afternoon clinic to ensure punctuality.

**Q: Does the video link expire?**

A: The video visit link is live for three hours; one hour before and two hours after the scheduled visit time. Within this period, you are able to connect and disconnect with the patient as many times as you would like.

## FACILITATING A VIDEO VISIT

**Q: How do patients know how to connect?**

A: Patients are sent instructions on how to download MyChart and connect via an automatic MyChart message and text message. Additionally, patients receive a call to ensure they are set up for their visit.

**Q: Do I call the patient at the time of the visit?**

A: No. Both you and the patient click on a link that connects you to a virtual meeting room, similar to a WebEx meeting.

**Q: How do I know when to connect to the visit?**

A: You will receive a push notification in Haiku that the patient has connected. Additionally, you can enable a video visit icon on your schedule that will turn green when the patient has connected.

**Q: Where can I do video visits?**

A: Video visits must be done behind a closed door on your designated computer that was set up with the full client of Epic (with video function enabled) on the Houston Methodist (HM) network.

Additionally, you can do video visits via Haiku or Canto off the HM network, but we still ask that you do the visit behind a closed door.

## INSURANCE & BILLING

**Q: Are video visits billed to insurance?**

A: Yes. All video visits will be billed to insurance after the visit, unless they are in the global period. Standard patient cost sharing (copay, coinsurance and deductibles) may apply depending on the patient's insurance. Self-pay patients will be billed \$20 for HMPCG and \$50 for HMSPG.

**Q: What level of service do I bill?**

A: During this time, all Ambulatory LOS services, new, established and consultation visits may be performed and billed to insurance via a virtual platform. Services rendered during the surgical global period should be billed as usual. See **Documentation and Coding: My Chart Video Visits** for more information.

**Q: What if the patient hasn't connected at the time of the scheduled visit?**

A: Please call the patient to see if they are having trouble connecting.

If they are experiencing issues with connecting, please email **TelemedSupport@HoustonMethodist.org** with **"URGENT"** in the subject line or have your staff email us.

## CONNECTION & SUPPORT

**Q: What do I do if I need help connecting with a patient?**

A: Please email **TelemedSupport@HoustonMethodist.org** with **"URGENT"** in the subject line.

Currently, support is only available Mon–Fri from 8 a.m. – 5 p.m., and not after hours or on weekends.

**Q: If I have questions about telemedicine in general, who do I contact?**

A: If you have questions, please send an email to **TelemedSupport@HoustonMethodist.org**.

For additional support regarding video visits or telemedicine, please contact Josh Hjelmstad at [jhjelmstad@houstonmethodist.org](mailto:jhjelmstad@houstonmethodist.org).