

**VillageMD is pleased to offer you the opportunity to leverage our virtual care platform at no cost to you or your practice. Our virtual care platform is secure, HIPAA compliant, easy to use, and will allow you to provide safe, effective care to your patients.**

### Which patients are eligible for a virtual visit?

Initially, patients with acute symptoms, chronic condition follow-up needs, or concerns around visiting the practice in person will be the primary focus for virtual visits. Over time, additional services including transitions of care, Annual Wellness Visits (AWVs), and other service types will be evaluated for virtual visit opportunities.

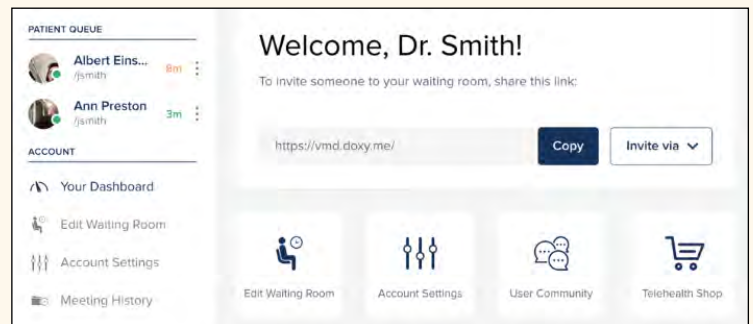
### Virtual Visit Exam Considerations

- Providers should document in the patient’s chart as if the visit were in-person. Patient consent should be documented in the chart, typically as part of the HPI. At the close of the visit, the provider should add the virtual visit CPT code, Once this is completed, the provider should save and exit the encounter as usual.
- Providers can order follow-up ancillary services during a virtual health visit.

### Starting A Virtual Care Visit

To begin the visit, complete the following script:

- **Introduce yourself**
- **Confirm patient’s identity** (2 patient identifiers – first and last name and DOB)
- **Intro/Benefits:** You may be familiar with Virtual Care. In short, from the most convenient place for you, I can communicate in real-time even though we are in two different locations.



## Virtual Visit Considerations | Keys to Success

### Align EMR Workflows



Our EMR agnostic platform supports and enables existing clinical workflows.

Established workflows can remain constant, from check-in to check-out.

### Integrate Clinic Support Staff



Involve front-office staff and clinical care team to support Virtual Visits by:

- Initiating virtual visits with patient
- Obtain registration and insurance information for check-in
- Complete clinical questionnaires and assessments

### Proactively Identify Patients for Virtual Visits



Limit friction by identifying established patients and scheduling virtual visits on providers’ available schedules:

- Provider- or nurse-driven
- Patient-driven requests
- Care management or nurse triage

### Adjust Revenue Cycle Rules



Reference recent updates to payor and health plan guidelines which outlines changes to benefit coverage and payor guidelines.