

# COVID-19 Guidance

## Use of CMS-approved audio-video technology

<b>EFFECTIVE DATE</b>	March 24, 2020						
<b>DURATION</b>	During the COVID-19 Public Health Emergency						
<b>APPLIES TO</b>	Physicians and Advanced Practitioners providing care in hospital settings						
<b>CMS-APPROVED APPLICATIONS</b>	During this Public Health Emergency, CMS has waived enforcement of certain HIPAA encryption requirements for good-faith use of telehealth technology. This allows healthcare providers to <b>communicate with patients on their personal phones</b> using approved non-public facing video chat applications.						
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<b>GUIDANCE</b>	<p><b><u>Using a CMS-APPROVED solution:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Obtain verbal consent</b> from the patient to conduct a video visit prior to every interaction, and <b>document that consent in the medical record.</b></li> <li>• <b>Turn off Wi-Fi and use cellular coverage</b> to conduct the visit. <u>Do not</u> conduct video visits over the Baptist Health Network, public or private; this helps maintain sufficient network capacity.</li> </ul> <p>Note: Patient should be in possession of and able to operate a cellphone, able to communicate effectively, and have some experience in video chats.</p> <p><b>Examples of workflow processes for elective use of these solutions:</b></p> <table border="1" style="width: 100%;"> <tbody> <tr> <td style="width: 30%; text-align: center;"><u>Admissions and Consults</u></td> <td> <ul style="list-style-type: none"> <li>○ Obtain HPI, ROS, Past Medical History, Family History, Social History (<i>physical exam conducted in room as appropriate</i>)</li> </ul> </td> </tr> <tr> <td style="text-align: center;"><u>Inpatient Follow-ups</u></td> <td> <ul style="list-style-type: none"> <li>○ Subsequent encounter: overnight events/test results/plan-of-day discussions</li> <li>○ Follow-up discussions after first encounter: further clarifications, questions, test results, plan-of-care</li> </ul> </td> </tr> <tr> <td style="text-align: center;"><u>Discharges</u></td> <td> <ul style="list-style-type: none"> <li>○ Discharge instructions, incl. medication reconciliation</li> <li>○ Quarantine instructions, if applicable</li> </ul> </td> </tr> </tbody> </table> <p style="text-align: center;"><i>For additional guidance, contact Stacey Johnston MD, CMIO at <a href="mailto:stacey.johnstonmd@bmcjax.com">stacey.johnstonmd@bmcjax.com</a></i></p>	<u>Admissions and Consults</u>	<ul style="list-style-type: none"> <li>○ Obtain HPI, ROS, Past Medical History, Family History, Social History (<i>physical exam conducted in room as appropriate</i>)</li> </ul>	<u>Inpatient Follow-ups</u>	<ul style="list-style-type: none"> <li>○ Subsequent encounter: overnight events/test results/plan-of-day discussions</li> <li>○ Follow-up discussions after first encounter: further clarifications, questions, test results, plan-of-care</li> </ul>	<u>Discharges</u>	<ul style="list-style-type: none"> <li>○ Discharge instructions, incl. medication reconciliation</li> <li>○ Quarantine instructions, if applicable</li> </ul>
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<p><i>NOTE: Baptist Health will soon make available an <u>encrypted and supported</u> audio-video visit solution for use by providers in a range of care settings. Until then, please follow this guidance for elective use of CMS-approved solutions.</i></p>							