Your telehealth workflow will vary depending on your organization, type, size, and structure.

The example provided below illustrates an effective clinical telehealth workflow that involves a coordinated effort between the patient, administrative team, and clinician.

**SCHEDULING FIRST TELEHEALTH APPOINTMENT:**

**PATIENT** seen in-person

- Provider orders telehealth follow-up appointment.**
- Provider obtains general patient consent and gives instructions

**ADMIN**

- Schedules telehealth appointment with patient
- Manages authorization

**PATIENT**

- Receives appointment reminder
- Receives link to access telehealth appointment through patient portal

**DAY-OF/DURING VISIT:**

**PATIENT**

- Receives visit reminder
- Confirms visit
- Logs in to patient portal
- Tests connection with clinic staff and troubleshoots

**ADMIN**

- Collects co-pay
- Confirms or collects electronic consent if needed
- Checks in patient in platform

**CLINICIAN**

- Joins visit
- Provides virtual care
- Concludes visit
- Completes documentation, enters orders and care plan, enters charges

**ADMIN**

- Patient is checked out in platform
- Patient receives visit summary and feedback survey in portal
- Follow-up visit is scheduled

*For illustrative purposes only, not to be interpreted as advice specific to your organization.

**Telehealth visits can be offered as an option but should ultimately be up to the patient if they want to visit that way.

Source: CHLA