Telehealth Workflow Example*



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