Title X Telehealth Visit Workflow Job Aid

FPNTC – Adapted, with permission, from a Flow Visual from Maine Family Planning
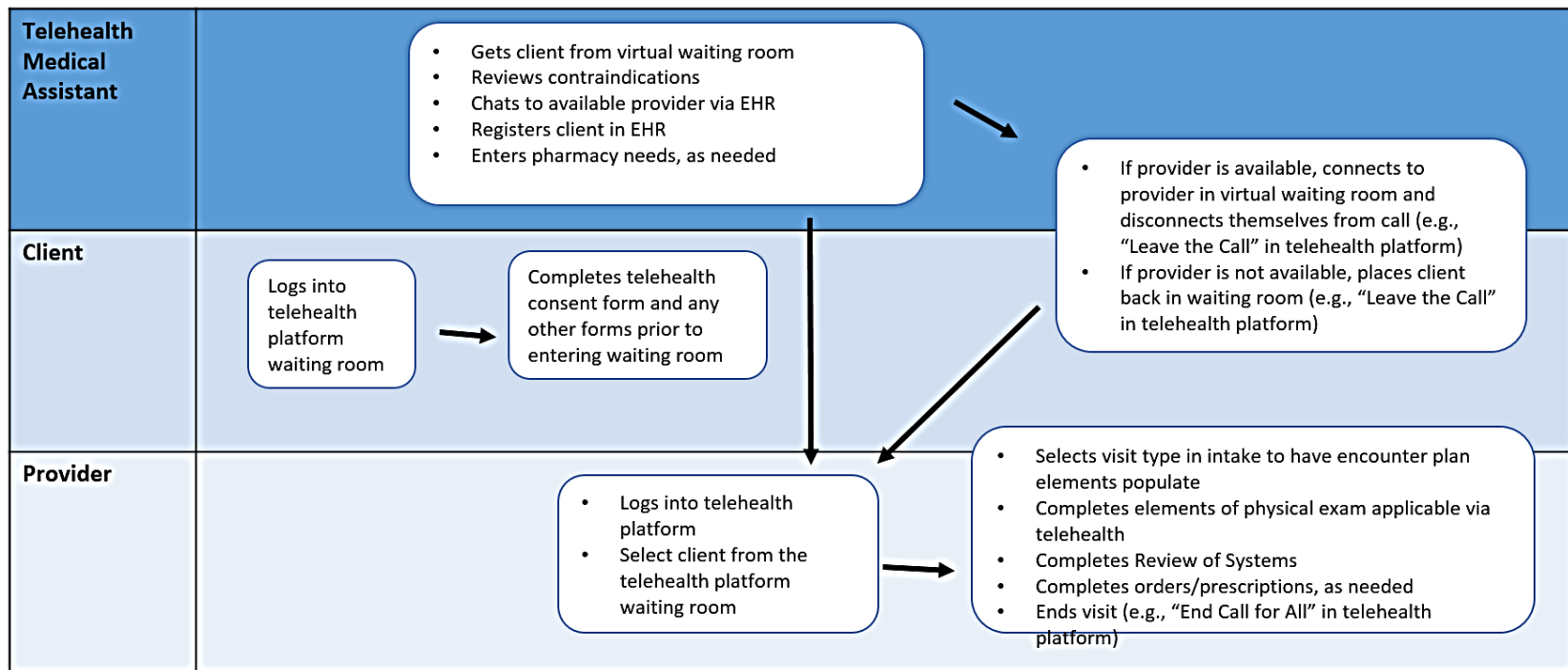
Telehealth Visit Workflow Job Aid

***Purpose*:**
This workflow provides a visual training tool to help Title X agency staff see the steps they may need to take when providing telehealth visits.

How to Use:
Title X agency staff can insert their agency name, logo, and add/remove workflow steps relevant to their settings.

Telehealth Medical Assistant
- Gets client from virtual waiting room
- Reviews contraindications
- Chats to available provider via EHR
- Registers client in EHR
- Enters pharmacy needs, as needed

- If provider is available, connects to provider in virtual waiting room and disconnects themselves from call (e.g., "Leave the Call" in telehealth platform)
- If provider is not available, places client back in waiting room (e.g., "Leave the Call" in telehealth platform)

Client
- Logs into telehealth platform waiting room
- Completes telehealth consent form and any other forms prior to entering waiting room

Provider
- Logs into telehealth platform
- Select client from the telehealth platform waiting room

- Selects visit type in intake to have encounter plan elements populate
- Completes elements of physical exam applicable via telehealth
- Completes Review of Systems
- Completes orders/prescriptions, as needed
- Ends visit (e.g., "End Call for All" in telehealth platform)

Adapted, with permission, from a Flow Visual from Maine Family Planning.