Telehealth Workflow – Direct-to-Patient

**Pre-Visit**

1. Admin reviews schedule
2. Call patient to schedule telehealth visit
3. Patient consent obtained and qualifies for telehealth visit
   - Yes: Admin documents "Verbal patient consent obtained"
   - No: Admin documents "No Consent"
4. Schedule visit as phone call for appropriate provider

**During Visit**

1. Provider reviews patient chart
2. Is visit a telehealth visit?
   - Yes: Verify verbal or written consent for telehealth is obtained and documented
   - No: Provider calls patient
3. Provider email or text link to telehealth video visit to invite patient or caregiver to telehealth video visit
4. Provider conducts assessment and documents encounter in EMR