

# HOUSTON METHODIST VIDEO VISITS

## Frequently Asked Questions for Staff

### VIDEO VISIT OVERVIEW

As your Houston Methodist provider(s) are accepting MyChart video visits, below are answers and helpful responses to questions most often asked by staff.

#### SCHEDULING

**Q: Can providers see patients outside of Texas?**

A: No. Legally providers can only see patients within the states in which they are licensed. We do not geolocate patients but ask that providers use their best judgement.

**Q: Are patients able to schedule video visits through the call center or online?**

A: Yes. Video visits are an option given to patients at the time of scheduling, depending on their visit reason.

**Q: Can I change an office visit to a video visit?**

A: Yes, but you should inform the patient beforehand. Once the patient approves, you must make sure that the patient is MyChart active, cancel the original visit and replace it with the MyChart video visit.

**Q: How long are video visits?**

A: Video visits can be scheduled to fit each provider's template. Typically, they are scheduled as 15-minute visits and average 7-9 minutes.

**Q: When is the best time to schedule video visits?**

A: Video visits are best scheduled in blocks at the beginning of morning or afternoon clinic to ensure punctuality.



## FACILITATING A VIDEO VISIT

**Q: How do patients know how to connect?**

A: Patients are sent instructions on how to download MyChart and connect via an automatic MyChart message and text message. Additionally, patients receive a call to ensure they are set up for their visit.

**Q: Does the provider call the patient at the time of the visit?**

A: No. Both the provider and the patient click on a link that connects them to a virtual meeting room, similar to a WebEx meeting.

**Q: How does the provider know when to connect to the visit?**

A: The provider will receive a push notification in Haiku that the patient has connected. Additionally, we can enable a video visit icon on the schedule in Epic that will turn green when the patient has connected.

**Q: Does the video link expire?**

A: The video visit link is live for three hours; one hour before and two hours after the scheduled visit time. Within this period, the patient and provider are able to connect and disconnect as many times as they would like.

**Q: Where can the provider do video visits?**

A: Video visits must be done behind a closed door on their designated computer that was set up with the full client of Epic (with video function enabled) on the Houston Methodist (HM) network.

Additionally, they can do visits via Haiku or Canto off the HM network, but we still ask that they do the visit behind a closed door.

## INSURANCE & BILLING

**Q: Are video visits billed to insurance?**

A: Yes. All video visits are billed to insurance, unless they are in a global period. Standard patient cost sharing (copay, coinsurance and deductibles) may apply depending on the patient's insurance. Self-pay patients will be billed \$95.

**Q: What level of service is billed?**

A: During this time, all Ambulatory LOS services, new, established and consultation visits may be performed and billed to insurance via a virtual platform. Services rendered during the surgical global period should be billed as usual. See **Documentation and Coding: My Chart Video Visits** for more information.

**Q: What if the patient hasn't connected at the time of the scheduled visit?**

A: Please call the patient to see if they are having trouble connecting.

If they are experiencing issues with connecting, please email **TelemedSupport@HoustonMethodist.org** with **"URGENT"** in the subject line.

## CONNECTION & SUPPORT

**Q: What do I do if the provider needs help connecting with a patient?**

A: Please email **TelemedSupport@HoustonMethodist.org** with **"URGENT"** in the subject line.

Currently, support is only available Mon–Fri from 8 a.m. – 5 p.m., and not after hours or on weekends.

For additional assistance regarding a provider's video visit or telemedicine in general, please contact the telemedicine support team at **TelemedSupport@houstonmethodist.org**.

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