**Purpose**

To ensure an efficient referral process by which patients participate in telemedicine services.

**Policy**

Patients referred to distant-site providers for telemedicine services have appropriate documentation completed prior to receiving services.

**Procedure**

* When the practice serves as an originating site, the provider and staff complete a telemedicine referral form with the following information. *(See Forms: Telemedicine Referral)*
* Patient name and contact information
* Date of birth
* Insurance information
* Preferred pharmacy
* Reason for the referral
	+ Medical history including allergies and medications
	+ Other notes and pertinent information deemed necessary
	+ Referring physician name and signature
	+ The practice accepts referrals for telemedicine services as written or verbal orders from other providers.
	+ When the practice serves as either the originating or the distant site, staff complete a Telemedicine Referral Log with the following information for care coordination and tracking. *(See Forms: Telemedicine Referral Log)*
		- Patient’s name and date of birth
		- Date the referral was initiated
		- Distant-site provider’s name
		- Texas licensure verification
		- Date of the scheduled appointment
		- Insurance verification/authorization or denial
		- Comment field to track messages and other pertinent information
	+ Staff complete insurance verification/authorization for telemedicine services [NUMBER] days prior to scheduling the visit.
		- Staff record authorization/denial information is recorded in the patient’s medical record.
		- If services are not covered, staff inform the patient and offer option to pay for the telemedicine visit out of pocket. *(See: Patient Care – Telemedicine: Ch. 19 – Administration and Billing)*
	+ Staff ensure the patient complete, signs, and returns the following forms to this practice:
	+ Telemedicine Informed Consent form *(See Forms: Telemedicine Informed Consent)*
	+ Notice of Privacy Practices *(See Forms: Notice of Privacy Practices)*
	+ Staff send a copy of the completed forms by fax or secure electronic messaging to the distant site prior to the patient’s appointment.
	+ Staff schedule telemedicine visits once the patient’s insurance verification/authorization and other documentation are received.