**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.