**Audio Only Telehealth Procedures**

**Request comes through the Weekly Schedule or EHR only**

Audio Only Telehealth requests should be written on provider’s schedule or emailed through EHR **ONLY**. Please verify that the client’s phone number is still valid.

**Beginning of each day**

Watch for Audio Only Telehealth appointments for the day – Make sure a clerical member is available for each meeting.

**In Office Appointments with Office Phone**

**Provider**

1. Call your client at the scheduled appointment time.
2. Say hello, introduce yourself and explain that in order to proceed with the session the client must verify their consent with the clerical staff.
3. Ask them to hold and let the clerical staff what line they are on.
4. Once they clerical staff has verified, you may pick up the line again, announce yourself, and verify the caller.
   1. Ask the client this question. “Do you consent to a verbal signature for this service with me, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?” YES or NO
5. After your appointment, please open the Superbill in EHR that the clerical staff saved for you and complete it.

**Clerical staff**

1. When the provider alerts you to what line the client is on.
   1. Say hello, state who you are, and the reason for your call. Make sure you are talking to the client.
   2. Ask if any information has changed, collect any due balances.
   3. Ask the client this question. “Do you consent to a verbal signature for this service with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?” YES or NO.
   4. Let the client know that you will be placing them on hold and to please wait for their provider.
   5. Contact the provider to inform them that their client is ready for them and remind the provider which line the client is on.
2. Create a new Superbill, sign the witness line, and save as draft for the provider to complete.

**Appointments in the Field or at Columbia**

**Provider**

1. Call the client, announce yourself, and verify the client’s identity.
   1. Ask the client this question. “Do you consent to a verbal signature for this service with me, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?” YES or NO
   2. Then explain that in order to continue with the conversation the client must agree to consent with a clerical staff member from the Behavioral Healthcare Corporation office.
      1. If you know how to add a call to your cell –
         1. Ask them to hold and add the office to your call.
         2. Inform the clerical staff member why you are calling and then merge the call. Introduce the client to the staff member.
         3. Once the clerical staff member has verified consent, the clerical staff will hang up allowing the call to proceed.
      2. If you do not know how to add a call to your cell or you are at Columbia –
         1. Ask the client to hang up in order to receive a call from the office.
         2. Call the office and ask for the clerical staff to call the client for verification. Clerical staff will call you back when it is done.
         3. Call the client back to continue to session.
   3. After your appointment, please open the Superbill in EHR that the clerical staff saved for you and complete it.

**Clerical staff**

1. When a call is received from a provider in the field. Allow the provider to explain which scenario above is the situation.
   1. Merged call
      1. Allow the provider to introduce you and then ask, “Do you consent to a verbal signature for this service with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?” YES or NO.
   2. Provider has asked for a call to be made to the client.
      1. Call and ask for the client. State who you are, and the reason for your call.
      2. Ask the client this question. “Do you consent to a verbal signature for this service with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?” YES or NO.
      3. Let the client know that their provider will be contact you within a few minutes.
      4. Contact the provider to inform them that their client is ready for them.
2. Create a new Superbill, sign the witness line, and save as draft.