

# Visit Info for Telehealth

Last Modified on 06/22/2022 7:22 am EDT

Version 20.16

**Path: Clinical, Practice Management, or Billing tab > Patient Chart > Encounters or Well Visits > New Note or Open Note button**

## About

Telehealth Encounters and Well Visits are charted in the same manner as visits conducted in-office. However, it is especially important to make sure that the Visit Info is completed in a specific way to drive the correct Place of Service and Modifiers for Telehealth claims. The complete workflow for Charting and Billing for Telehealth Encounters can be found [here](#).

## Complete Telehealth Visit Info

1. Navigate to the patient's Encounter or Well Visit following the path above or from the Schedule as you typically would.
2. Click **Visit Info**.
3. Complete the **Accompanied by** field and the **Telehealth** fields (Provider Location and Patient Location).

Encounter	Well Visits
<div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Visit Information</b></p> <p>Visit date/time: 06/14/2022 12:20 PM <input type="checkbox"/> 24h</p> <p>Date written: 06/14/2022 12:20 PM</p> <p>Place of service: Telehealth Pat Home</p> <p>Practice location: Main Office</p> <p>Appointment type: EST SICK VISIT</p> <p>Accompanied by: SARA TEST</p> <p>Independent historian:</p> <p><input type="checkbox"/> Assisted by a translator</p> <p>Entered by: 696</p> <p>Nurse/assistant:</p> <p>Rendering provider: Demosthenes Wiggin, MD</p> <p>Supervised by:</p> <p>Staff chaperone:</p> <p>Telehealth:</p> <p>Provider location: Office</p> <p>Patient location: Home</p> <p>Length of visit: 15 minutes</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Visit Information</b></p> <p>Visit date/time: 06/14/2022 12:22 PM <input type="checkbox"/> 24h</p> <p>Date written: 06/14/2022 12:22 PM</p> <p>Place of service: Telehealth Pat Home</p> <p>Practice location: Main Office</p> <p>Appointment type:</p> <p>Accompanied by:</p> <p>Entered by: 696</p> <p>Nurse/assistant:</p> <p>Rendering provider:</p> <p>Supervised by:</p> <p>Staff chaperone:</p> <p>Telehealth:</p> <p>Provider location: Office</p> <p>Patient location: Home</p> </div>



**Note:** Once the Provider Location and Patient Location fields are completed, the **Place of Service** field updates to either **Telehealth Pat Home** or **Telehealth Pat Other**. Removing the info in one of these fields will consequently change the Place of Service.

Version 20.2

**Path: Clinical, Practice Management, or Billing tab > Patient Chart > Encounters > New Note or Open Note button**

## Overview

Telehealth encounters are charted in the same manner as visits conducted in the practice. However, it is especially important to make sure that the Visit Info is completed in a specific way to drive the correct Place of Service and Modifiers for Telehealth encounter claims. The complete workflow for Charting and Billing for Telehealth Encounters can be found [here](#).

## Complete Telehealth Visit Info

1. Navigate to the Patient Encounter by following the path above.
2. Click **Visit Info** in the Window Navigation Panel.
3. Complete the **Rendering Provider** field and the **Telehealth** fields, Provider Location and Patient Location.

Visit Information	
Visit date/time:	05/13/2020 08:32 AM <input type="checkbox"/> 24h
Date written:	05/13/2020 08:32 AM
Place of service:	Telehealth
Practice location:	Primary Location
Appointment type:	...
Accompanied by:	Mother
Entered by:	1839 ...
Nurse/assistant:	...
Rendering provider:	Theo Warner, MD
Supervised by:	...
Staff chaperone:	...
Telehealth:	
Provider location:	Office
Patient location:	Home
Length of visit:	30 minutes



**Note:** Once the Provider Location and Patient Location fields are completed, the **Place of Service** field updates to **Telehealth**. Removing the info in one of these fields will consequently revert the Place of Service field back to Office.