

Telehealth Progress Notes Overview for Community Providers

Summary

This overview describes Release 1.44.18.0 regarding enhancements made in CYBER to areas of Progress Note Notation Types for all community providers to identify when telehealth options are selected.

Telehealth Progress Notes for Community Providers

New progress notes are available in CYBER for applicable providers*. These new progress notes define the service delivery when delivered in a telehealth format (not in person).

Telehealth notation types will not have subtypes. The telehealth progress notes included in CYBER are:

Progress Note Notation Types	Definition
Telehealth - Audiovisual	Use this progress note type if a typical face-to-face service is delivered by means of <u>both</u> video and audio technology. This note indicates that a provider interacted with the youth and/or family during service session through visual and auditory communication. <u>Examples:</u> Technology platforms may include videoconferencing applications such as (but not limited to) Skype and Zoom
Telehealth - Audio Only	Use this progress note type if a typical face-to-face service is delivered by means of audio communication only. This note indicates that a provider interacted with the youth and/or family during service session through auditory communication only. <u>Example:</u> Telephonic contact
Telehealth - Support Activity	Use this progress note type to document collateral or other service support activity outside of the actual telehealth service delivery itself. <u>Examples:</u> Text messaging, failed phone call attempts, etc.

*AHH, FSS, OAS and SAB will not be able to view or create these progress notation types.

Instructions on Use of Telehealth Progress Notes:

Providers should continue to utilize their existing progress note types to enter necessary documentation. If the service provided is typically a billable face-to-face service and is provided instead via telehealth, a second progress note is necessary to verify the method of service delivery. This information is necessary to help CSOC obtain important service delivery information and support current provider service delivery method. Non face-to-face contacts routinely conducted by telephone and other relevant activities should be documented within existing progress note types in line with standard practice.

Example: A CMO is documenting the outcome of a recent Child Family Team (CFT) meeting, which occurred via Audiovisual Telehealth:

- 1) The CFT would document the outcome of their CFT meeting within their CFT progress note as they do in current practice. The elements of this progress note type would not change.
- 2) The Care Manager would enter a second progress note “Telehealth - Audiovisual” advising that the CFT meeting took place on xx-xx-xxxx via Zoom and to refer to CFT progress note dated xx-xx-xxxx for service details. Entry of duration is not required, and no note subtypes are available for telehealth progress note types.

Please note that existing training materials that refer to these areas will be reviewed and updated.

Assistance

If you require assistance or have any issues with this release, please contact PerformCare at **1-877-652-7624**.