

## Scheduling a Patient for an In-Person vs. Telehealth Appointment

### Patient Services / Nursing Staff:

- You can book appointments for all of the reasons listed below without the need for medical provider approval.
- Please note that **Hotlist items are in red** and, in keeping with Fenway policy, these should all be triaged by a nurse in a time-sensitive manner.
- If a patient concern does not easily fit one of the categories below, OR if a patient refuses to follow the guidance provided below, do not hesitate to ask a nurse to triage this patient in order to determine the best type of appointment.

**Providers:** if there are patients with visit needs that fall outside of these guidelines, please just work with your team Patient Services/Nursing Staff to get the patient scheduled for the appropriate visit type

OK to book In-Person visit without Telehealth	Telehealth First ALWAYS
<ul style="list-style-type: none"> <li>• Well child under 5</li> <li>• CPE over 60</li> <li>• CPE for any patient requiring an in-person service (eye exam, breast exam, pap/pelvic, mammogram, vaccination, IM medication administration)</li> <li>• Chronic disease management visit + high priority               <ul style="list-style-type: none"> <li>○ Patient is <b>enhanced care</b>; patient is <b>not stable</b>; patient is <b>&gt;60</b> years old; or patient <b>has not had an in-person visit in the last 12 months</b></li> <li>○ Chronic disease = HIV, DM, HTN, Asthma/COPD, HIV, Any Enhanced Care, CAD/CHF, Chronic Pain</li> </ul> </li> <li>• When any nurse or provider requests an in-person visit</li> <li>• Procedures (pap/colpo/HRA, Testopel, LARC, injections/aspirations, I&amp;Ds, biopsies, etc)</li> <li>• Prenatal visits</li> <li>• Acute concerns:               <ul style="list-style-type: none"> <li>○ Ear pain</li> <li>○ UTI <b>with</b> back pain</li> <li>○ Vaginal bleeding or pain</li> <li>○ Rectal bleeding or pain</li> <li>○ Acute abdominal pain</li> <li>○ Acute pelvic pain</li> <li>○ Breast concerns (pain, lump, etc.)</li> <li>○ Acute joint swelling or pain</li> <li>○ Injury or wound</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Well child 5-17</li> <li>• CPE 16-59 and no need for in-person service (eye exam, breast exam, pap/pelvic, mammogram, vaccination, IM medication administration)</li> <li>• Chronic disease management visits + low priority               <ul style="list-style-type: none"> <li>○ Patient is <b>not enhanced care</b>; patient is <b>stable</b>; patient is <b>&lt;60</b> years old)</li> <li>○ Chronic disease = HIV, DM, HTN, Asthma/COPD, HIV, CAD/CHF, Chronic Pain</li> </ul> </li> <li>• PrEP and nPEP visits</li> <li>• STD Screening visits</li> <li>• Oral Contraception visits</li> <li>• Chronic pain follow-up visits</li> <li>• Trans Health visits not requiring an in-person service (injection, testopel)</li> <li>• MAT visits not requiring an in-person service (Sublocade)</li> <li>• Behavioral health follow-up</li> <li>• Acute concerns:               <ul style="list-style-type: none"> <li>○ Cold symptoms (no fever)</li> <li>○ <b>Shortness of breath (triage to nurse)</b></li> <li>○ <b>Sore throat (triage to nurse)</b></li> <li>○ <b>Fever in kid &lt;5 (triage to nurse)</b></li> <li>○ <b>Chest pain (triage to nurse)</b></li> <li>○ <b>Flu-like symptoms + fever (triage to nurse)</b></li> <li>○ Allergies</li> <li>○ Rash (urge patient to send photos prior to visit via secure email)</li> <li>○ Fatigue</li> <li>○ Heartburn, vomiting, diarrhea</li> <li>○ UTI <b>without</b> back pain</li> <li>○ Acute behavioral health concerns</li> <li>○ Substance use concerns</li> <li>○ STI symptoms/exposure</li> </ul> </li> </ul>