The rampant spread of COVID-19 has created the opportunity for USA Health to accelerate its efforts for providing virtual visits for patients who have basic medical needs, therefore mitigating exposure risks to our patients.

Beginning (3/19/2020), we strongly encourage everyone in the USA Physicians group to use the USA Health platform of Zoom for basic appointments such as refills, initial consults, post-op follow-ups; anything that a patient could be reasonably interviewed over the phone. The USA Health Care Access Department is offering USA Physicians group providers training and support for implementing the USA Virtual Visit on the USA Health-approved Zoom platform. It is realized that some patients may not be viable candidates for audio visual, so a telephone consult is acceptable as well, utilizing the proper appointment type and visit process.

To quickly define a "USA Virtual Visit" -- "a patient appointment conducted using audio-visual technologies that allow a patient and his/her providers to interact without physical contact, as a collective effort in the realm of patient experiences, that lead to an agreeable plan of medical action for the patient." At this time, USA Health Care Access is using and supporting ONLY the Zoom videoconferencing platform. While others recently have been approved by CMS, USA Health is only supporting and using this technology.

As the virtual visit effort has been laborious to create, given needs in process/workflow mapping, training materials, and general direction, the manpower to support various modalities for teleconferencing is NOT something that can be fully supported. At this time, the USA Health telehealth team is staying up-to-date with all of the rapid payer changes. The telehealth team is a robust group of people working in revenue cycle, policy, and operations. In order for USA Health to be successful in offering this visit option to patients, it is requested that everyone comply with the use of Zoom and the processes being offered to providers and staff in training.

Any providers who feel that USA Health Virtual Visits would benefit their patients, please contact Shelby Smith, the Director of Care Access to establish a meeting for an overview and training/walk-thru of the process. It really is quite simple and very easy for most patients to participate in given today’s connectivity with hand-held, web-enabled devices.

Thanks,
Care Access Team