



Telehealth & Macros *Effective & Compliant Use*

A macro is a command used to electronically auto-populate a medical record. Typically macros are considered blocks of documentation of a predetermined text that is not edited by the user. CMS, as well as most commercial carriers, allows the use of macros, even allowing the use to document the personal presence of a teaching physician. Macros should be used in a compliant manner, and should be embraced as an efficiency in the creation of documentation. Macros can efficiently document the type of communication employed for the telehealth encounter.

Recommended Macro for FTF (face-to- face) Encounters

This macro would apply to visits utilizing telecommunications such as Skype, Face Time, etc... or through a portal:

The documentation details a telehealth encounter with the patient on this date of service. Audio and video communications were used during this encounter to provide a face-to-face interactive encounter. Components of this encounter are a culmination of visual and patient-assisted findings.

This macro would apply to visits utilizing voice only or Non-verbal communication, whether via phone or portal interaction:

The documentation details a telehealth encounter with the patient on this date of service. The communication used during this encounter was non-face-to-face. Components of this encounter are therefore based on patient-assisted findings.

Recommended Macro for Non-FTF (non-face-to- face) Encounters