



OFFERING GROUP COUNSELLING VISITS WITH ZOOM

ONLINE WEBINAR, MAY 15, 2020

Presenter: Dr. Deni Hawley

Moderators: Carol Rimmer, Brigitte Mettler from Doctors Technology Office

OVERVIEW

- Uses of virtual group medical visits (GMVs)
- Billing
- Tips for success
- Questions



Uses

- Communication during the pandemic
- Group medical visits
 - diabetes, asthma, COPD, smoking cessation
 - mental health, counselling
 - CBT, mindfulness
- Family meetings
- Conferencing with AHPs



Telehealth Billing Codes: in-office or in home office

The following was obtained from
<https://bcfamilydocs.ca/fee-category/telehealth/>
on May 12 at 11:52h:



13037	Basic telehealth visit	\$34.44
13038	Individual counselling session (per 20 min)	\$58.90
13041	Group counselling - first hour	\$86.94
13042	additional ½ hour	\$43.50

NOT to be confused with “out of office” codes.

Unless you are working at a health-authority approved site, you should NOT be billing “out of office” (13021) for group visits.

Tips for Success

- Host a virtual party using the licensed version to practice
 - confirm internet/bandwidth capacity
 - practice using features
- Make a backup plan
 - alternative device(s) charged, logged in and ready to go with Zoom
- Have the most updated version on all devices
- Ensure good virtual set up
- Provide troubleshooting instructions with invite
- Check out DTO videos, Zoom help blog topics, and reach out to your peers!



Team Support

MOA roles to consider:

- Emailing, registration, sending invite links
- Admission from waiting room, security
- Managing chat and technical difficulties
- Attendance list to facilitate billing and charting
- Documentation of questions and answers, patient comments and inquiries



Consent

- Make it clear to patients that they are participating in a **group** online session
 - There will be no disclosure of private or confidential individual patient health matters
 - The patient can change their username, disable their audio/video to maintain anonymity
 - Online communication risk disclosure
- Obtaining consent
 - At time of registration
 - Upon admission from waiting room
 - Patient can withdraw at any time by leaving



PRACTICE SUPPORT PROGRAM



Introducing group counselling sessions via virtual care can be supported by the PSP:

PSP provides compensation and Mainpro+ credits to doctors and eligible team members who make practice improvements using PSP's facilitated quality improvement (QI) cycle.

A QI cycle guides practice teams through activities such as:

- In-practice visits with a PSP team member and/or peer mentor.
- Participating in PSP learning opportunities.**
- Using data tools.

COMPENSATION

Family doctors and each eligible practice team member can receive payment for one to 15 hours of participating in QI activities.

CERTIFICATION

Family doctors may earn up to 45 certified Mainpro+ credits (three credits per hour), for one to 15 hours in total for the completion of a facilitated QI cycle.



SUPPORT AVAILABLE – DTO

- Hands on support
 - Virtual Care Peer Support Program
 - Physician Drop in Support Sessions
 - DTO Support Team
- Online sessions and resources - [DTO website](#)
 - [Physician Quick Start](#), [MOA Quick Start](#) sessions
 - [Virtual Care Toolkit for Physicians](#)
 - [eFax Guide for Physicians](#)
 - Resources shareable with patients
- Tool specific tutorials - [DTO YouTube Channel](#)
 - [Doxy.Me Training](#)
 - [Zoom for Healthcare](#)



THANK YOU

Speaker: Dr. Deni Hawley

Moderators: Carol Rimmer, Brigitte Mettler
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QUESTIONS AND DISCUSSION

Doctors Technology Office (DTO) is here to support you,
please reach out with additional virtual care questions to:

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🌐 www.doctorsofbc.ca/doctors-technology-office