



# 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](#)
  - [Fongo/Mail Chimp Communication](#)



# THANK YOU

Speaker: Dr. Deni Hawley

Moderators: Carol Rimmer, Brigitte Mettler  
(Doctors Technology Office)

## QUESTIONS AND DISCUSSION

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

☎ 604 638 5841

✉ [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca)

🌐 [www.doctorsofbc.ca/doctors-technology-office](http://www.doctorsofbc.ca/doctors-technology-office)