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:

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.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Fee</th>
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<tbody>
<tr>
<td>13037</td>
<td>Basic telehealth visit</td>
<td>$34.44</td>
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<tr>
<td>13038</td>
<td>Individual counselling session (per 20 min)</td>
<td>$58.90</td>
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<tr>
<td>13041</td>
<td>Group counselling - first hour</td>
<td>$86.94</td>
</tr>
<tr>
<td>13042</td>
<td>additional ½ hour</td>
<td>$43.50</td>
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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
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
Questions and Discussion

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

Phone: 604 638 5841
Email: DTOinfo@doctorsofbc.ca
Website: www.doctorsofbc.ca/doctors-technology-office