

# Telehealth Encounter

**Situation:** Telehealth technology is a useful tool to help deliver needed services by Certified Substance Abuse Counselors (CSAC), Certified Prevention Specialists (CPS) and other credentialed substance abuse addiction professionals to clients and participants in remote areas when travel and the need to maintain social distancing makes face-to-face (F2F) service delivery impractical.

1. On Client Encounter Screen Select Telehealth under Service Location on Encounter Screen. Add Telehealth Service description on Unsigned Note box before signing

The screenshot displays the HI-WITS Training software interface for creating an encounter. The top navigation bar shows the user is logged in as Afsharzadeh, Yoseb, BS. The sidebar menu on the left lists various options, with 'Encounters' expanded. The main form area is titled 'Encounter' and contains several sections:

- 1. Select Telehealth:** A red box highlights the 'Service Location' dropdown menu, which is set to 'Telehealth'. A red arrow points from this box to the dropdown.
- 2. Describe Telehealth Service (DAP/SOAP note):** A red box highlights the 'Unsigned Notes' text area. A red arrow points from this box to the text area.
- Diagnoses for this Service:** Three dropdown menus for Primary, Secondary, and Tertiary diagnoses.
- Rendering Staff:** A dropdown menu set to 'Afsharzadeh, Yoseb, BS'.
- Administrative Actions:** A section with a 'Release to Billing' link.
- Buttons:** 'Cancel', 'Save', 'Finish', and a right arrow button.

2. Telehealth Code

Place of Service Code(s)	Place of Service Name	Place of Service Description
01	Pharmacy	medically related items and services are sold, dispensed, or otherwise provided directly to patients. (Effective October 1, 2003)
02	Telehealth	The location where health services and health related services are provided or received, through a telecommunication system. (Effective January 1, 2017)
03	School	A facility whose primary purpose is education. (Effective January 1, 2003)
04	Homeless Shelter	A facility or location whose primary purpose is to provide temporary housing to homeless individuals (e.g., emergency shelters, individual or family shelters). (Effective January 1, 2003)
05	Indian Health Service Free-standing Facility	A facility or location, owned and operated by the Indian Health Service, which provides diagnostic, therapeutic (surgical and non-surgical), and rehabilitation services to American Indians and Alaska Natives who do not require hospitalization. (Effective January 1, 2003)

1. (02) Telehealth Code

3. Verified on HI-WITS Production

The screenshot shows the HI-WITS web application interface. The top navigation bar includes the WITS logo, the text 'HI-WITS 19.11.14', 'Administrative Agency, Testing Unit', and user information 'Afsharzadeh, Yoseb' with a 'Logout' button. Below the navigation bar, there are links for 'SSRS Reports' and 'Snapshot'. On the left, a blue sidebar menu contains various navigation options like 'Home Page', 'Agency', 'Group List', 'Clinical Dashboard', 'Client List', and 'System Administration'. The main content area displays a table titled 'Service Location Types' with columns for 'Actions', 'Service Location Code', 'Type', 'Expiration Date', 'HIPAA Code', 'Created By', 'Created Date', 'Updated By', 'Updated Date', and 'Domains'. The table lists several service location types, including SN (Skilled Nursing Facility), TH (Telehealth), TL (Temporary Lodging), UC (Urgent Care Unit), UCF (Urgent Care Facility), UN (Unassigned), WRHC (Walk-in Retail Health Clinic), and YC (Youth Club/Center). A red box highlights the 'TH' row, and a red arrow points to it from the text '1. HI-WITS Production'.

Please email the WITSHELP Desk if you have any questions or encounter any problem.