

VIRTUAL CARE: COVID-19 GUIDE

WHAT CAN I USE VIRTUAL CARE FOR?

SCREENING of patients who are worried or ill

CARE FOR PATIENTS with suspected COVID-19

CARE FOR REGULAR PATIENTS in your practice to decrease exposure to those who may be ill



WHICH VIRTUAL CARE PLATFORMS CAN I USE?

Any direct-to-patient telephone, telemedicine and video calling platforms can now be used as the work is remunerated with the new fee codes, rather than the platform you choose.

MEDICAL CARE VIRTUAL CARE PLATFORMS

There are many virtual care platforms that have been created for medical care, including:

- Provincial virtual care platforms
- EMR-integrated platforms
- Stand alone platforms

A complete list of the current platforms is available on the [OntarioMD Virtual Care and COVID-19 webpage](#)



TELEPHONE CALLS + OTHER VIDEO-CONFERRING PLATFORMS

There are also other video-conferencing platforms that are not typically used in health care, including:

- Skype and Teams by Microsoft
- Facetime by Apple
- Zoom.us
- Google Hangouts, and others

PATIENT CONSENT – unless you are using virtual care technologies where consent from the patient is handled at sign-up, you should ask patients for their consent.

A sample informed consent paragraph, detailed script, and documentation note for EMR are available [here](#).

HOW WILL I GET PAID?

Billing details specific to using OTNinvite can be found [here](#).

If you are using telephone or other video visit platform, you can use the following temporary K codes:

TEMPORARY TELEPHONE/VIDEO FEE CODES

All General & Family Practitioners for any patient:

- K080 (virtual minor assessment or equivalent; \$23.75)*
- K081 (virtual intermediate assessment or equivalent; \$36.85)*
- K082 (mental health and counselling or equivalent; \$67.75)*

Specialists

- K083 (specialist consultation or visits; \$5 increments)

*These codes will not contribute to outside use.

* For some primary care enrollment models, these codes are in-basket and globally funded for enrolled patients. These codes can also be billed with the applicable after-hours premium, as per after-hours rules and requirements. For more information, please see [Ministry INFOBulletin #11229](#)

While these codes are effective March 14, 2020, physicians should wait to submit claims for these codes until further notice. System changes will be implemented over the coming weeks to process payment.

ADDITIONAL RESOURCES

- [OMA COVID-19 webpage](#)
- [OMA Virtual Care webpage](#)
- [OntarioMD Virtual Care and COVID-19 webpage](#)
- [Ontario Health \(Quality\) draft guidebook on best practices for bringing virtual care into your clinic](#)

BILLING RESOURCES

- [Detailed fee code information and Fee Code FAQs](#)
- [Ministry INFOBulletin #4745](#)
- [Ministry INFOBulletin #11229](#)
- [Ministry INFOBulletin #4746](#)