

# 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-CONFERENCEING 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](#)

### 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](#)