

## SNI Webinar Recap

# eVisit Transformation: Billable Medical Advice through EHR Messaging

On April 26, 2022, SNI hosted the webinar, *eVisit Transformation: Billable Medical Advice through EHR Messaging*, with a presenter from UCSF Health. The webinar slides and recording are available [here](#).

## Key Takeaways

### Background

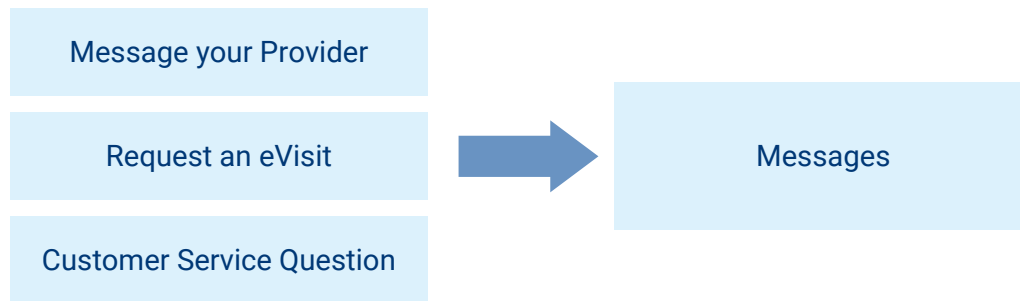
At UCSF Health, the volume of electronic health record (EHR) portal messages quadrupled in the last five years as it became a popular and convenient way for patients to get care. At the same time, the increased work burden went unrecognized and led to dissatisfaction among providers.

### Billable Medical Advice Messages

In an effort to recognize portal messaging as a part of providers' workload, UCSF Health implemented a new model of billable messaging called Medical Advice Messages or "eVisits," where providers can bill portal messages if they require medical decision-making and at least five minutes of time.

### Updated In-Basket Workflow

UCSF Health initially asked patients to choose what type of message they wanted to send, but found that patients had a hard time self-triaging. UCSF Health implemented a simplified approach with only one option for patients. Patients consent to potentially being billed for their messages, which are sent to a single inbox or "in-basket" that is triaged by clinic staff and sent on to the appropriate care team member or department.



### Results After Six Months

- No reports of patients not seeking care due to fear of a charge
- No complaints to patient relations
- Billing inquiries/complaints on par with all billable services
- No differences in utilization patterns by race/ethnicity and language, age, or payor groups
- Positive reception from patients
- Significant psychological benefit for providers

### Major Implications

Although Medical Advice Messages are reimbursed for a small fraction of the reimbursement typically provided for in-person and virtual visits, the implementation of billable portal messaging is part of a larger effort at UCSF Health to pull portal messaging into providers' daytime activities and address staff burnout and well-being.