

Telehealth/Remote Access Signature Procedures

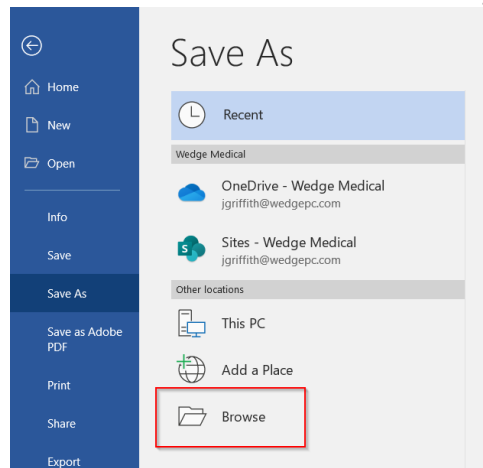
Adopted 4/30/20

Signature Procedure

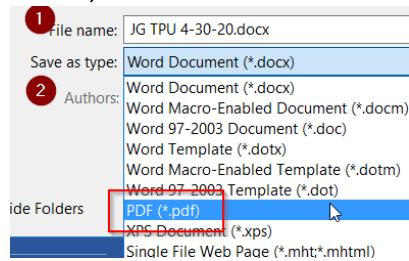
- Remote Access users – *PDF signatures approved during telehealth remote access period only*
 - Staff will type and complete documentation with member via telehealth, and sign documentation using PDF functionality.
 - Signature line dates are entered by inserting text
 - Document must include notation on member signature line regarding telehealth and verbal consent.
 - If staff were responsible to upload document to myEvolv during non-pandemic/on-site operations, they will remain responsible to upload document during remote access period.
 - For documentation that requires multiple staff signatures:
 - After staff have completed the document and signed using PDF, staff will email document to supervisor using Wedge email address.
 - Supervisor will review document. They will send back via Wedge email if corrections are needed.
 - If no corrections are needed, supervisor will print and sign document in ink.
 - Document will be scanned for upload by designated staff.
 - If doctor signature is required, after scanning the document will be returned to supervisor to await ink signature by doctor.
 - Documents will not be rescanned until all required signatures are present (including member signature).
 - Once all signatures are present, document is rescanned and is provided to Medical Records for filing.
 - *Electronic signatures will not be permitted during normal operations with member present.*
- Users without remote access
 - Staff will handwrite and complete documentation with member via telehealth, and sign documentation using ink.
 - Document must include notation on member signature line regarding telehealth and verbal consent.
 - As assigned, staff will come to site to turn in documentation.
 - Supervisor will review all handwritten documentation prior to scan.
 - For documentation that requires multiple signatures
 - Supervisor will review document. They will send back if corrections are needed. Use of personal email to communicate protected health information is not permitted.
 - If no corrections are needed, supervisor will print and sign document in ink.
 - Document will be scanned for upload by designated staff.
 - If doctor signature is required, it will be returned to supervisor to await ink signature by doctor.
 - Documents will not be rescanned until all required signatures are present (including member signature).
 - Once all signatures are present, document is rescanned and is provided to Medical Records for filing.

Converting a Word Document to PDF

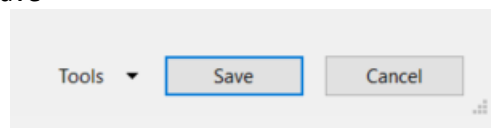
1. Open the Word document
2. Click "File" and then "Save As"
3. Select "Browse" to select the location to which you wish to save your document



- a.
4. Name your file, then select "PDF" as the file type



- a.
5. Click "save"



- a.
6. Open the PDF file from the saved location

PDF Signatures

- Creating an electronic signature in Foxit
 - a. Open document in Foxit
 - b. Under "home" click "PDF Sign"



- i.
- c. Click the green "+" to create a signature. You can either
 - draw your signature directly into Foxit, or
 - you can sign with ink on plain paper, take a closeup photo of your signature, email photo to self, save to your documents, then in Foxit select "Import File" to use that file as your signature, and check off "Convert signature to black and white"
 - DO NOT TYPE SIGNATURE

- d. Foxit will save this signature for reuse
- Using an electronic signature in Foxit
 1. Open Foxit
 2. Under “home” click “PDF Sign”
 3. Click the signature you want to use
 4. Click on the document where you want your signature to appear
 5. You will need to repeat steps 3 and 4 each time you want add another signature to a document (for example, on consents and releases where your signature appears several times)

Inserting Text on PDF

- Open Foxit
- Under “Comment” click “Typewriter”. A small curser will appear
- Click on the document where you want the text to appear
- Begin typing text. For example, “telehealth: member consented verbally”
- You will need to repeat steps 3 and 4 each time you want add more text to a document (for example, on consents and releases where member signatures and dates appear several times)