

## Office or Other Outpatient Services (99201-99215)

The following codes are used to report evaluation and management services provided in the physician's office or in an outpatient or other ambulatory facility. A patient is considered an outpatient until inpatient admission to a health care facility occurs.

### New Patient (99201-99205)

**99203 Office or other outpatient visit** for the evaluation and management of a new patient, which requires these three key components:

**a detailed history;**  
**a detailed examination; and**  
**medical decision making of low complexity.**

Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs.

Usually, the presenting problem(s) are of moderate severity. Physicians typically spend 30 minutes face-to-face with the patient and/or family.

**99204 Office or other outpatient visit** for the evaluation and management of a new patient, which requires these three key components:

**a comprehensive history;**  
**a comprehensive examination; and**  
**medical decision making of moderate complexity.**

Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs.

Usually, the presenting problem(s) are of moderate to high severity. Physicians typically spend 45 minutes face-to-face with the patient and/or family.

**99205 Office or other outpatient visit** for the evaluation and management of a new patient, which requires these three key components:

**a comprehensive history;**  
**a comprehensive examination; and**  
**medical decision making of high complexity.**

Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs.

Usually, the presenting problem(s) are of moderate to high severity. Physicians typically spend 60 minutes face-to-face with the patient and/or family.

Established Patient (99211-99215)

**99213 Office or other outpatient visit** for the evaluation and management of an established patient, which requires at least two of these three key components:

**an expanded problem focused history;**  
**an expanded problem focused examination;**  
**medical decision making of low complexity.**

Counseling and coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs.

Usually, the presenting problem(s) are of low to moderate severity. Physicians typically spend 15 minutes face-to-face with the patient and/or family.

**99214 Office or other outpatient visit** for the evaluation and management of an established patient, which requires at least two of these three key components:

**a detailed history;**  
**a detailed examination;**  
**medical decision making of moderate complexity.**

Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs.

Usually, the presenting problem(s) are of moderate to high severity. Physicians typically spend 25 minutes face-to-face with the patient and/or family.

**99215 Office or other outpatient visit** for the evaluation and management of an established patient, which requires at least two of these three key components:

**a comprehensive history;**  
**a comprehensive examination;**  
**medical decision making of high complexity.**

Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs.

Usually, the presenting problem(s) are of moderate to high severity. Physicians typically spend 40 minutes face-to-face with the patient and/or family.

## Appendix C - Clinical Examples

As described in *CPT 2004*, clinical examples of the CPT codes for Evaluation and Management (E/M) services are intended to be an important element of the coding system. The clinical examples, when used with the E/M descriptors contained in the full text of *CPT*, provide a comprehensive and powerful new tool for physicians to report the services provided to their patients.

The American Medical Association is pleased to provide you with these clinical examples for *CPT 2004*. The clinical examples that are provided in this supplement are limited to Office or Other Outpatient Services,... Consultations,... Prolonged Services and Care Plan Oversight.

These clinical examples do not encompass the entire scope of medical practice. Inclusion or exclusion of any particular specialty group does not infer any judgment of importance or lack thereof; nor does it limit the applicability of the example to any particular specialty.

Of utmost importance is that these clinical examples are just that: examples. A particular patient encounter, depending on the specific circumstances, must be judged by the services provided by the physician for that particular patient. Simply because the patient's complaints, symptoms, or diagnoses match those of a particular clinical example, does not automatically assign that patient encounter to that particular level of service. The three key components (history, examination, and medical decision making) must be met and documented in the medical record to report a particular level of service.

### Office or Other Outpatient Services

#### New Patient

#### 99203

Initial office visit of an adult who presents with symptoms of an upper-respiratory infection that has progressed to unilateral purulent nasal discharge and discomfort in the right maxillary teeth. (Otolaryngology, Head & Neck Surgery)

Initial office visit of a 40-year-old female with symptoms of atopic allergies including eye and sinus congestion, often associated with infections. She would like to be tested for allergies. (Otolaryngology, Head & Neck Surgery)

Initial office visit for initial evaluation of a 48-year-old man with recurrent low back pain radiating to the leg. (General Surgery)

Initial office visit for evaluation, diagnosis and management of painless gross hematuria in a new patient, without cystoscopy. (Internal Medicine)

Initial office visit with couple for counseling concerning voluntary vasectomy for sterility. Spent 30 minutes discussing procedure, risks and benefits, and answering questions. (Urology)

#### 99204

Initial office visit for a 34-year-old female with primary infertility for evaluation and counseling. (Obstetrics & Gynecology)

Initial office visit for a 6-year-old male with multiple upper respiratory infections. (Allergy & Immunology)

Initial office visit for an adolescent who was referred by school counselor because of repeated skipping school. (Psychiatry)

Initial office visit for a 45-year-old female who has been abstinent from alcohol and benzodiazepines for three months but complains of headaches, insomnia, and anxiety. (Psychiatry)

Initial office visit for a 50-year-old male with an aortic aneurysm who is considering surgery. (General Surgery)

Initial office visit for a 17-year-old female with depression. (Internal Medicine)

Initial office visit for evaluation of a 70-year-old patient with recent onset of episodic confusion. (Internal Medicine)

Initial office visit for a 7-year-old female with juvenile diabetes mellitus, new to area, past history of hospitalization times three. (Pediatrics)

99205

Initial office visit for a patient with disseminated lupus erythematosus with kidney disease, edema, purpura, and scarring lesions on the extremities plus cardiac symptoms. (Dermatology/General Surgery/Internal Medicine)

Initial office visit for a 25-year-old female with systemic lupus erythematosus, fever, seizures, and profound thrombocytopenia. (Rheumatology/Allergy & Immunology)

Initial office visit for an adult with multiple cutaneous blisters, denuded secondarily infected ulcerations, oral lesions, weight loss, and increasing weakness refractory to high dose corticosteroid. Initiation of new immunosuppressive therapy. (Dermatology)

Initial office visit for a 60-year-old male with previous back surgery; now presents with back and pelvic pain, two-month history of bilateral progressive calf and thigh tightness and weakness when walking, causing several falls. (Orthopaedic Surgery)

Initial office visit for an adolescent referred from ER after making suicide gesture. (Psychiatry)

Initial office visit for a 49-year-old female with a history of headaches and dependence on opioids. She reports weight loss, progressive headache, and depression. (Psychiatry)

Initial office visit for a 50-year-old female with symptoms of rash, swellings, recurrent arthritic complaints, and diarrhea and lymphadenopathy. Patient has had a 25 lb. weight loss and was recently camping in the Amazon. (Allergy & Immunology)

Initial office visit for a 73-year-old male with known prostate malignancy, who presents with severe back pain and a recent onset of lower extremity weakness. (Physical Medicine & Rehabilitation)

Initial office visit for a 38-year-old male with paranoid delusions and a history of alcohol abuse. (Psychiatry)

Initial office visit for a 29-year-old female with acute orbital congestion, eyelid retraction, and bilateral visual loss from optic neuropathy. (Ophthalmology)

Initial office visit for a 70-year-old diabetic patient with progressive visual field loss, advanced optic disc cupping and neovascularization of retina. (Ophthalmology)

Initial office visit for a newly diagnosed Type I diabetic patient. (Endocrinology)

Initial office evaluation of a 65-year-old female with exertional chest pain, intermittent claudication, syncope and a murmur of aortic stenosis. (Cardiology)

Initial office visit for a 17-year-old female, who is having school problems and has told a friend she is

considering suicide. The patient and her family are consulted in regard to treatment options. (Psychiatry)

Initial office visit for a 42-year-old male on hypertensive medication, newly arrived to the area, with diastolic blood pressure of 110, history of recurrent calculi, episodic headaches, intermittent chest pain and orthopnea. (Internal Medicine)

Established Patient

99211

Office visit for an 82-year-old female, established patient, for a monthly B12 injection with documented Vitamin B12 deficiency. (Geriatrics/Internal Medicine/Family Medicine)

Office visit for a 50-year-old male, established patient, for removal of uncomplicated facial sutures. (Plastic Surgery)

Office visit for an established patient who lost prescription for lichen planus. Returned for new copy. (Dermatology)

Office visit for an established patient undergoing orthodontics who complains of a wire which is irritating his/her cheek and asks you to check it. (Oral & Maxillofacial Surgery)

Office visit for a 50-year-old female, established patient, seen for her gold injection by the nurse. (Rheumatology)

Office visit for a 73-year-old female, established patient, with pernicious anemia for weekly B12 injection. (Gastroenterology)

Office visit for an established patient for dressing change on a skin biopsy. (Dermatology)

Office visit for a 19-year-old, established patient, for removal of sutures from a two cm. laceration of forehead, which you placed four days ago in ER. (Plastic Surgery)

Office visit of a 20-year-old female, established patient, who receives an allergy vaccine injection and is observed for a reaction by the nurse. (Otolaryngology, Head & Neck Surgery)

Office visit for a 45-year-old male, established patient, with chronic renal failure for the administration of erythropoietin. (Nephrology)

Office visit for an established patient, a Peace Corps enlistee, who requests documentation that third molars have been removed. (Oral & Maxillofacial Surgery)

Office visit for a 69-year-old female, established patient, for partial removal of antibiotic gauze from an infected wound site. (Plastic Surgery)

Office visit for a 9-year-old, established patient, successfully treated for impetigo, requiring release to return to school. (Dermatology/Pediatrics)

Office visit for an established patient requesting a return-to-work certificate for resolving contact dermatitis. (Dermatology)

Outpatient visit with 19-year-old male, established patient, for supervised drug screen. (Addiction Medicine)

Office visit with 31-year-old female, established patient, for return to work certificate. (Anesthesiology)

Office visit for a 23-year-old, established patient, for instruction in use of peak flow meter. (Allergy & Immunology)

Office visit for prescription refill for a 35-year-old female, established patient, with schizophrenia who is

stable but has run out of neuroleptic and is scheduled to be seen in a week. (Psychiatry)

99213

Office visit for the quarterly follow-up of a 45-year-old male with stable chronic asthma requiring regular drug therapy. (Allergy & Immunology)

Office visit for a 62-year-old female, established patient, for follow-up for stable cirrhosis of the liver. (Internal Medicine/Family Medicine)

Office visit for an 80-year-old female, established patient, to evaluate medical management of osteoarthritis of the temporomandibular joint. (Rheumatology)

Office visit for a 68-year-old female, established patient, with polymyalgia rheumatic, maintained on chronic low-dose corticosteroid, with no new complaints. (Rheumatology)

Office visit for a 43-year-old male, established patient, with known reflex sympathetic dystrophy. (Anesthesiology)

Office visit for an established patient with an evenly pigmented superficial nodule of leg which is symptomatic. (Dermatology)

Office visit for an established patient with psoriasis involvement of the elbows, pitting of the nails, and itchy scalp. (Dermatology)

Office visit for a 27-year-old male, established patient, with deep follicular and perifollicular inflammation unable to tolerate systemic antibiotics due to GI upset, requires change of systemic medication. (Dermatology)

Office visit for a 16-year-old male, established patient, who is on medication for exercise-induced bronchospasm. (Allergy & Immunology)

Office visit for a 60-year-old, established patient, with chronic essential hypertension on multiple drug regimen, for blood pressure check. (Family Medicine)

Office visit for a 20-year-old male, established patient, for removal of sutures in hand. (Family Medicine)

Office visit for a 58-year-old female, established patient, with unilateral painful bunion. (Orthopaedic Surgery)

Office visit for a 45-year-old female, established patient, with known osteoarthritis and painful swollen knees. (Rheumatology)

Office visit for a 25-year-old female, established patient, complaining of bleeding and heavy menses. (Obstetrics & Gynecology)

Office visit for a 55-year-old male, established patient, with hypertension managed by a beta blocker/thiazide regime; now experiencing mild fatigue. (Nephrology)

Office visit for a 65-year-old female, established patient, with primary glaucoma for interval determination of intraocular pressure and possible adjustment of medication. (Ophthalmology)

Office visit for a 56-year-old man, established patient, with stable exertional angina who complains of new onset of calf pain while walking. (Cardiology)

Office visit for a 63-year-old female, established patient, with rheumatoid arthritis on auranofin and ibuprofen, seen for routine follow-up visit. (Rheumatology)

Office visit for an established patient with Graves' disease, three months post I-131 therapy, who presents with lassitude and malaise. (Endocrinology)

Office visit for the quarterly follow-up of a 63-year-old male, established patient, with chronic myofascial pain syndrome, effectively managed by doxepin, who presents with new onset urinary hesitancy. (Pain Medicine)

Office visit for the biannual follow-up of an established patient with migraine variant having infrequent, intermittent, moderate to severe headaches with nausea and vomiting, which are sometimes effectively managed by ergotamine tartrate and an antiemetic, but occasionally requiring visits to an emergency department. (Pain Medicine)

Office visit for an established patient after discharge from a pain rehabilitation program to review and adjust medication dosage. (Pain Medicine)

Office visit with 55-year-old male, established patient, for management of hypertension, mild fatigue, on beta blocker/thiazide regimen. (Family Medicine/Internal Medicine)

Outpatient visit with 37-year-old male, established patient, who is three years post total colectomy for chronic ulcerative colitis, presents for increased irritation at his stoma. (General Surgery)

Office visit for a 70-year-old diabetic hypertensive established patient with recent change in insulin requirement. (Internal Medicine/Nephrology)

Office visit with 80-year-old female, established patient, for follow-up osteoporosis, status-post compression fractures. (Rheumatology)

Office visit for an established patient with stable cirrhosis of the liver. (Gastroenterology)

Routine, follow-up office evaluation at a three-month interval for a 77-year-old female, established patient, with nodular small cleaved-cell lymphoma. (Hematology/Oncology)

Quarterly follow-up office visit for a 45-year-old male, established patient, with stable chronic asthma, on steroid and bronchodilator therapy. (Pulmonary Medicine)

Office visit for a 50-year-old female, established patient, with insulin-dependent diabetes mellitus and stable coronary artery disease, for monitoring. (Family Medicine/Internal Medicine)

99214

Office visit for an established patient now presenting with generalized dermatitis of 80 percent of the body surface area. (Dermatology)

Office visit for a 32-year-old female, established patient, with new onset right lower quadrant pain. (Family Medicine)

Office visit for reassessment and reassurance/counseling of a 40-year-old female, established patient, who is experiencing increased symptoms while on a pain management treatment program. (Pain Medicine)

Office visit for an established patient with frequent intermittent, moderate to severe headaches requiring beta blocker or tricyclic antidepressant prophylaxis, as well as four symptomatic treatments, but who is

still experiencing headaches at a frequency of several times a month that are unresponsive to treatment. (Pain Medicine)

Follow-up visit for a 15-year-old withdrawn patient with four-year history of papulocystic acne of the face, chest, and back with early scarring and poor response to past treatment. Discussion of use of systemic medication. (Dermatology)

Office visit for a 28-year-old male, established patient, with regional enteritis, diarrhea, and low-grade fever. (Internal Medicine)

Office visit for a 25-year-old female, established patient, following recent arthrogram and MR imaging for TMJ pain. (Oral & Maxillofacial Surgery)

Office visit for a 28-year-old female, established patient, with right lower quadrant abdominal pain, fever, and anorexia. (Internal Medicine/Family Medicine)

Office visit for a 45-year-old male, established patient, four months follow-up of L4-5 discectomy, with persistent incapacitating low back and leg pain. (Orthopaedic Surgery)

Outpatient visit for a 77-year-old male, established patient, with hypertension, presenting with a three-month history of episodic substernal chest pain on exertion. (Cardiology)

Office visit for a 25-year-old female, established patient, for evaluation of progressive saddle nose deformity of unknown etiology. (Plastic Surgery)

Office visit for a 65-year-old male, established patient, with BPH and severe bladder outlet obstruction, to discuss management options such as TURP. (Urology)

Office visit for an adult diabetic established patient with a past history of recurrent sinusitis who presents with a one-week history of double vision. (Otolaryngology, Head & Neck Surgery)

Office visit for an established patient with lichen planus and 60 percent of the cutaneous surface involved, not responsive to systemic steroids, as well as developing symptoms of progressive heartburn and paranoid ideation. (Dermatology)

Office visit for a 52-year-old male, established patient, with a 12-year history of bipolar disorder responding to lithium carbonate and brief psychotherapy. Psychotherapy and prescription provided. (Psychiatry)

Office visit for a 63-year-old female, established patient, with a history of familial polyposis, status post-colectomy with sphincter sparing procedure, who now presents with rectal bleeding and increase in stooling frequency. (General Surgery)

Office visit for a 68-year-old male, established patient, with the sudden onset of multiple flashes and floaters in the right eye due to a posterior vitreous detachment. (Ophthalmology)

Office visit for a 55-year-old female, established patient, on cyclosporin for treatment of resistant, small vessel vasculitis. (Rheumatology)

Follow-up office visit for a 55-year-old male, two months after iliac angioplasty with new onset of contralateral extremity claudication. (Interventional Radiology)

Office visit for a 68-year-old male, established patient, with stable angina, two months post myocardial infarction, who is not tolerating one of his medications. (Cardiology)

Weekly office visit for 5FU therapy for an ambulatory established patient with metastatic colon cancer and increasing shortness of breath. (Hematology/Oncology)

Follow-up office visit for a 60-year-old male, established patient, whose post-traumatic seizures have disappeared on medication and who now raises the question of stopping the medication (Neurology)

Office evaluation on new onset RLQ pain in a 32-year-old woman, established patient. (Urology/General Surgery/Internal Medicine/Family Medicine)

Office evaluation of 28-year-old, established patient, with regional enteritis, diarrhea and low-grade fever. (Family Medicine/Internal Medicine)

Office visit with 50-year-old female, established patient, diabetic, blood sugar controlled by diet. She now complains of frequency of urination and weight loss, blood sugar of 320 and negative ketones on dipstick. (Internal Medicine)

Follow-up office visit for a 45-year-old, established patient, with rheumatoid arthritis on gold, methotrexate, or immunosuppressive therapy. (Rheumatology)

Office visit for a 60-year-old male, established patient, two years post-removal of intracranial meningioma, now with new headaches and visual disturbance. (Neurosurgery)

Office visit for a 68-year-old female, established patient, for routine review and follow-up of non-insulin dependent diabetes, obesity, hypertension and congestive heart failure. Complains of vision difficulties and admits dietary noncompliance. Patient is counseled concerning diet and current medications adjusted. (Family Medicine)

99215

Office visit for an established patient who developed persistent cough, rectal bleeding, weakness, and diarrhea plus pustular infection on skin. Patient on immunosuppressive therapy. (Dermatology)

Office visit for an established patient with progressive dermatomyositis and recent onset of fever, nasal speech, and regurgitation of fluids through the nose. (Dermatology)

Office visit for a 28-year-old female, established patient, who is abstinent from previous cocaine dependence, but reports progressive panic attacks and chest pains. (Psychiatry)

Office visit for an established adolescent patient with history of bipolar disorder treated with lithium; seen on urgent basis at family's request because of severe depressive symptoms. (Psychiatry)

Office visit for an established patient having acute migraine with new onset neurological symptoms and whose headaches are unresponsive to previous attempts at management with a combination of preventive and abortive medication. (Pain Medicine)

Office visit for a 25-year-old, established patient, two years post-burn with bilateral ectropion, hypertrophic facial burn scars, near absence of left breast, and burn syndactyly of both hands. Discussion of treatment options following examination. (Plastic Surgery)

Office visit for a 27-year-old female, established patient, with bipolar disorder who was stable on lithium carbonate and monthly supportive psychotherapy but now has developed symptoms of hypomania. (Psychiatry)

Office visit for a 25-year-old male, established patient with a history of schizophrenia who has been seen bi-monthly but is complaining of auditory hallucinations. (Psychiatry)

Office visit for a 42-year-old male, established patient, nine months post-op emergency vena cava shunt for variceal bleeding, now presents with complaints of one episode of "dark" bowel movement, weight gain, tightness in abdomen, whites of eyes seem "yellow" and occasional drowsiness after eating

hamburgers. (Abdominal Surgery)

Office visit for a 68-year-old male, established patient, with biopsy-proven rectal carcinoma, for evaluation and discussion of treatment options. (General Surgery)

Office visit for a 60-year-old, established patient, with diabetic nephropathy with increasing edema and dyspnea. (Endocrinology)

Office visit with 30-year-old male, established patient for three-month history of fatigue, weight loss, intermittent fever, and presenting with diffuse adenopathy and splenomegaly. (Family Medicine)

Follow-up visit, 40-year-old mother of three, established patient, with acute rheumatoid arthritis, anatomical Stage 3, ARA function Class 3 rheumatoid arthritis, and deteriorating function. (Rheumatology)

Follow-up office visit for a 65-year-old male, established patient, with a fever of recent onset while on outpatient antibiotic therapy for endocarditis. (Infectious Disease)

Office visit for a 70-year-old female, established patient, with diabetes mellitus and hypertension, presenting with a two month history of increasing confusion, agitation and short-term memory loss. (Family Medicine/Internal Medicine)

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