

TIPS FOR IMPLEMENTING TELEMEDICINE

Telemedicine, or virtual visits, can be used for a variety of health encounters. Here are some helpful tips to assist practices in implementing telemedicine and successfully engaging patients.

Telemedicine visit ideas:

- Acute care visits
- Follow up visits
- Chronic care management, such as diabetes, CHF, COPD (routine follow up visit, advice, prescription refill)
- Provider delivered care management visits (can not be billed by physician)
- Follow up on urgent care visits, diagnosed or suspected COVID-19, and discharges from the emergency department and inpatient via ADT feed.
- Transition of care visit for inpatient and observation discharge.



Engage patients with telemedicine:

- Have a medical assistant contact patients with upcoming appointments that can be conducted via telemedicine.
- Contact patients via phone, text, patient portal, email and/or mail to offer telemedicine appointments. Some benefits to share with patients:
 - Stay safe at home.
 - Multiple easy options (FaceTime, Skype, phone call, etc.) can be used as restrictions on HIPAAcompliant devices for telemedicine is waived during the pandemic.
 - Low/no cost copay by most insurance payers during the coronavirus pandemic.
 - Private conversation with provider.
 - Possible to send photos of rashes, swelling etc.
 - Patients can use home monitoring equipment to add data to the visit. Example: temperature, glucose, blood pressure, pulse, Fitbit metrics, weight, peak flow.
- When patients contact the office for a prescription refill, it is often an appropriate time to schedule a telemedicine visit to discuss their treatment plan.
- You can complete a transition of care visit via telephone when a patient is discharged from the hospital or observation unit.
- Remember to document all encounters in the EMR.