

## Tips For Implementing Telehealth

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

### Telehealth visit ideas

- Routine well visits
- Same day sick visits
- Follow up visits
- Chronic care management such as diabetes management, CHF, COPD
- Medication refills
- Provider delivered care management visits
- Patient education
- Follow up on discharges from the emergency department and inpatient via the ADT feed.
- Transition of care visit for inpatient and observation discharge.

### Tips to engage patients with telehealth

- Have a medical assistant reach out to patients with upcoming well routine visits and any appointment that can be conducted via telehealth.
- Contact patients via phone, text, patient portal, email and/or mail to offer telehealth appointments as an option. Some benefits to share with patients:
  - Stay safe at home.
  - Multiple easy, available options (FaceTime, Skype, etc.) can be used during the pandemic. The restriction on HIPAA-compliant devices for telehealth is waived during the pandemic.
  - Low/no cost copay by most insurance payers during the coronavirus pandemic.
  - Private video/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
- Remember to document all encounters in the EMR.
- Outreach to patients with chronic diseases such as DM, CHF, COPD to conduct a routine visit.
- When patients contact office for prescription refill, this is an opportunity to schedule a telemedicine visit.