

telehealth basics

summary handout



Telehealth is the general term used to cover “telecommunications and exchange of electronic information” to support long-distance health care.

Benefits of telehealth:

- Flexibility and convenience for you and your clients
- Savings on time and money, including lower startup costs
- Closer relationships with clients
- Increased access to care for clients
- Expanded educational reach
- Improved client retention and outcomes

Telehealth laws, regulations, and reimbursements are determined by each state government:

- HIPAA-compliant
- Up-to-date telehealth information:
 - www.eatrightpro.org/practice/practice-resources/telehealth
- Check your state licensure laws and states where your clients reside:
 - www.eatrightpro.org/advocacy/licensure/licensure-and-telehealth
- Telehealth included in liability insurance

When choosing a telehealth platform that is best for your practice, consider the following:

- HIPAA security
- Scheduling individual or group practice
- Paperwork
- EHR/charting
- Billing/charges
- Faxing
- Journal feature
- Communication portal

Additional items to consider for success:

- Setting up an appropriate environment for consultations
- Marketing to new and existing clients
- Scheduling efficiencies
- Patient interaction & information – pre-consult, during and post-consult
- How will you take payment?
- Medicare coverage

Obstacles to Opportunities:

Patient perception: <ul style="list-style-type: none">• Less intimate, logistical challenges, less professional/helpful	Patient reality: <ul style="list-style-type: none">• More intimate, convenient, user friendly, engaging, direct scheduling, better connectivity/relationship
Practitioner perception: <ul style="list-style-type: none">• Inconvenient, cumbersome, less worthwhile, lack of acceptance	Practitioner reality: <ul style="list-style-type: none">• Extremely convenient, no wasted time, direct control of schedule, immediate feedback, sharing of education materials, no overhead, decreased office cost, no reason for “no shows,” decrease charting/admin time
Program perception: <ul style="list-style-type: none">• Scheduling, billing, accounting, staying connected while balancing a growing business	Program reality: <ul style="list-style-type: none">• Immediate/seamless scheduling rebooking feature, accounting and tracking built into program, control of schedule