

WHAT IS TELEHEALTH?

Telehealth is the use of telecommunication and information technology to provide access to health assessment, diagnosis, intervention, consultation, supervision, and information. Telehealth can be used for monitoring symptoms, visits, or family meetings.

PLANNING TO IMPLEMENT A TELEHEALTH PROGRAM

- Four types of telehealth technology, including peripherals: videoconferencing, remote patient monitoring (RPM), mobile health (mHealth), and store & forward
- Identify desired telehealth services appropriate for the patient population
- Identify personnel required for telehealth delivery and workflow (clinical staff, nurses, APRNs, physician, IT specialist)
- Be aware of State rules and regulations that impact telehealth delivery: CMS, professional organizations, crossing state lines, HIPAA, privacy, PHI, consent, private insurers, business associate agreements (BAA)

PREPARING TO IMPLEMENT A TELEHEALTH PROGRAM

- Develop policies and protocols: handling emergencies/safety, roles of personnel, connecting with patients (scheduling, initiating calls, establishing the call) handling technical difficulties)
- Establishing consent (written/verbal), security & privacy, identifying patients/conditions appropriate for telehealth; referrals
- Documentation and billing
- Telehealth etiquette (wall color, privacy, declutter, sound, equipment, position, professionalism)

PROVIDING THE TELEHEALTH SERVICE

- Identify all persons present and their roles/relationship to patient
- Collect information on location for safety/emergencies (physical address, emergency contact)
- Discuss how loss connection will be handled

- ISOAP [introduction, subjective, objective, assessment, plan] Documentation and billing

PROVIDING THE TELEHEALTH SERVICE

- Videoconferencing: audio-video is same as an office visit CPT codes 99202-99215; the telephone is not considered videoconferencing or telehealth. Audio only encounters may be used for some evaluations (CPT codes 99441-99443)
- RPM: CPT codes 99453, 99454, 99457 for chronic care remote physiologic monitoring; reimburses for initial setup, patient education, device monitoring
- mHealth: mobile devices to assess health during a telehealth visit is reimbursed in the same way.
- Patient transmitted data is not reimbursable unless associated with a visit
- Store & Forward: CPT codes 99451, 99452, and G2010

EVALUATING THE TELEHEALTH SERVICE

- Use tools to evaluate the telehealth delivery and impact (health outcomes, value, provider/patient experience, performance)

RESOURCES

- National Telehealth Toolkit for Educators. C-TIER. [Telehealtheducation-ctier.com/national-telehealth-toolkit-for-educators/](https://telehealtheducation-ctier.com/national-telehealth-toolkit-for-educators/)
- The National Consortium of Telehealth Resource Centers is comprised of 12 regions across the United States. There are 4 National Policy and Technology Resource Centers. Find your State Regional Resource Center | <https://telehealthresourcecenter.org/>