

VIRTUAL VISITS

Telehealth for Today



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It's clear that telehealth improves access to care and will remain an essential offering for healthcare practices.

This e-book examines:

- Why telehealth is vital to a practice's survival and future growth
- How providers and patients can embrace virtual visits
- Why a virtual visit solution that's integrated with your EHR and PM is critical to maintain workflow continuity

TELEHEALTH IS HERE TO STAY

Virtual healthcare is no longer just about convenience and choice; it's a necessity to protect the safety of both patients and providers of all ages—and stay in business.

Telehealth plays a significant role in healthcare delivery. While some providers may have been using telehealth for years, for many this is a new way to practice medicine and engage with patients.



A survey by the American Medical Association found that **60% of clinicians agree telehealth enables them to provide high quality care.**¹

MORE THAN 80%

of physician respondents note that patients have better access to care since using telehealth.¹



A DOCTOR'S PERSPECTIVE

How telehealth helps practices

You can:

- Meet with patients through cloud-based access on any device, anywhere
- Provide virtual follow-up visits
- Enable review of lab results, x-rays, and ultrasounds
- Access patients with limited mobility
- See more patients without the stress of a crowded waiting room
- Reduce no-shows and appointment cancelations
- Make chronic care management more accessible and convenient
- Conduct medication management and see the prescribed and OTC medications the patient may be taking
- Engage with a group of patients in a virtual setting
- Stay better connected with patients using remote patient monitoring (RPM) devices
- Allow doctors to meet with patients who live far from the office

Ability to pick up nonverbal cues

“Virtual visits provide the synchronous audio and visual component that doctors rely on to interact with patients effectively. They enable providers to pick up on nonverbal cues that they would not be able to perceive from a phone call.”

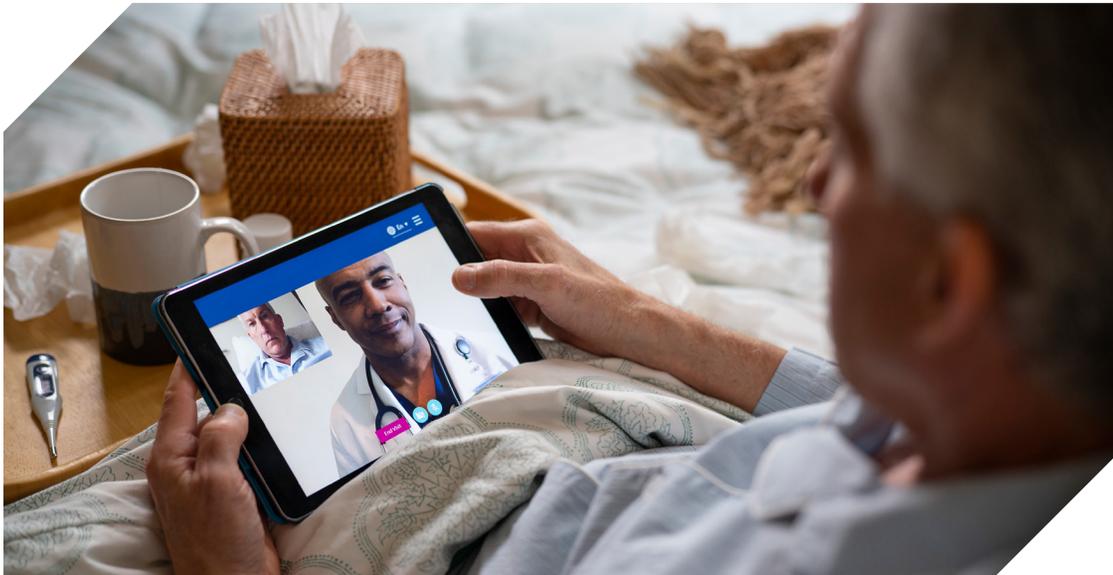
Damon Hou, MD

Medical Director, Health Informatics
Capital Women's Care

GET YOUR PRACTICE READY

As you expand into virtual care, develop procedures whereby staff prep virtual visits—just as staff members prep office visits in the non-virtual world. Make sure the patient engagement platform you select has the capability to send patients text/email reminders that can be configured according to visit type.

Ideally, your telehealth solution should facilitate this role with a specific user type for someone who assists with the visit but doesn't bill for the visit. After the staff member does the initial call, the physician can perform the virtual visit and then hand the visit back to the staff member to schedule a follow-up appointment or help with required activity such as laboratory work.



Tips to prepare patients

- Talk to your patients about how virtual visits can fit into their care
- Encourage patients to write down their thoughts and questions before a virtual visit
- Remind patients to be in a quiet place during the virtual visit and limit distractions
- Encourage patients to wear comfortable clothing to show wounds or other conditions
- Remind the patient to ensure their device is fully charged
- Keep your visits on track by communicating an outline of expectations at the start of the appointment

NextGen Virtual Visits™ offers patients a **test my device** option to ensure their devices work during a telehealth visit.

Best practices for telehealth adoption

Simple

Ensure patients and care teams have a user-friendly experience with solution architecture that favors simplicity.

Optimal Patient Access

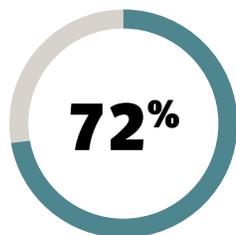
Help close the gap between patient needs and access to care.

Platform-Focused

Integrate with the EHR/PM platform to streamline the patient's journey throughout their care.

HIPAA-Compliant

Make sure your telehealth solution is HIPAA-compliant to avoid violations.



of medical groups **expect patient demand** for telehealth to stay the same or increase in 2023.²

Meet patients in
their own element



MEET PATIENT EXPECTATIONS

Virtual visits not only drive financially sound practices but build trust and loyalty. Your patients, like all consumers, will increasingly expect to engage with you through more convenient means.

When you expand access to care, you improve the health of your patients and affirm their relationship to your practice. This is especially true for patients who have to travel long distances and take time off work for a simple follow-up visit. As you lower barriers to engagement, your practice lays down a virtual welcome mat.

Benefits of telehealth for patients

Virtual visits are convenient for patients because they:

- Reduce the risk of infectious diseases
- Save time and gas
- Increase access to their preferred physician
- Maintain care in natural disasters
- Reduce wait times to receive care
- Get second opinions from specialists across the country
- Meet with preferred doctors conveniently regardless of distance
- Discuss readings from remote patient monitoring devices with their doctors

Virtual visits save time—especially for patients and clinicians who must meet frequently.

“You can use virtual visits in a more programmatic way, for example to touch base after surgery. In general, telehealth is now something that's just part of your normal practice.”

Lewis Kohl, MD

Chief Medical Information Officer
and Senior Medical Director
CareMount Medical

“ Since the telehealth solution integrates smoothly with the workflow, we quickly changed our scheduled visits from physical visits to virtual ones. ”

Patrick Toomey
Assistant Administrator
Virginia Cardiovascular Specialists



TELEHEALTH REIMBURSEMENT

Reimbursement guidelines can change frequently and can vary by state, practice, and payer. Most states have commercial insurance virtual visit laws and some of them mandate that a virtual visit is reimbursed at the same rate as an in-office visit. Medicare has also made substantial progress toward enhanced telehealth reimbursement during the pandemic and the U.S. Congress is currently considering legislation to permanently expand Medicare's telehealth program beyond the pandemic.

A virtual visit platform that's integrated into the EHR/PM allows providers to see the appointment type and collect payments. Any information obtained during the encounter can be documented directly into the patient's chart via the EHR. This tracks visits for better reimbursement reporting.

Visit www.cchpca.org for additional information about telehealth reimbursement per state.

DELIVER HIGH-QUALITY HEALTHCARE ANYTIME, ANYWHERE

Virtual visits that integrate with your EHR/PM

A virtual visit solution that integrates with your EHR and practice management (PM) platform is essential. When you add virtual visits to your existing workflow, you optimize your time and enhance efficiency, safety, and convenience for patients. Your care team can connect with patients and maintain productive engagements, whether patients see you in the office or via video. With an integrated solution, you can foster more patient-centered care, increase operational efficiency, and give doctors and nurses more autonomy.

Integrated virtual visits are an effective alternative to lab follow-up visits, after-hours visits, medication refills, and other follow-up visits.

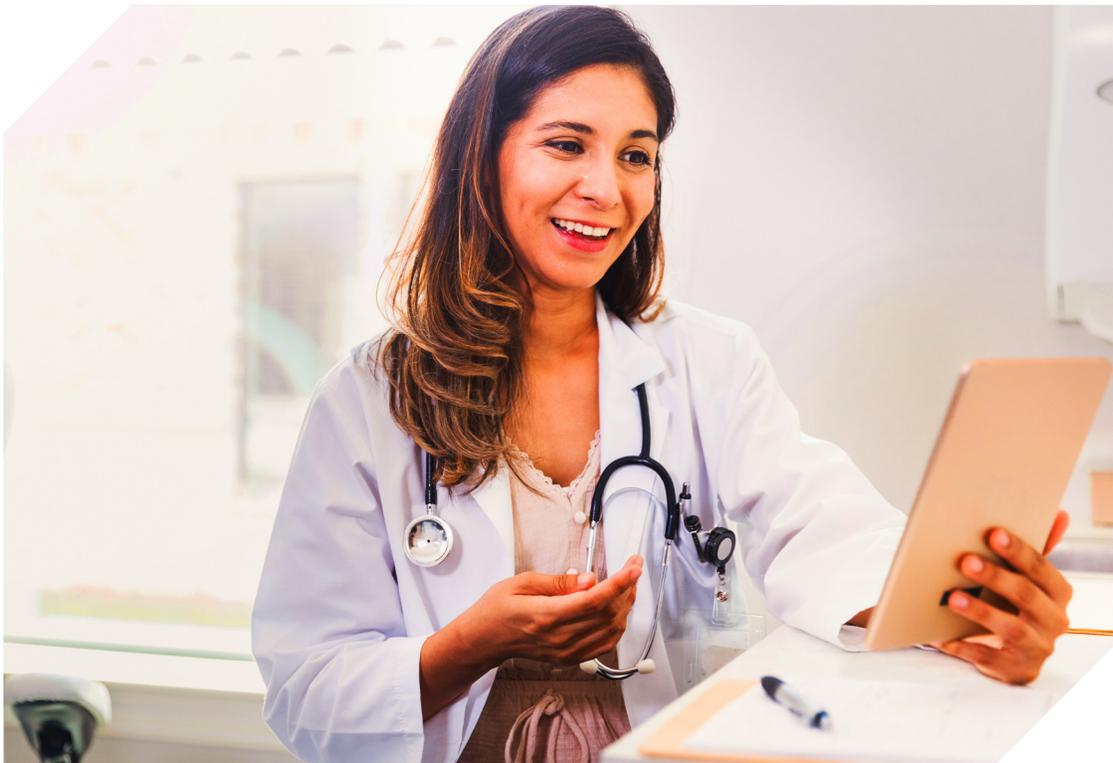
In-visit features enable a customized patient experience:

- Send customizable patient text/email reminders
- Enable patients to test their devices to ensure they work during a telehealth visit
- Provide patients with simple, secure access without the need to log in
- Pass documents with screen-sharing capabilities
- Invite a guest to the virtual visit (either the patient or practice can invite third-party participants)
- Leverage clinical workflow capabilities
- Offer a seamless patient payment process

Drive better outcomes with telehealth

The need for digital engagement continues to grow; virtual visits open the door to other solutions that enable patients to do more to ensure they receive proper care. That means a lighter workload for your staff as patients make appointments, pay bills, and update their patient information from their homes.

Doctors can monitor chronic conditions and discuss treatment plans based on real-time health data without patients stepping into the office. Practices can also capitalize on post-visit feedback and maintain touchpoints with patients throughout their health journey.



Final takeaway:

When implementing telehealth solutions, remember to:

- Evaluate internal workflows
- Process design and staff training are critical for success
- Integration is key to maximizing the full potential of telehealth

The bottom line:
Telehealth enables practices to build closer relationships with patients, a critical factor in driving better clinical and financial outcomes.

BETTER STARTS HERE.

Contact your Account Executive today for more details.

NextGen Virtual Visits™ HIPAA-compliant, integrated telehealth

Maintain care continuity and regulatory compliance with a telehealth solution that integrates with NextGen® Enterprise EHR and PM. In addition to being tailored to your practice's workflow, you can connect with your patients on popular web browsers.

Increase convenience and peace-of-mind for patients as your practice:

- Uses a secure video/audio platform (HIPAA-compliant)
- Provides patient access without the need to log in or download an app
- Sends consistent and timely email and text appointment reminders
- Expands accessibility for patients who require chronic care
- Hosts virtual group sessions
- Allows patients or practices the option to invite others to a virtual visit

NextGen Healthcare has enabled more than 4 million virtual visits since March 2020.

¹ 2021 Telehealth Survey Report, AMA, <https://www.ama-assn.org/system/files/telehealth-survey-report.pdf> ² Telehealth utilization and patient demand in 2023: Best guesses and best practices, November 2022, MGMA, <https://www.mgma.com/data/data-stories/telehealth-utilization-and-patient-demand-in-2023>

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