



Therapy Telemedicine Top 10

Tips for getting started in telemedicine with ReDoc xfit

1. Research the rules:

Know what is allowed in your state and with your insurance payers.

- Review and revise your policies and procedures, consent forms, liability insurance and other legal items that may relate to telemedicine.
- Ask insurance payers specific questions about telemedicine documentation and billing for therapy services. Know how your facility bills for services.
- Update the CPT4 Admin in ReDoc if you need to activate new billing codes.
- Make sure all the modifiers you need for billing are available in ReDoc.

2. Prepare a plan:

Being thoughtful before setting up scheduling and documentation will save you time.

- What Clinicians will perform telemedicine?
- How long will telemedicine visits be scheduled for?
- Are telemedicine visits scheduled on certain days or during certain hours?
- Will visits focus on a specific type of patient population (i.e. low back pain)?

3. Control the chaos:

Use ReDoc Scheduler to organize telemedicine visits for your clinic and for your clinicians.

- Add a telemedicine visit type in ReDoc to easily identify them on the schedule.
- Connect clinicians to the telemedicine visit type for scheduling.
- Update the authorization reason for telemedicine if you use the authorization deduction feature in ReDoc.
- Check the telehealth box when you schedule a visit if you plan to use videoconferencing.

4. Design your documentation:

Determine a workflow that works for your clinic and makes your telemedicine visits efficient.

- Create a workflow for telemedicine visits. Consider payer specific workflows.
- Use custom questions and/or custom forms to meet payer specific requirements for documentation.
- Add auto corrects for frequently used phrases.
Update your goal library. Create a 'Telemedicine' Category of goals for quick filtering.



5. Perfect your portal:

Get the ReDoc Patient Portal up and running for your clinic.

- Customize your patient message in the portal.
- Update the documents list for shared health information.
- Be sure you have patient email addresses; you'll need them for enrollment.

6. Marketing matters:

Connect with your patients to let them know you have a new service.

- Use reports in ReDoc to identify patients who have been inactive or discharged.
- Call physicians and other referral sources to let them know you provide telemedicine.
- Use social media to announce your new service.

7. Schedule sessions:

Fill up your clinic schedule with telemedicine visits.

- Schedule patient visits.
- Enroll your patients in the ReDoc Patient Portal.
- Send a FOTO intake or status survey via email before the appointment.

8. Treat with technology:

Complete a telemedicine visit with a patient using ReDoc Patient Portal with videoconferencing.

- Launch a videoconference from the visit workflow in ReDoc.
- Provide amazing care.
- Educate your patient how to use secure messaging in the patient portal to request another visit or communicate with you.
- Complete your documentation and billing.

9. Beware of billing:

Watch claims for errors and denials.

- Regularly check with insurance payers to see if rules of coverage and billing have changed.
- Correct your claims and resend if you are able.

10. Revisit and revise:

Learn from each visit how to improve your process and adapt.

- With each telemedicine visit, you'll get better and so will your patients!