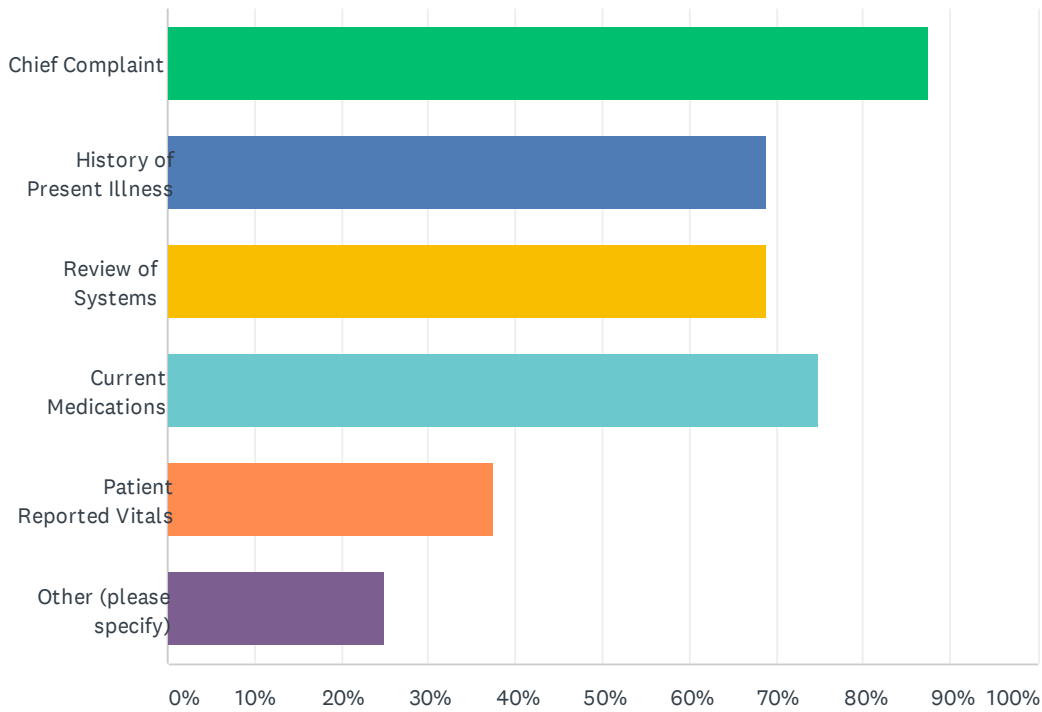


Q3 What items (check all that apply) do you capture at the time the appointment is made?

Answered: 16 Skipped: 6

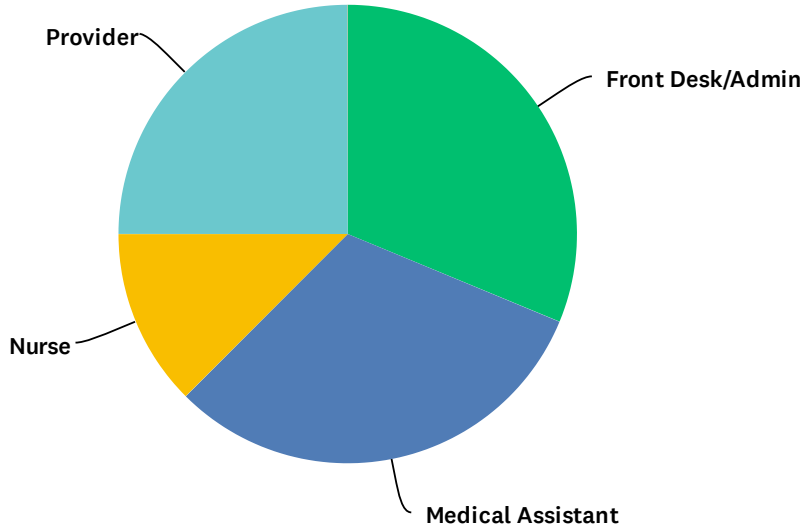


ANSWER CHOICES	RESPONSES
Chief Complaint	87.50% 14
History of Present Illness	68.75% 11
Review of Systems	68.75% 11
Current Medications	75.00% 12
Patient Reported Vitals	37.50% 6
Other (please specify)	25.00% 4
Total Respondents: 16	

#	OTHER (PLEASE SPECIFY)	DATE
1	plan	4/27/2020 2:27 PM
2	fall risk screening	4/27/2020 12:45 PM
3	verify patient information	4/27/2020 12:18 PM
4	none	4/27/2020 12:15 PM

Q4 Which title best describes the role of the person capturing this information prior to the visit?

Answered: 16 Skipped: 6

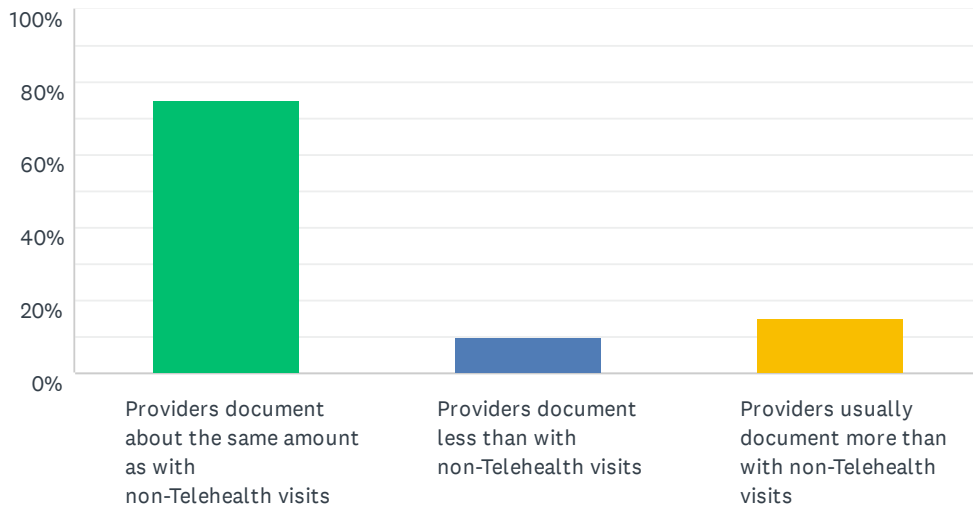


ANSWER CHOICES	RESPONSES	
Front Desk/Admin	31.25%	5
Medical Assistant	31.25%	5
Nurse	12.50%	2
Provider	25.00%	4
Other (please specify)	0.00%	0
TOTAL		16

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q5 At the time of the visit, how does the amount of documentation required by the provider compare to non-telehealth visits?

Answered: 20 Skipped: 2



ANSWER CHOICES	RESPONSES	
Providers document about the same amount as with non-Telehealth visits	75.00%	15
Providers document less than with non-Telehealth visits	10.00%	2
Providers usually document more than with non-Telehealth visits	15.00%	3
TOTAL		20

#	COMMENTS	DATE
	There are no responses.	

Q6 What are the most important things you have done to make Telehealth work for your practice?

Answered: 20 Skipped: 2

#	RESPONSES	DATE
1	Make sure patients are okay with telehealth visit	4/30/2020 9:52 AM
2	Loading the programs properly	4/30/2020 9:48 AM
3	Include pictures	4/30/2020 9:44 AM
4	educate my elderly patients that it is ok to do visits this way.	4/30/2020 9:12 AM
5	Patients are downloading insulin pumps and reading me settings off their pumps	4/28/2020 9:18 AM
6	Sent letters to our patients explaining what we will be doing given that our practice is age 65 and older	4/27/2020 3:51 PM
7	offer it to most of our patients. encouraged them to purchase BP machines and blood sugar glucometers	4/27/2020 2:30 PM
8	Webinars and templates	4/27/2020 1:43 PM
9	Informing the patients of the opportunity to take advantage of telehealth. Sending out more messages or calling	4/27/2020 1:24 PM
10	call patient tat I am available in telemedicine	4/27/2020 1:21 PM
11	Screening of patients by clinical staff to ensure that patient can benefit from telehealth visit vs coming into office.	4/27/2020 12:56 PM
12	Thorough probing	4/27/2020 12:56 PM
13	Calling patient in morning to do HPI then after all HPI's are done the MA's then start from top and move down getting all patients back online with providers.	4/27/2020 12:54 PM
14	Patient education, added additional MA support for provider and reviewed changing rules and billing requirements	4/27/2020 12:46 PM
15	Try to keep the telehealth visit close to the time the original appt. was supposed to be. Give the DR. a timeline for the day.	4/27/2020 12:39 PM
16	ACCESSIBILITY	4/27/2020 12:37 PM
17	set written template for ROS, upload photo in physical exam	4/27/2020 12:34 PM
18	calling patients prior to visit to make sure when the dos approaches that it is a smooth process	4/27/2020 12:29 PM
19	Helping patients with technology	4/27/2020 12:19 PM
20	Notifying patients how to access telehealth on our main page	4/27/2020 12:14 PM

Q7 What advice do you have for practices seeking to maximize Telehealth EFFICIENCY?

Answered: 20 Skipped: 2

#	RESPONSES	DATE
1	Document patient giving consent to Telehealth	4/30/2020 9:52 AM
2	Check documentation to make sure all doing it correctly.	4/30/2020 9:48 AM
3	Preparing the note prior to visit	4/30/2020 9:44 AM
4	Treat it like an in office visit as far as scheduling and let the patient know that when they are "on hold" the phone is like waiting in an exam room for the provider.	4/30/2020 9:12 AM
5	Read last note and address previous visits and improvements and email rx for labs	4/28/2020 9:18 AM
6	For elder patients an in office telehealth visit is easiest for some patients. We have a desk set up for patient in our waiting room and computer for the visit. Providers are at other locations.	4/27/2020 3:51 PM
7	off it to all patients	4/27/2020 2:30 PM
8	Stay up to date with CMS and webinars	4/27/2020 1:43 PM
9	For the patients that are coming into the office, a tutorial on how it works would be very helpful especially with the older patients	4/27/2020 1:24 PM
10	you have to let them know the option of tele medicine	4/27/2020 1:21 PM
11	n/a	4/27/2020 12:56 PM
12	Thorough probing questions facilitate the entire process	4/27/2020 12:56 PM
13	I'm not sure, I know what we are currently doing seems to be working, but I would love to hear from other practices to see if they have anything that is easier for them	4/27/2020 12:54 PM
14	Have other medical staff complete as much documentation as they have rights to complete prior to the provider finishing the telehealth call	4/27/2020 12:46 PM
15	Try to keep to a schedule just as if you were in clinic.	4/27/2020 12:39 PM
16	BE FLEXIBLE	4/27/2020 12:37 PM
17	have nurse continue to do intake and search and pre populate any labs before visit	4/27/2020 12:34 PM
18	pre calling	4/27/2020 12:29 PM
19	A easy friendly platform for patients to use	4/27/2020 12:19 PM
20	Walk them through the process ahead of time	4/27/2020 12:14 PM

Q8 What advice do you have for practices seeking to increase their VOLUME of Telehealth visits?

Answered: 20 Skipped: 2

#	RESPONSES	DATE
1	Call no show patients	4/30/2020 9:52 AM
2	No comment	4/30/2020 9:48 AM
3	Increase marketing, follow up with phone calls to patients	4/30/2020 9:44 AM
4	educate and advertise	4/30/2020 9:12 AM
5	Call pts and explain ease of visit and safety	4/28/2020 9:18 AM
6	Have staff call ahead of appt and explain process. We are using doxy.me and our staff sends patient link for visit via smartphone or email the day before appt	4/27/2020 3:51 PM
7	integrate a text system to help you reach patients faster	4/27/2020 2:30 PM
8	Have someone pre fill out the patients Histories and Chief Complaint	4/27/2020 1:43 PM
9	n/a	4/27/2020 1:24 PM
10	do internet advertisement	4/27/2020 1:21 PM
11	n/a	4/27/2020 12:56 PM
12	Explain benefits of telehealth visits	4/27/2020 12:56 PM
13	N/A	4/27/2020 12:54 PM
14	-	4/27/2020 12:46 PM
15	Keep them as short and to the point as possible	4/27/2020 12:39 PM
16	ENCOURAGE PATIENTS	4/27/2020 12:37 PM
17	offer on website	4/27/2020 12:34 PM
18	none	4/27/2020 12:29 PM
19	Managing technology training with staff	4/27/2020 12:19 PM
20	Walk them through the process	4/27/2020 12:14 PM