



# Telehealth for the New Normal

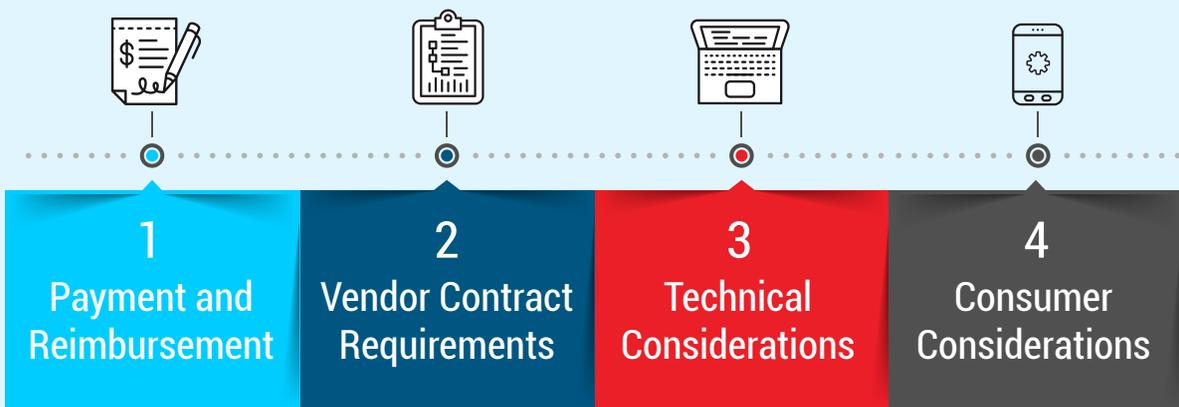
## Tips to Evaluate Vendors as COVID-19 Changes Practice Operations



**“Physician practices that ramped up telehealth for COVID-19 quickly recognized specific vendor capabilities they would need for the long term.”**



**Dr. Monica Bolbjerg, Chairman, CEO, Founder, Qure4u**



### 1 Payment and Reimbursement

Virtual visits in the US are expected to exceed 1 billion in 2020 largely because of COVID -19. Check these boxes to ensure proper payment and reimbursement for the long term.



Ability to handle federal incentives and programs, as well as state-based initiatives and individual payer value-based care contracts.



Remote patient monitoring support to assist with multi-payer complexities.

### 2 Vendor Contract Requirements

Start building vendor checklists and SLAs for long-term telehealth. Here are four key contract criteria to include.



Consulting services to help your practice manage best-case scenarios across patient populations.



Innovative interfaces and support to match each patient's proficiency.



Communication tools embedded in the platform: texting, emailing, secure messaging, calling and telehealth.



Integration with remote patient monitoring devices for managing chronic conditions from home.

### 3 Technical Considerations

Reconfigure practice networks to boost bandwidth, enable video streaming and support clear audio. Rise above the pandemic to deliver superior patient and physician experience. Here are three technology must-haves:



Access call from any device. App-based or web-based access.



Proven platform with flexibility to fuel adoption, usability, scalability and changing regulations.



Dedicated patient tech support. Patients have different demands; support is key to long-term engagement and empowerment.

### 4 Consumer Considerations

**“Remember when you start implementing virtual visits, you are no longer just delivering technology to doctors, you are delivering technology to consumers – and it is completely different.”**



Justin Barnes, FHIMSS, Co-founder, Health Innovation Think Tank

- ✓ EASY TO GET STARTED
- ✓ INTUITIVE
- ✓ WORKS ON ALL DEVICES
- ✓ 100% INTEGRATED WITH EMRs

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Patient capabilities for the new normal:

**Remote patient monitoring | Virtual check-in | Digital waiting room  
Clinician communication | Care plans | Patient self-service**