

Understanding Telehealth & Selecting the Right Platform



Ranked #1

#1 Mobile EHR as voted by Black Book 8 years running (2013-2020)



First mobile and cloud-based ambulatory EHR / EMR to be an Apple Mobility Partner



#1 EHR for Solo Practices as voted by Black Book

Telehealth Essentials

Selecting the right telehealth platform is important. Here is a checklist of what to consider when selecting one.



Cloud-based with easy set-up

Conducting video visits should not require additional downloads or installations on either the patient or provider side. Ensure that your telehealth solution has a simple set-up and can easily be accessed from the web.



Full integration with your EHR

Being able to schedule and conduct visits directly from your EHR without paying for additional third-party integrations saves time, money and optimizes your existing workflows.



Access to Patient Portal & Scheduling

Patients are increasingly looking for practices that allow them to schedule virtual visits. A secure portal that lets patients communicate with you, manage appointments and payments, and fill out forms is a useful tool in conjunction with your telemedicine platform.



HIPAA compliant

Compliance for virtual visits have particular requirements, so make sure that your telehealth solution adheres to all HIPAA regulations.



Dedicated support

Just like any other platform, ensure that there is a support team or your own account manager who can seamlessly navigate you through complicated issues or problems that arise.

Why Use Telehealth?



Improve Patient Care

Telemedicine has already made a large impact on delivery of care in areas such as psychiatry, cardiology and chronic care management. About 71% of healthcare spending in the US is associated with those with more than one chronic condition, and as the aging population increases, the increased prevalence of chronic conditions will require flexible options for patients.



Optimize & Improve Operational Capacity

A 2019 poll found that out of 2,000 surveyed adults, two-thirds used some type of digital health monitoring device. This means that in some cases, providers are able to collect necessary medical information and data in ways that do not always require in-person appointments or testing.



Cost-Savings & ROI

Due to a relatively simple infrastructure, telemedicine can save valuable time and resources for staff, providers and patients. According to a 2017 survey, 71% of respondents realized cost-savings or ROI from telemedicine services, and 54% realized savings above 10%.

Telehealth At A Glance

- The global telemedicine industry was valued at approximately \$40 billion in 2018 and expected to reach \$148 billion by 2025, but due to spikes in usage in light of COVID-19, this estimation likely undervalues these projections.
- The number of physicians who reported telemedicine as a skill doubled between 2015 and 2018.
- According to a recent Black Book survey, only 25% of respondents had used telehealth before COVID-19, and 59% are more likely to use telehealth services now than previously.

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