

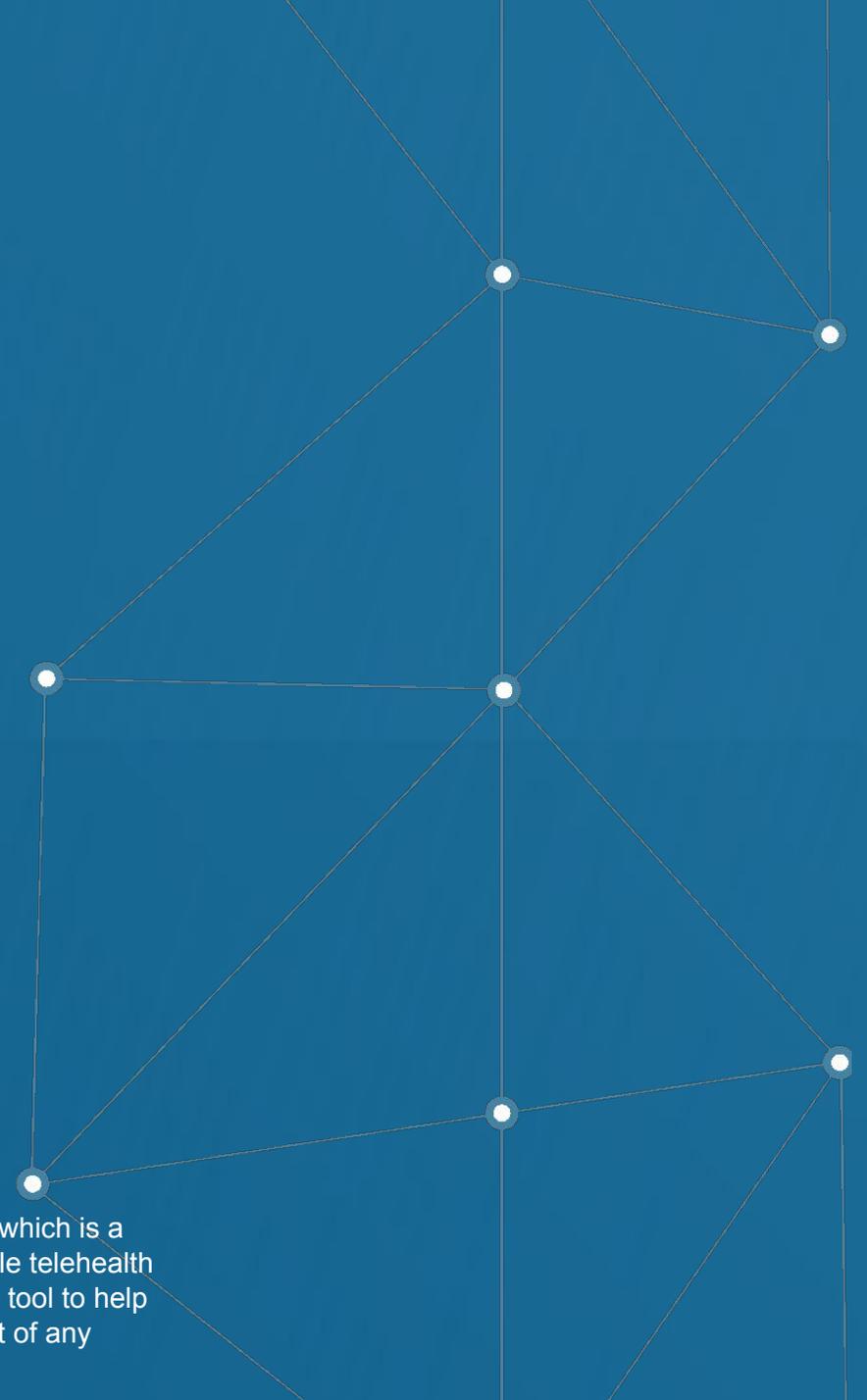


Getting Started with Telehealth

version 1

Last Updated: March 20, 2020

Aledade developed this guidance to help the practices that participate in its ACOs successfully implement telehealth, which is a critical resource during the COVID-19 pandemic. This document is not intended to be a complete review of all available telehealth solutions; Aledade reviewed the top EHRs by usage across its participating practices and developed this comparative tool to help practices decide for themselves what the best telehealth option is for them. This is not intended to be an endorsement of any particular telehealth solution and there are many telehealth products that may be excellent that we did not evaluate.



Getting Started with Telehealth

Telehealth allows you to stay connected to your patients without an in-person visit by utilizing audio and video technology.

This guide provides high-level information and recommendations to get you started with telehealth.

For more detailed information around telehealth requirements, reimbursement, workflow considerations, and other FAQs please review our COVID-19 Telehealth Toolkit available in the Aledade Learning Center.

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What is Telehealth? What are the requirements?

Telehealth is the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care.

The distinction between telehealth and a telephone encounter is that telehealth generally requires an interactive audio and video telecommunications system between a health care professional and a patient.

What are the requirements to implement telehealth into my practice?

Licensing, scope of practice, and credentialing

1. State laws and regulations identify the providers who may perform telehealth encounters in that state. Aledade's COVID-19 Telehealth Toolkit provides that information for each state, specifying, for example, whether only physicians can practice via telehealth or if the state authorizes other qualified health professionals (e.g., nurse practitioner, physician assistant, clinical nurse specialist) or certain nurses (e.g., registered nurse) to provide telehealth services within the scope of their license either under supervision or independently. These state authorizations may be the same as, or different from, payer reimbursement requirements. It is possible that, for example, a state may authorize Advanced Practice Registered Nurses (APRNs; including NP, CNS, CNM) to perform telehealth encounters but a payer will only reimburse if that encounter is provided by a physician.
2. As a general matter, any provider participating in telehealth must be licensed to practice in the state where the patient is located. Vice President Pence announced on March 18, 2020, that HHS will be issuing a regulation to permit doctors to practice across state lines. In addition, a large number of states have already lifted their own regulations to permit out-of-state doctors and it is likely that more will be doing so in the near future. In light of the fast-moving changes in this particular area, we are recommending that when a patient lives out of state and you are offering a telehealth encounter, you notify the patient if you are not licensed to practice in that state and obtain their consent to proceed with the telehealth encounter.

What is Telehealth? What are the requirements?

Refer to Aledade's COVID-19 Telehealth Toolkit for more detailed guidance on requirements and considerations when implementing telehealth in your practice.

What do I need to know about patient consent?

Every state requires that a patient affirmatively consent to a telehealth encounter. In Aledade's COVID-19 Telehealth Toolkit, you will find a consent form template that you can use for this purpose. When a patient lives out of state and you are offering a telehealth visit, you must notify the patient if you are not licensed to practice in that state and obtain their consent to proceed with the visit. This consent should be documented in the EHR.

What do I need to document in my EHR for a telehealth visit?

There is no difference between documenting a regular visit and documenting a telehealth visit. Continue documenting notes with your EHR as you would for a face-to-face visit.

Deciding on a Telehealth Solution

There are a few different ways you can incorporate a telehealth solution into your daily workflow. Each have pros and cons, and your options will vary depending on your EHR vendor.

The following pages of this guide highlight specific vendors and the options available for our participating practices' most used EHRs. There are many other excellent telehealth solutions and this document is not meant to be a comprehensive survey of all of them.



Patient Portal

Your existing patient portal may have a telehealth option built into it. This allows you to leverage a tool your patients are already familiar with and is integrated into your EHR workflow.

Pros: Provider experience is seamless

Cons: Requires patients create account and login through the portal which may require support. Can be costly and extend your EHR contract.



EHR-Integrated Application

Your EHR may support the integration of one or more third-party applications. This allows you to gain efficiencies by accessing patient demographics, launching a telehealth session from your appointments, and/or saving documents to the chart.

Pros: Provides some workflow efficiencies by accessing scheduling and patient information

Cons: Often takes longer to implement and more costly than a standalone option.



Standalone Solution

With a standalone solution, you'll continue to use your EHR for scheduling, documentation, and billing as you normally would. The telehealth solution would strictly facilitate the communication with your patient. This may be a commercial application or smartphone tool like FaceTime.

Pros: Quicker implementation. Lower cost. Less/no commitment.

Cons: Not connected to the patient chart.

Deciding on a Telehealth Solution

There are hundreds of telehealth solutions on the market with a wide range of capabilities. Here are some factors to consider when deciding on a solution.

Key Criteria to consider when selecting a telehealth solution:

1. Time to implementation

In the face of COVID-19, time is of the essence to ensure you're able to continue seeing your most vulnerable patients. Finding a lightweight solution that can be implemented quickly is a key consideration and priority. Many vendors are overwhelmed and/or have long implementation timelines.

2. Patient experience

Consider the barriers to use. A solution that requires a patient to download an app or create an account will require more support than a solution that provides a simple link via e-mail and/or text to connect to the telehealth session.

3. Compliance

The COVID-19 national emergency provides temporary relief from federal privacy regulations. It is best practice to use a solution that is HIPAA compliant and includes a workflow to obtain consent for a telehealth visit in accordance with your state's requirements.

4. Provider experience

How will the telehealth solution fit into your existing workflows? Scheduling, conducting and documenting the visit, and billing are key areas to think through.

5. Investment

Since telehealth is new to your practice, look for a reasonably priced solution that offers a month-to-month commitment. You can switch to a more robust offering once you know what capabilities are most important to you.

Allscripts Professional

Allscripts Pro users have three options for enabling telehealth:

1. **Patient Portal.** Utilize the integrated FollowMyHealth patient portal by purchasing the Virtual Visit Add-on
2. **Integrated App.** Implement one of the integrated telehealth vendors available in the Allscripts Application Store
3. **Standalone.** Utilize a standalone telehealth solution independent of Allscripts.

Patient Portal



Requirements: FollowMyHealth Portal with Virtual Visit Add-On. Must have Allscripts PM (v18.3+) and EHR (v18.3+)

Pricing: \$89/provider/month

Commitment: 1 year

Implementation: Varies depending on Allscripts backlog, 1 week+ as of March 22, 2020

Provider Experience: Icon appears next to Appointment in EHR when scheduled as a virtual visit through Allscripts PM, launch video visit directly from appointment in EHR.

Patient Experience: Patient connects by logging into the FollowMyHealth portal online or via FollowMyHealth app..

To get started: Submit ticket to Allscripts to obtain quote for Virtual Visit Add-On

EHR-Integrated Application



Pricing: \$59/month/user (provider and staff require their own paid accounts)

Implementation: Immediate use as a stand-alone; EHR integration can be added later and is based on Allscripts resourcing/timeline

Commitment: Month-to-month

Provider Experience: Patients are synced with hale. Use hale portal for visits. Schedule, document and bill in EHR as usual.

Patient Experience: Patient must download the hale app to connect

To get started: Go to hale.co and click Get Started

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.

Commitment: Month-to-month

Implementation: Within 1 day

Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to initiate implementation



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth, which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

athenahealth

athenahealth users have two options for enabling telehealth:

1. **Integrated App.** Implement one of the seventeen integrated telehealth vendors available in the athena marketplace
2. **Standalone.** Utilize a standalone telehealth solution independent of of athena.

EHR-Integrated Applications



Pricing: \$150/month/provider
Commitment: Month-to-month
Implementation: Typically within 2-3 days
Provider Experience: Schedule telehealth visit within athena. Using single sign on feature, log in to Qure4You to launch visit. Collect vitals, and document from within app, Bill as usual.
Patient Experience: Patient must download the Qure4You app to connect to visit.
To get started: Find them in the athena marketplace and click [Get Started Now](#)



Pricing: \$150/month/provider
Commitment: Month-to-month
Implementation: Typically within 2-3 days
Provider Experience: Schedule telehealth visits within athena, launch virtual visit from Chiron portal. Document and bill as usual.
Patient Experience: Patient joins via email link. A personal Chiron account must be created, and credit card information required. The Chiron app must be downloaded to join via mobile device or tablet.
To get started: Find them in the athena marketplace and click [Get Started Now](#)

hale

Pricing: \$59/month/member (provider and staff require accounts)
Commitment: Month-to-month
Implementation: Typically within 1 hour
Provider Experience: Schedule telehealth visits within athena, launch virtual visit from athena. Document and bill as usual.
Patient Experience: Patient must download the hale app to connect
To get started: Find them in the athena marketplace and click [Get Started Now](#)

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.
Commitment: Month-to-month
Implementation: Within 1 day
Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.
Patient Experience: Patient joins via text or email link. No additional app required.
To get started: Complete [this form](#) to initiate implementation



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

These are the most popular telehealth solutions in the athena marketplace. You can find more by going to the [athenahealth marketplace](#) > Efficiency Tools > Telehealth

Centricity

Centricity users have 2 options for enabling telehealth:

1. **Patient Portal / Integrated Application.** Utilize the integrated ezTelemedicine module with or without the ezAccess Patient Portal.
2. **Standalone.** Utilize a standalone telehealth solution independent of Centricity.

Patient Portal / Integrated Application



Requirements: ezTelemedicine Module
Pricing: \$30-35/month/concurrent provider (direct customers) and \$1,250 one time setup/training fee. VAR pricing varies.
Commitment: 1 year
Implementation: Typically 1 day for current ezAccess portal user; 14 days for new customer
Provider experience: Schedule within Centricity and launch visit from portal link within Centricity or portal URL. Document within EHR as usual. No additional app required.
Patient experience: Patient connects by logging into portal with existing access or credentials provided in automated text/email.
To get started: Use the [ezAccess Contact Us](#) link or contact your Centricity VAR, if applicable.

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.
Commitment: Month-to-month
Implementation: Within 1 day
Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.
Patient Experience: Patient joins via text or email link. No additional app required.
To get started: Complete [this form](#) to request an account



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

eClinicalWorks

eClinicalWorks users have two options for enabling telemedicine:

1. **Patient Portal.** Utilize the integrated healow patient portal
2. **Standalone.** Utilize a standalone telehealth solution independent of eClinicalWorks.

Patient Portal



Requirements: healow portal, install healow agent

Pricing: \$50 per 250 minutes plus \$2 flat per call, invoiced monthly.

Commitment: None. If you don't use the service you aren't billed.

Implementation: Immediate

Provider Experience: Schedule as "Televisit" in eCW. When patient connects, the Provider can use the quick launch buttons and "Start Televisit." Document and bill within eCW as usual.

Patient Experience: Patient connects via healow, completes any intake questionnaires, healow performs technical system check, and patient is connected to provider

To get started: Activate healow televisits within Product Activation under Admin. An EMR/Portal upgrade is required if the healow TeleVisits option does not display in the Product Activation window.

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.

Commitment: Month-to-month

Implementation: Within 1 day

Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to initiate implementation



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

e-MDs Solution Series

eMD users have 2 options for enabling telehealth:

1. **Integrated App.** Implement with the integrated telehealth vendor available in the eMD marketplace.
2. **Standalone.** Utilize a standalone telehealth solution independent of eMDs.

EHR-Integrated Application



Pricing: Promotional pricing for first 3 months - \$20/month/provider if currently using Updox for faxing and/or patient reminders. \$49 for new customers.

Implementation: Within 1-3 days

Provider Experience: Schedule and launch virtual visits from within eMDs Taskman Portal Messages or within Updox website via text/email link. Document within eMDs as usual. No additional app required. Supported browsers are Chrome, Firefox, and Safari.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to request an account

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.

Commitment: Month-to-month

Implementation: Within 1 day

Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to request an account



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

Epic

Epic users have 3 options for enabling telehealth:

1. **Patient Portal.** Utilize the MyChart patient portal native video visit feature.
2. **Integrated App.** Implement with the one of the integrated telehealth vendors available in the Epic App Orchard marketplace.
3. **Standalone.** Utilize a standalone telehealth solution independent of of Epic.

Patient Portal



Patient Experience: Patient must download the MyChart app to connect.

To get started: Contact your Epic Community Connect provider to inquire about pricing, implementation, and timeline.

EHR-Integrated Applications



There are several telehealth solutions in the Epic App Orchard Marketplace. You can find more information by going to the Epic App Orchard > Categories > Patient Care > Telemedicine and Remote Patient Monitoring

To get started: Contact your Epic Community Connect provider to enquire about vendor options, pricing, implementation, and timeline.

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.

Commitment: Month-to-month
Implementation: Within 1 day

Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to request an account



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

Greenway Intergy

Intergy users have 2 options for enabling telehealth:

1. **Integrated App.** Implement one of the integrated telehealth vendors available in the Greenway marketplace
2. **Standalone.** Utilize a standalone telehealth solution independent of Intergy.

EHR-Integrated Applications



Pricing: Promotional pricing for first 3 months - \$20/month/provider if current Updox customer (faxing / patient reminders); \$49 for new customers.
Commitment: Month-to-month
Implementation: Within 1-3 days
Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.
Patient Experience: Patient joins via text or email link. No additional app required.
To get started: Complete [this form](#) to initiate implementation



Pricing: \$99/month/MD,DO, PA, & NP, \$50/month/Associate, \$225/provider for implementation
Contract Terms: 12 months
Implementation: Typically 1-2 weeks
Provider Experience: Schedule and launch virtual visits from within Intergy or Otto website. Document within EHR or Otto using the same intake and questionnaires. No additional app required.
Patient Experience: Patient joins via email link. No additional app required.
To get started: email info@ottohealth.com



Pricing: \$150/month/provider (provider and staff require accounts)
Commitment: Month-to-month
Implementation: Typically 1 week
Provider Experience: "Video visits" are scheduled in Intergy and automatically synced in Chiron to launch from a virtual waiting room. Documentation and billing are completed as usual within the Intergy.
Patient Experience: Patient joins via email link. A personal Chiron account must be created, and credit card information required. The Chiron app must be downloaded to join via mobile device or tablet.
To get started: Go to chironhealth.com/pricing

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.
Commitment: Month-to-month
Implementation: Within 1 day
Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.
Patient Experience: Patient joins via text or email link. No additional app required.
To get started: Complete [this form](#) to initiate implementation



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

These are the top-rated Intergy-integrated solutions. You can find more in [Greenway marketplace](#)

Greenway PrimeSuite

PrimeSuite users have 2 options for enabling telehealth:

1. **Integrated App.** Implement one of the integrated telehealth vendors available in the Greenway marketplace
2. **Standalone.** Utilize a standalone telehealth solution independent of PrimeSuite.

EHR-Integrated Applications



Pricing: Promotional pricing for first 3 months - \$20/month/provider if current Updox customer (faxing / patient reminders). \$49 for new customers.
Commitment: Month-to-month
Implementation: Within 1-3 days
Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.
Patient Experience: Patient joins via text or email link. No additional app required.
To get started: Complete [this form](#) to initiate implementation



Pricing: \$99/month/MD,DO, PA, & NP, \$50/month/Associate, \$225/provider for implementation
Contract Terms: 12 months
Implementation: Typically 1-2 weeks
Provider Experience: Schedule visit from within PrimeSuite or Otto. Launch visit via Otto, and documentation can be done in EHR or within Otto. Intake and questionnaire customization available. No additional app required.
Patient Experience: Patient joins via email link. No additional app required.
To get started: email info@ottohealth.com



Pricing: \$150/month/provider (provider and staff require accounts)
Commitment: Month-to-month
Implementation: Typically 1 week
Provider Experience: "Video visits" are scheduled in PrimeSuite and automatically synced in Chiron to launch from a virtual waiting room. Documentation and billing are completed as usual within the PrimeSuite.
Patient Experience: Patient joins via email link. A personal Chiron account must be created, and credit card information required. The Chiron app must be downloaded to join via mobile device or tablet.
To get started: Go to chironhealth.com/pricing

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.
Commitment: Month-to-month
Implementation: Within 1 day
Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.
Patient Experience: Patient joins via text or email link. No additional app required.
To get started: Complete [this form](#) to initiate implementation



Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

These are the top-rated PrimeSuite-integrated solutions.
You can find more in [Greenway marketplace](#)

Medent

Medent users have 2 options for enabling telehealth:

1. **EHR-enabled Feature.** Enable video chat feature available within Medent.
2. **Standalone.** Utilize a standalone telehealth solution independent of of Medent.

EHR-Enabled Feature



Pricing: \$2.00 per video connection/month

Implementation: Typically immediate

Provider Experience: Fully integrated to schedule, launch, and document video visits from within Medent and/or Medent Mobile App. Supported browsers are Chrome, Firefox, Opera, and Safari.

Patient Experience: Patient joins via text/email link. No additional app required.

To get started: Contact Medent via [website support](#) request.

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.

Commitment: Month-to-month

Implementation: Within 1 day

Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to request an account

🍏 iPhone android 🤖

Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

NextGen Enterprise

NextGen Enterprise users have 2 options for enabling telehealth:

1. **Integrated App.** Implement the integrated OTTO virtual visit platform.
2. **Standalone.** Utilize a standalone telehealth solution independent of NextGen.

EHR-Integrated Applications

OTTO

Pricing: \$79/month/MD,DO, PA, & NP
\$50/month/ RD, LCSW, PT, PharmD
\$25/month/MA, RN, Clinical Admin
\$450/user - Implementation/Training
\$175/hour x4

Commitment: 12 months

Implementation: Typically 1-2 weeks

Provider Experience: Schedule visits from within NextGen PM or OTTO. Launch virtual visits from OTTO website. Customizable OTTO intake questionnaires can auto-populate encounter in NextGen. Document visit within EHR. No additional app required.

Patient Experience: Patient joins via text/email link. No additional app or login required.

To get started: email info@ottohealth.com

Standalone Solutions

updox

Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.

Commitment: Month-to-month

Implementation: Within 1 day

Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to request an account

 iPhone  android

Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

Other EHRs

Unfortunately, we can't provide insight into the telehealth solutions available for every EHR system.

Reach out to your EHR vendor to inquire about telehealth capabilities.

Patient Portal

Ask your vendor if their patient portal includes any telehealth capabilities. Be mindful of the contract term and any barriers to patient use based on current portal adoption. Ask about how enabling telehealth features may extend your contract and how long it takes to implement. Consider a standalone solution to get you started in the interim as you explore this option.

EHR-Integrated Applications

Your EHR vendor may have a "marketplace" of integrated applications available that include telehealth solutions. The level of integration varies greatly and are often more expensive so evaluate these applications carefully. Ask about the contract commitment and how long it takes them to implement. Consider a standalone solution to get you started in the interim as you explore integrated options.

Standalone Solutions



Pricing: Preferred pricing for Aledade ACO practices. Contact outreach@aledade.com for more information.

Commitment: Month-to-month

Implementation: Within 1 day

Provider Experience: Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.

Patient Experience: Patient joins via text or email link. No additional app required.

To get started: Complete [this form](#) to initiate implementation

 iPhone  android

Requirements: Subject to payer (including Medicaid) privacy requirements and state specific laws and regulations governing telehealth which include how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required. Review [Using a Smartphone/Device for Telehealth](#) for key considerations and requirements.

Using a Smartphone/Device for Telehealth

HHS [announced](#) that it will not conduct enforcement action or impose penalties against providers who, in good faith, provide telehealth services during the COVID-19 nationwide public health emergency. This allows you to use a solution that is not HIPAA compliant temporarily.

However, state-specific laws and regulations governing telehealth, which includes how a patient may consent to telehealth, which providers may conduct telehealth, and the type of technology required remain enforceable.

Solutions You Can Use

Options for audio and/or video communication technology that you could use to provide telehealth encounters for patients include: Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, WhatsApp, Skype and Signal among others



Requirements (generally applicable to all states)

- Obtain patient consent for telehealth visit. State requirements vary; written consent is best practice and a template is available in the Telehealth Toolkit
- If you do not have a previously established relationship with the patient, check the state guidance for how to establish a relationship via telehealth, if that is permitted

Considerations

- The patient and provider may need to download relevant applications, and verify the technology has been set up on all devices
- App selection is dependent upon the type of device used
- A separate practice cellular number vs provider personal number
- Patients will need access to either an internet connection or cellular service (phone or tablet) and a camera on their phone, tablet or desktop computer (internal or external) in order to participate in telehealth visits where audio and video are required.

Commercial App Requirements

- Apple FaceTime: Only available on Apple devices (ie: iPhone or Mac)
- Google Hangout: Gmail account required
- Facebook Messenger Video Chat: Facebook account and Messenger app download required

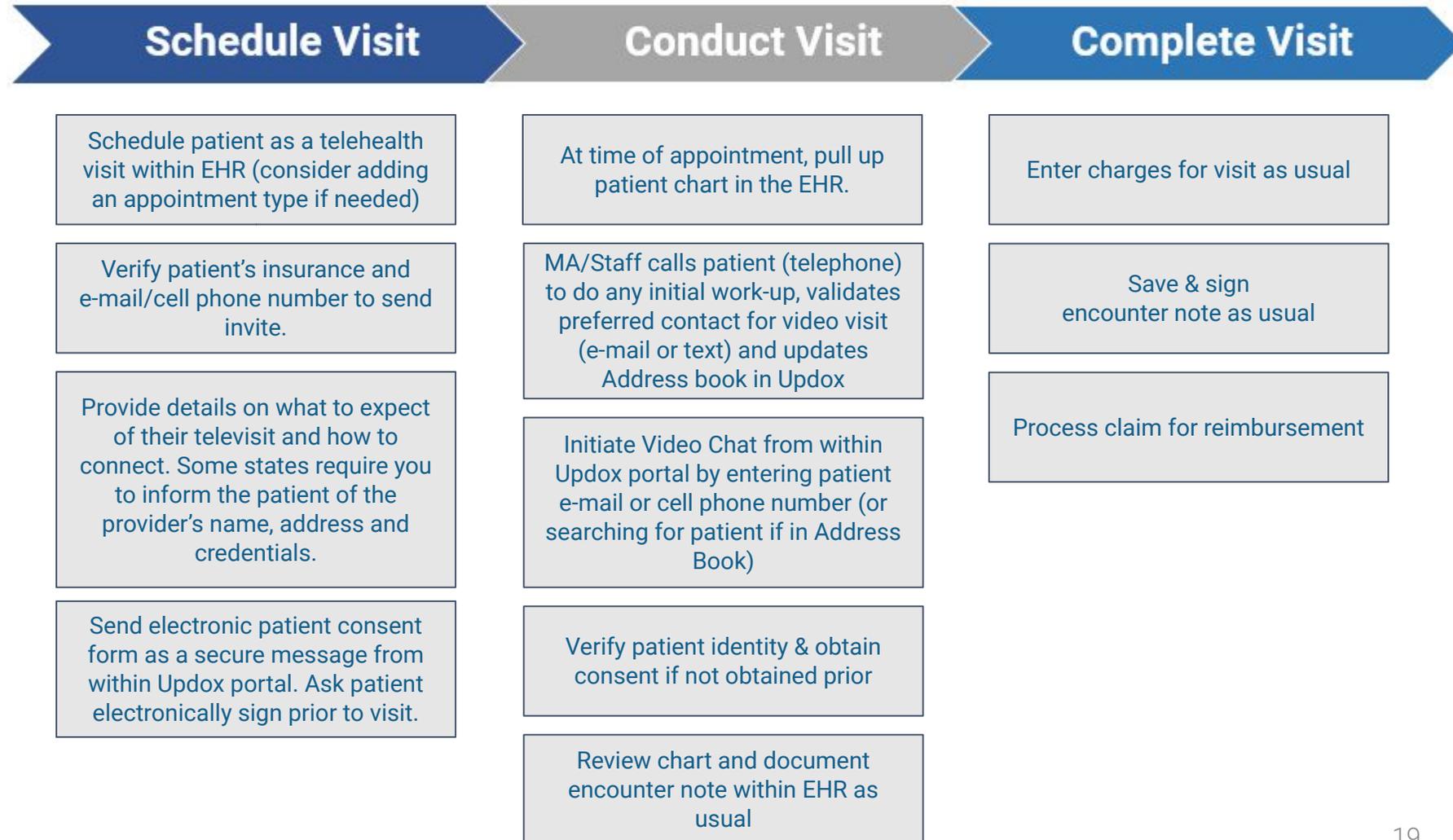
Updox Telehealth Workflow Overview

This is the workflow using Aledade's solution with Updox. You can modify this workflow to best fit your practice needs.

Aledade has partnered with Updox to provide their standalone telehealth solution to our ACO practices at a deeply discounted rate.

This solution is not integrated with your EHR but offers both Video Chat and Secure Messaging capabilities. Your patient demographic information can be uploaded to streamline workflow or manually added as your initiate visits.

Aledade will facilitate your implementation and initial training. You can start the implementation process by completing [this form](#).



EHR-Integrated Telehealth Solution Workflow

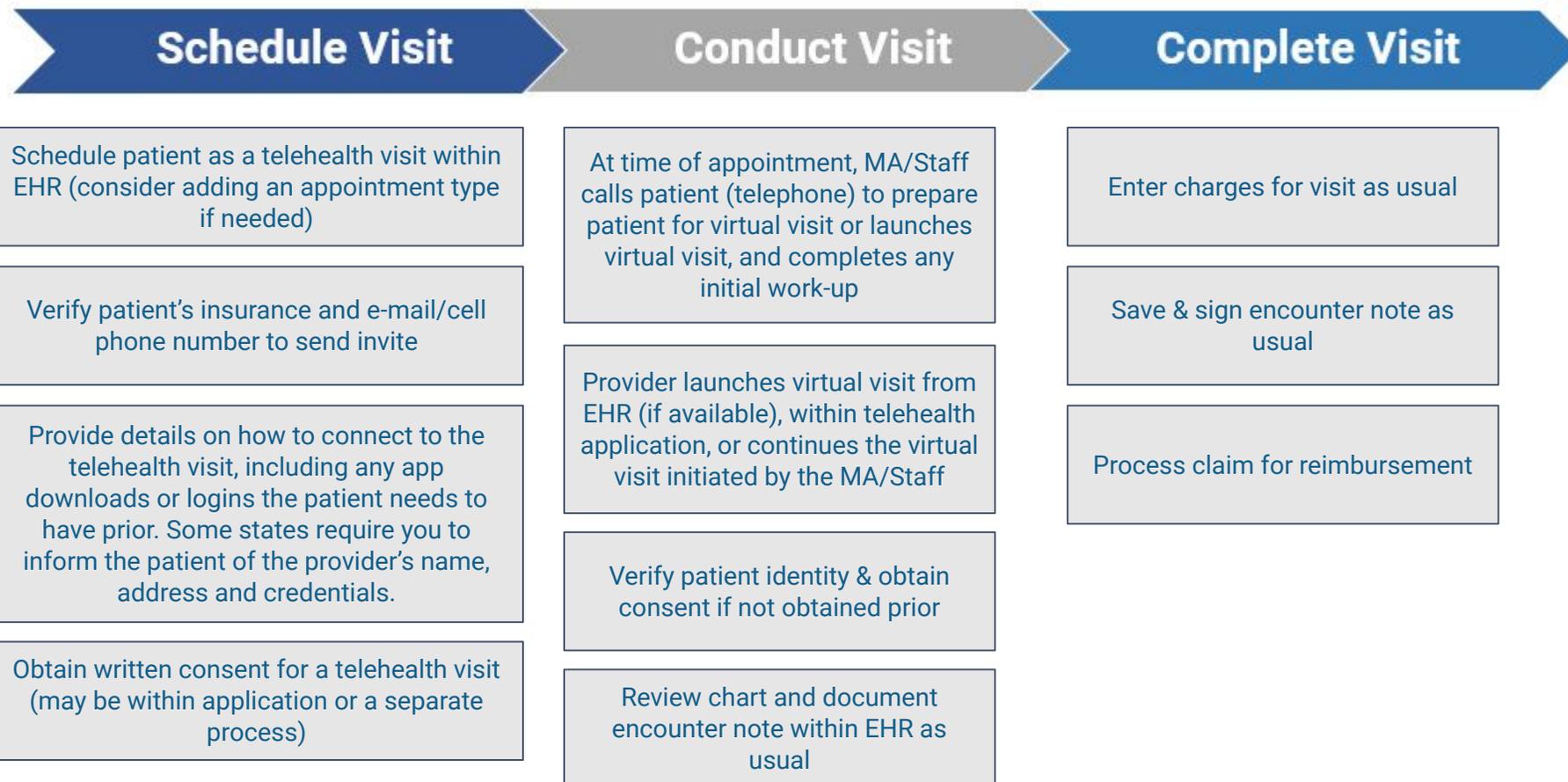
An EHR-Integrated telehealth solution allows you to streamline your workflow and seamlessly document a televisit, keeping patient data consolidated, and minimizes the duplication of records and processes.

Pros:

- Eliminates the need to manually enter patient demographic information.
- Documentation and practice workflows remain consistent within the EHR.

Cons:

- Extended implementation time (consider a standalone option that can be used until an integration is available)



Aledade developed this guidance for its partner physician practices in light of their critical need for telehealth. Only the top EHRs by usage across Aledade's partner practice universe were targeted for review of integrated solutions. It is not intended to be a full review of all solutions on the market, and every practice should decide for themselves what the best option is for them. This is not intended to be an endorsement of any solution in particular.

Smartphone/Device Telehealth Solution Workflow

This is an example workflow when using a standalone telehealth solution.

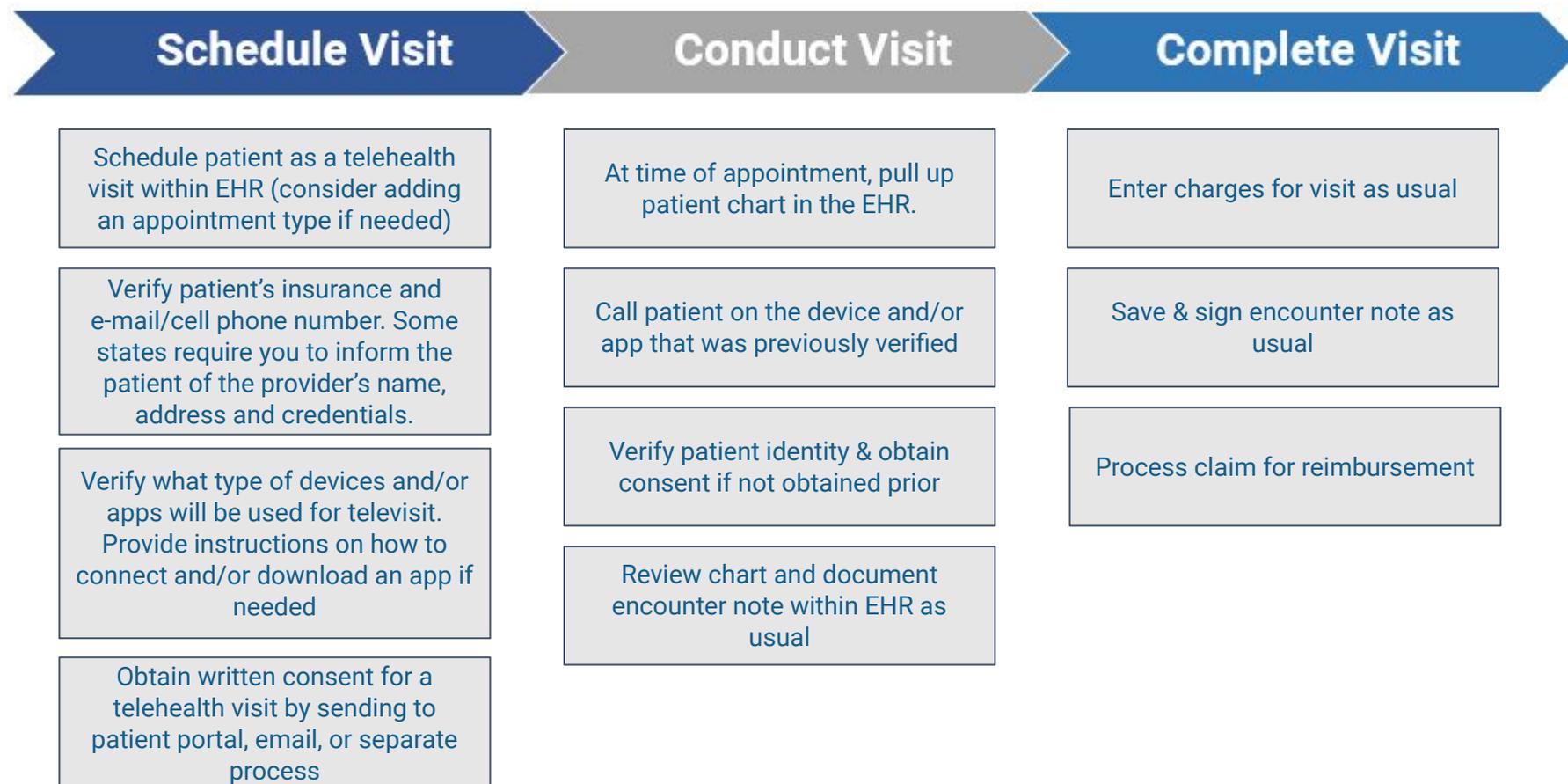
A standalone telehealth application allows you to get started with televisits without waiting on your EHR vendor to implement an integrated solution.

Pros:

- Quicker implementation time
- Often much cheaper
- Low/no contractual commitment
- Flexibility to choose your preferred vendor regardless of EHR integration capabilities

Cons:

- Requires manually adding or uploading patient/scheduling information to initiate visits



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Aledade was **purpose-built to help independent physicians thrive**. Now more than ever, primary care is at the heart of healthy communities and deserves comprehensive support. We are going all in, working hard to deliver the guidance and resources practices need as they take care of their communities.

If you're interested in learning more about Aledade, or participating in our **telehealth partnership** with Updox (on preferred economic terms), please contact **outreach@aledade.com**.

In true alignment with more than 7,300 participating providers in 27 states, Aledade shares in the risk and reward across more than 80 value-based public payer and commercial contracts representing more than 840,000 lives under management.

Aledade developed this guidance to help the practices that participate in its ACOs successfully implement telehealth, which is a critical resource during the COVID-19 pandemic. This document is not intended to be a complete review of all available telehealth solutions; Aledade reviewed the top EHRs by usage across its participating practices and developed this comparative tool to help practices decide for themselves what the best telehealth option is for them. This is not intended to be an endorsement of any particular telehealth solution and there are many telehealth products that may be excellent that we did not evaluate.