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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RESOURCES
- COVID-19 Telehealth Toolkit

Aledade developed this guidance to help the practices that participate in its ACOs successfully implement telehealth, which is critical for successfully providing care 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 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.
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?

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 Pro users have three options for enabling telehealth:

1. **Patient Portal.** Utilize the integrated FollowMyHealth patient portal by purchasing the Virtual Visit Add-on.
   - **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

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.
   - **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.

---

**FollowMyHealth**

- **hale**
  - **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

**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 initiate implementation
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 athena.

### EHR-Integrated Applications

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Pricing</th>
<th>Commitment</th>
<th>Implementation</th>
<th>Provider Experience</th>
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</thead>
<tbody>
<tr>
<td>MyCarePlan</td>
<td>$150/month/provider</td>
<td>Month-to-month</td>
<td>Typically within 2-3 days</td>
<td>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.</td>
<td>Patient must download the Qure4You app to connect to visit. To get started: Find them in the athena marketplace and click Get Started Now</td>
</tr>
<tr>
<td>CHIRON Health</td>
<td>$150/month/provider</td>
<td>Month-to-month</td>
<td>Typically within 2-3 days</td>
<td>Schedule telehealth visits within athena, launch virtual visit from Chiron portal. Document and bill as usual.</td>
<td>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</td>
</tr>
<tr>
<td>Updox</td>
<td>Preferred pricing for Aledade ACO practices.</td>
<td>Month-to-month</td>
<td>Within 1 day</td>
<td>Access Updox website to initiate and perform video chats; Schedule, document, and bill in your EHR as usual.</td>
<td>Patient joins via text or email link. No additional app required. To get started: Complete this form to initiate implementation</td>
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### Standalone Solutions

<table>
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<tr>
<th>Pricing</th>
<th>Commitment</th>
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<th>Patient Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>$59/month/member (provider and staff require accounts)</td>
<td>Month-to-month</td>
<td>Typically within 1 hour</td>
<td>Schedule telehealth visits within athena, launch virtual visit from athena. Document and bill as usual.</td>
<td>Patient must download the hale app to connect. To get started: Find them in the athena marketplace and click Get Started Now</td>
</tr>
</tbody>
</table>

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

**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.
**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

**ezTelemedicine**

**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

**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

**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

**updox**

**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

**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

**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 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 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.
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

**Updox**

- **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.

**Chiron Health**

- **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](http://chironhealth.com/pricing).

### Standalone Solutions

**Updox**

- **Pricing:** Preferred pricing for Aledade ACO practices. Contact [outreach@aledade.com](mailto: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.

**Chiron Health**

- **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](http://chironhealth.com/pricing).

### 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.
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

**updox**

- **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.

**CHIRON HEALTH**

- **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

**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 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.
**Medent**

Medent users have 2 options for enabling telehealth:

1. **EHR-enabled Feature.** Enable video chat feature available within Medent.
   - **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.

2. **Standalone.** Utilize a standalone telehealth solution independent of Medent.
   - **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.
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 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

**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.

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<tr>
<th>Patient Portal</th>
<th>EHR-Integrated Applications</th>
<th>Standalone Solutions</th>
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<tbody>
<tr>
<td>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.</td>
<td>Your EHR vendor may have a &quot;marketplace&quot; 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.</td>
<td>Pricing: Preferred pricing for Aledade ACO practices. Contact <a href="mailto:outreach@aledade.com">outreach@aledade.com</a> 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.</td>
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</table>
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.
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 you initiate visits.

Aledade will facilitate your implementation and initial training. You can start the implementation process by completing this form.

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### Schedule Visit

- Schedule patient as a telehealth visit within EHR (consider adding an appointment type if needed)
- Verify patient’s insurance and e-mail/cell phone number to send invite.
- Provide details on what to expect of their televisit and how to connect. Some states require you to inform the patient of the provider’s name, address and credentials.
- Send electronic patient consent form as a secure message from within Updox portal. Ask patient electronically sign prior to visit.

### Conduct Visit

- At time of appointment, pull up patient chart in the EHR.
- MA/Staff calls patient (telephone) to do any initial work-up, validates preferred contact for video visit (e-mail or text) and updates Address book in Updox.
- Initiate Video Chat from within Updox portal by entering patient e-mail or cell phone number (or searching for patient if in Address Book).
- Verify patient identity & obtain consent if not obtained prior.
- Review chart and document encounter note within EHR as usual.

### Complete Visit

- Enter charges for visit as usual
- Save & sign encounter note as usual
- Process claim for reimbursement
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)

## EHR-Integrated Telehealth Solution Workflow

### Schedule Visit
- Schedule patient as a telehealth visit within EHR (consider adding an appointment type if needed)
- Verify patient’s insurance and e-mail/cell phone number to send invite
- Provide details on how to connect to the telehealth visit, including any app downloads or logins the patient needs to have prior. Some states require you to inform the patient of the provider's name, address and credentials.
- Obtain written consent for a telehealth visit (may be within application or a separate process)

### Conduct Visit
- At time of appointment, MA/Staff calls patient (telephone) to prepare patient for virtual visit or launches virtual visit, and completes any initial work-up
- Provider launches virtual visit from EHR (if available), within telehealth application, or continues the virtual visit initiated by the MA/Staff
- Verify patient identity & obtain consent if not obtained prior
- Review chart and document encounter note within EHR as usual

### Complete Visit
- Enter charges for visit as usual
- Save & sign encounter note as usual
- Process claim for reimbursement

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.
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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**Schedule Visit**

- Schedule patient as a telehealth visit within EHR (consider adding an appointment type if needed)
- Verify patient’s insurance and e-mail/cell phone number. Some states require you to inform the patient of the provider’s name, address and credentials.
- Verify what type of devices and/or apps will be used for televisit. Provide instructions on how to connect and/or download an app if needed
- Obtain written consent for a telehealth visit by sending to patient portal, email, or separate process

**Conduct Visit**

- At time of appointment, pull up patient chart in the EHR.
- Call patient on the device and/or app that was previously verified
- Verify patient identity & obtain consent if not obtained prior
- Review chart and document encounter note within EHR as usual

**Complete Visit**

- Enter charges for visit as usual
- Save & sign encounter note as usual
- Process claim for reimbursement

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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.
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](mailto: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.