



Expanding Care Outside Your Practice Walls with Telehealth Services

Your Presenters



Rebecca Schaad, RemedyConnect Account Manager

Rebecca has been working with Pediatric and Family practices since 2007. She is passionate about helping providers and practices reach their communities with relevant information to support children and families.



Clare Huber-Navin, MSN, CPNP, RemedyConnect Sr. Client Success Manager

Clare joined the OP team in February 2022 with the merger of OP and RemedyConnect, where she served as the Director of Telehealth. She has 35+ years of experience as a Pediatric Nurse Practitioner in primary care and is passionate about helping practices optimize their use of their EHR.

What You'll Learn Today



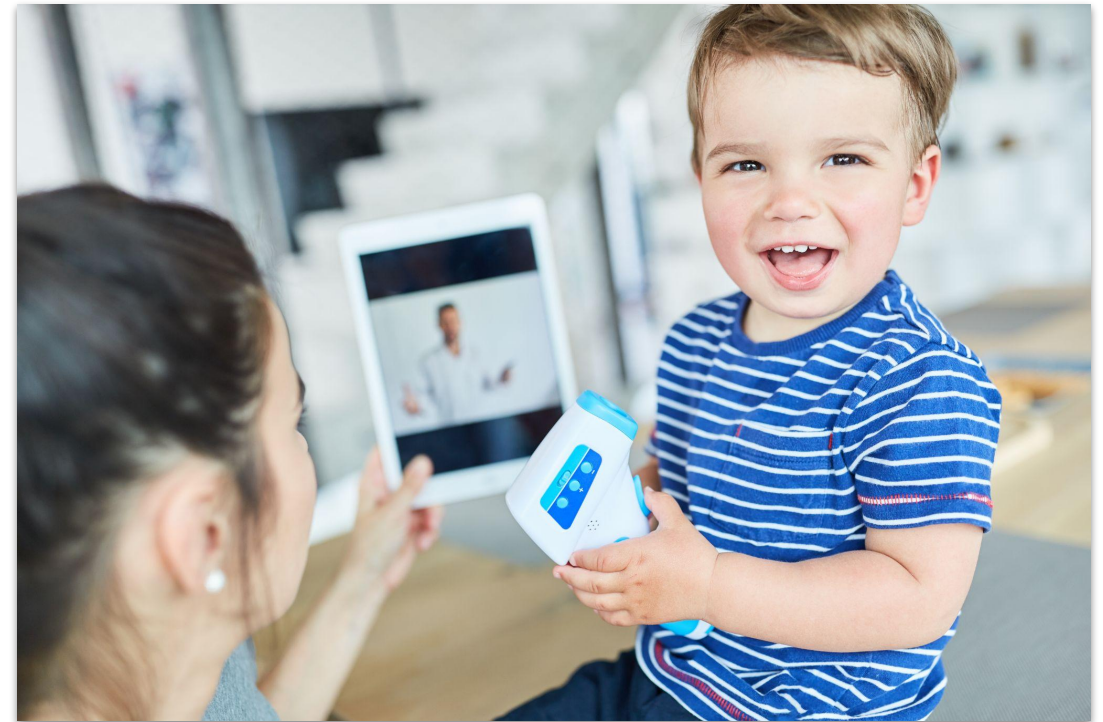
Connect with patients outside of your practice walls to provide your families with peace of mind, while delivering the same outstanding care they receive when you're face-to-face.

- Learn how to turn after hours calls into revenue opportunities while providing better patient care.
- See how easy it is to use video conferencing for groups small or large.
- Learn how to schedule appointments, collect payments, document a progress note, and bill a visit in the secure Remedy Telehealth mobile app.

Telehealth is here to stay



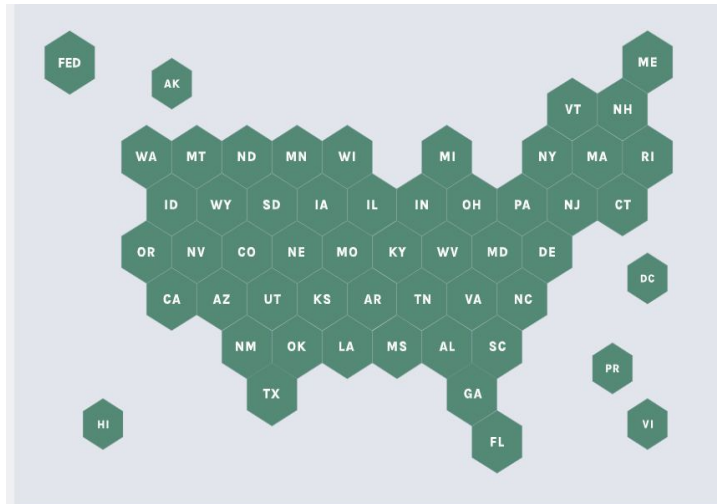
- Telehealth visits have remained steady at 10% post-pandemic
- Parents are the ones using telehealth the most
- Behavioral health can be easily incorporated into pediatric telehealth visits



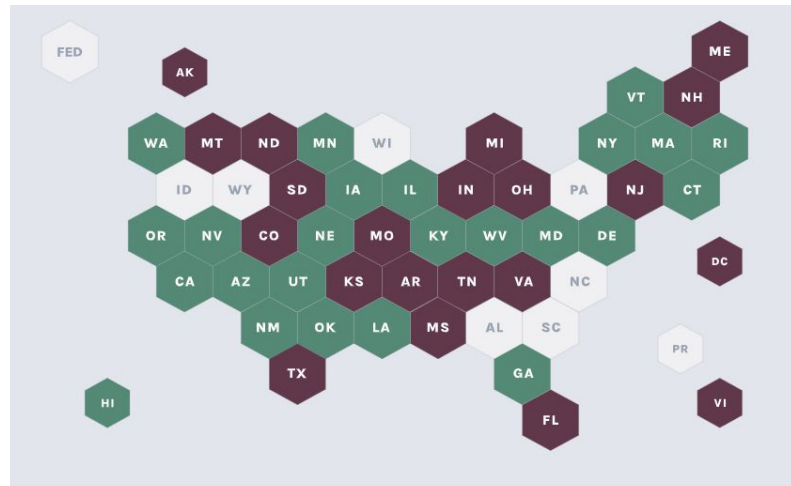
[Source: Chartis Telehealth Trends Analysis](#)

It's complicated...

Center for Connected Health Policy



Medicaid Program Policies



Private Payer Laws



Cross State Licensing

Remedy Telehealth



Provider Experience

Patient Experience

Intuitive

**Scheduling
a Visit**



Easily generate an invite from the Remedy OnCall 24/7 platform

Receive invitation via text or email depending on preference

Secure

Connecting



Log on from desktop or mobile; begin when patient is in the waiting room

Join from desktop or mobile using an invite link - no need to create an account

Affordable

Documenting



Document using telehealth templates; send progress notes to your EHR for coding

Receive surveys, instructions, articles, and more after the visit

Payment



Receive payments via PaymentPros integration; send details to your EHR for posting

Easily pay your copay or make a payment on your balance within the same platform

After Hours

With our integrated platform, Remedy OnCall 24/7, after hours answering service messages can be converted to a telehealth visit with a single click.

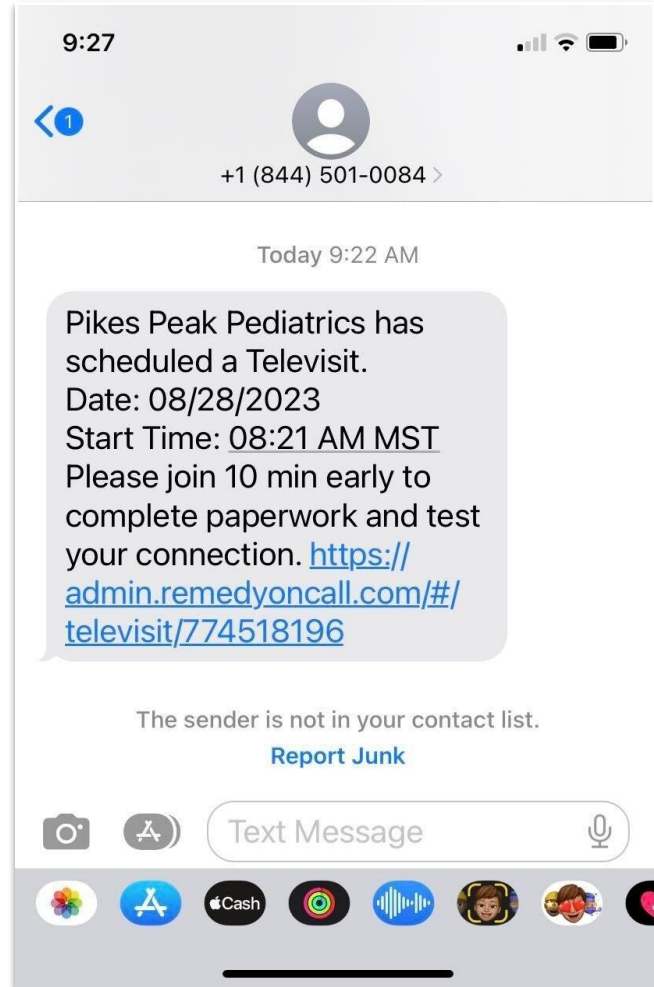


Connect



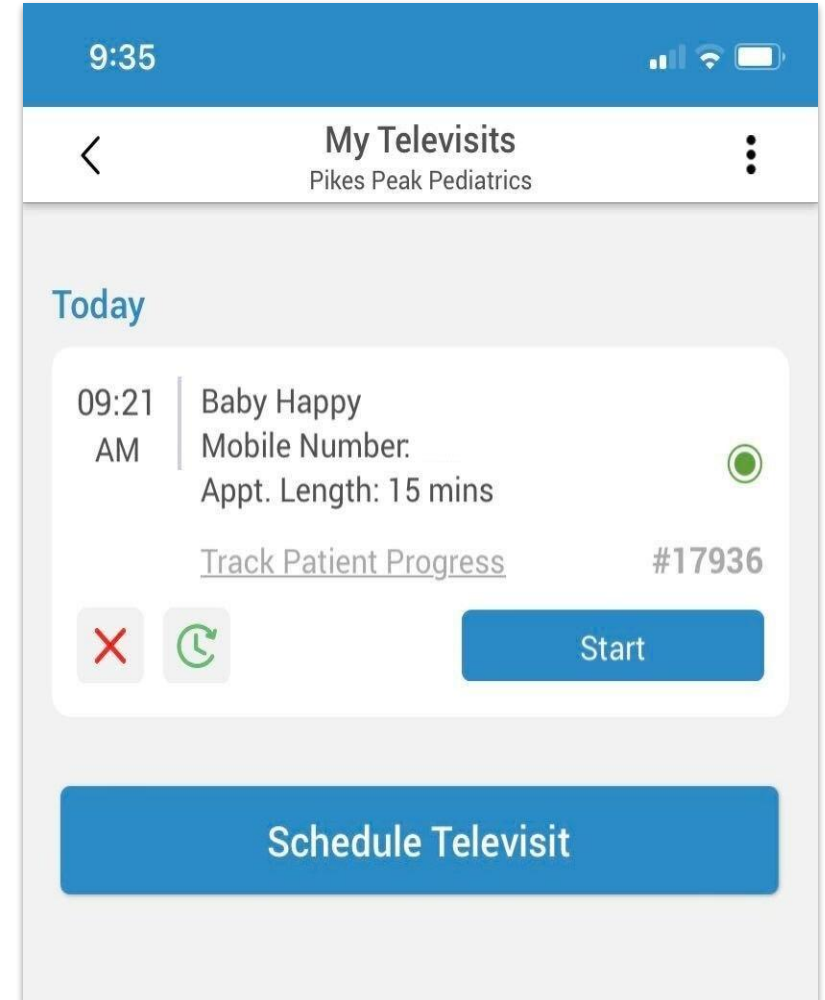
PATIENT

Click a link from a text message



PROVIDER

Log into your desktop or mobile app



Patient Sign In

A screenshot of the "Patient Sign In" registration screen. The screen is titled "REMEDY TELEHEALTH" in the top left corner. It features a progress bar at the top with three steps: "Patient Info" (selected), "Payment Info", and "Payment / Consent". The form is divided into two columns. The left column contains fields for "Patient First Name" (with a person icon and the example "Baby"), "Patient DOB" (with a calendar icon and the format "mm/dd/yyyy"), "Guardian First Name", "State" (a dropdown menu), and "Pharmacy Phone Number" (with a phone icon). The right column contains fields for "Patient Last Name" (with a person icon and the example "Happy"), a radio button selection for "above 18" (with "Yes" and "No" options), "Guardian Last Name", and an "Upload photos (optional)" section with a blue square button containing a white plus sign. At the bottom right, there is a blue "Next" button and a green chat bubble icon.

- Customize the registration screen
- Upload photos
- Complete a PHQ-9
- Collect insurance information
- Patient payment

Document

A screenshot of the REMEDYCONNECT mobile app interface. The top status bar shows the time 9:49 and signal/battery icons. The app header displays "Progress Note" for "Pikes Peak Pediatrics" with a timer at 00:00:31. The main content area is titled "PATIENT INFO by parent/guardian or patient" and contains a box with "Patient Name: Baby Happy" and a note: "Note: Medications and Allergies are listed in Green Below" with a "Show More" link. Below this is the "PROGRESS NOTE by clinician" section, which has two tabs: "App entry" (selected) and "EHR entry". The form includes several input fields with icons: "Chief Complaint", "History of Present Illness (HPI)", "ROS", "Allergies", "Current Medications", and "Past Med/Fam/Surg/Soc Hx". The "Exam" field has an "Edit" button. At the bottom is a large blue button labeled "Return to PT >>>".

Working in the office?

- Use OP templates to complete the patient encounter on the go
- Use our mobile app for a fast and easy way to dictate notes

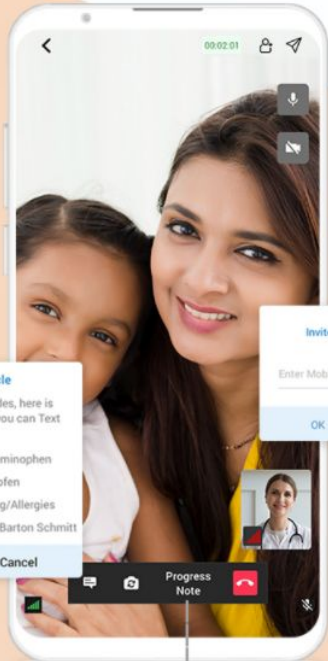
Billing for a visit can be done using standard OP workflows.

Payment

A screenshot of a mobile application interface for REMEDY TELEHEALTH. The screen displays a form for entering insurance information. At the top, the time is 9:59 and the URL is admin.remedyoncall.com. The form includes fields for Subscriber Name, Group Number, Member ID, and PCP Copay Amount (00.00). Below these fields, there is a note: "You will enter the card number associated with your HSA, FSA or credit card on the next screen." The bottom section is titled "Add Insurance Card" and includes the instruction "Upload a photo of the patient's Insurance Card Primary Insurance". There are two blue buttons with white plus signs labeled "Front Image" and "Back Image". A green chat bubble icon is visible on the right side of the bottom section.

- Insurance Information can be gathered as a part of the registration process
- Patient enters credit card information through a secure online transaction with Payment Pros
- Instamed (future)

Demo



Send Medical Article
Based on your diagnosis codes, here is some additional information you can Text your patient.

- Medicine-Dosages - Acetaminophen
- Medicine-Dosages - Ibuprofen
- Medicine-Dosages - Itching/Allergies
- Patient care advice by Dr. Barton Schmitt

Send Cancel

Invite someone to join the call
Enter Mobile Number

OK Cancel

How to document
a **Progress Note**
in **Remedy Telehealth**



Based on your **Diagnosis Codes**, here is some additional information you can **Send your Patient**



For **Optimal Quality**, you need **3 Bars** or **more**



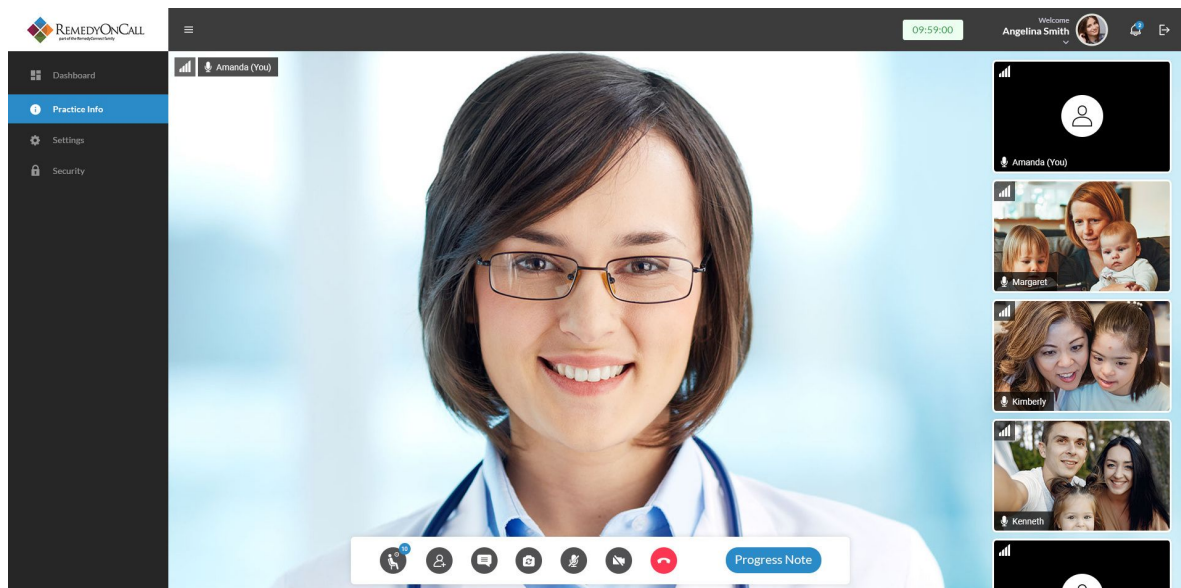
Poor Internet connection, find a new location



Add other people to the call

Our state-of-the-art virtual care platform provides clear images even in low light conditions.

Group Rooms



© Copyright 2016 Remedy on Call - All Rights Reserved

Conduct group sessions for groups of 5 to 50

- Schedule via file upload
- Patients join through a secure link sent by email or text message
- Clinician control of participant audio/video

Links & Resources



[Remedy Telehealth Highlight Sheet](#)



Stay connected with your practice families – wherever they are.

Now more than ever, your patients and their families want to feel connected, and offering telehealth is the perfect way to do that when an in-office appointment just doesn't work. But not all telehealth services are created equal, and if you want to have a great "virtual visit", you need to think about the platform you provide. Remedy Telehealth is more than just another video conferencing service - it's a HIPAA compliant virtual care platform that takes the latest in video conferencing and speech dictation technology and combines it with all the features pediatricians – and patients – need the most.

- Connect with ease – there's **no app to download** in order to join the call
- Aftercare instructions and articles can be **sent via text or email**
- Accommodate multiple participants and **group rooms for 5-30 people**, with chat messaging available in all rooms.
- Built in scheduling and payment processing are automated for a seamless workflow
- Customizable registration forms and progress notes let you work the way you want to work
- US-based, 24/7 customer service means **after-hours support** is just a call away

Brick and mortar or "click" and mortar. Now you – and your patients – don't have to choose. You can provide exceptional care wherever you or your patients might be when you use the Remedy Telehealth platform.

Learn more + Schedule a Demo | sales@officepracticum.com | 800.218.9916

[Featured Article: Telehealth – It's Not Just for Pandemics](#)

[Catch up on the entire Lunch & Learn Series!](#)

Growing Your Practice with 5-Star Google Reviews	Forget Dr. Google: Offering Trusted Medical Content that Lives on Your Practice Website	How a Custom Website and SEO Make it Easy for Patients to Find Your Practice	Managing Patient Calls with Ease Using a 24/7 Answering Service	Expanding Care Outside Your Practice Walls with Telehealth Services