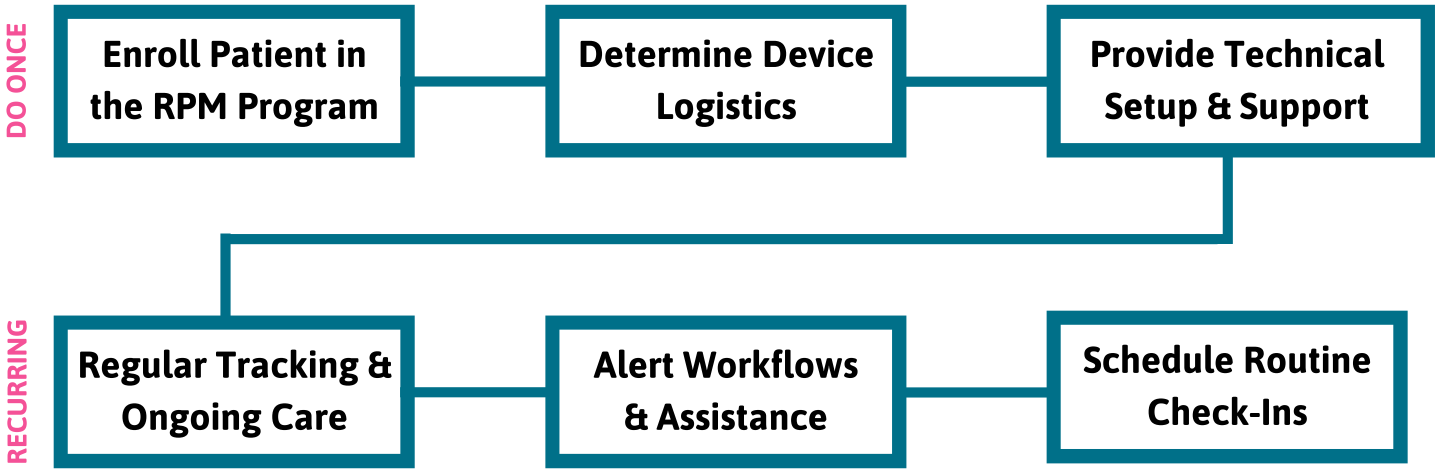
RPM Workflow Guide

6 Steps to Starting an Effective Program



1 Enroll Patients in the RPM Program

Compose a team dedicated to consenting and enrolling patients into RPM services through proper procedures. A billing supervisor will need to ensure billing is possible through Medicare and/or Medicaid.

2 Determine Device Logistics

Define the funding available or grant opportunities that will cover the capital required to purchase devices. This includes the costs associated with shipping the devices to the patients. Decide between two options:

1. Off-the-shelf devices
2. Fully-integrated devices

TIP: For audit purposes, devices that integrate with your EHR help automate data retrieval to ensure the device and data is recorded within a specific patient file.

3 Provide Patient Technical Support

Form a team that will coordinate to support patients with device setup and provide recurring technical assistance.

4 Regular Tracking & Ongoing Care

Staff will need to remind or request that patients complete their health measures. These measures will need regular monitoring and tracking.

TIP: Determine if you are capturing data through live recordings or calling patients directly.

5 Define Alert Workflows & Assistance

Team members should be available to initiate calls to patients when staff cohesively concludes that readings are in a 'danger zone.' Alerts may also require assistance with operator use.

TIP: Choosing a system that sends these automatically is time-saving and stress-relieving.

6 Schedule Routine Check-Ins

Define the team that will schedule regular check-ins with the patients to ensure the devices are functioning properly, they're feeling supported and are benefiting from RPM services.

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What Questions Do You Have?

Implementing RPM services requires time and commitment to develop dedicated teams to properly execute RPM workflows. As extension of your practice, Certintell can support you in completing all RPM workflow requirements.

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