

# EHR Data for Telehealth

COVID-19 is pushing the rapid adoption of virtual visits and telemedicine connectivity in order to treat both new and existing patients.

It is vital that providers have historical health information for each visit to quickly identify underlying comorbidities as well as share critical data needed for the diagnosis and treatment of this virus.

As a flexible human solution, MDabstract is available to assist in areas where clinical documentation and staffing gaps have developed as a result of the move to virtual visits. With MDabstract's services your organization can adapt to telemedicine and effectively bill for patient care.

## Telehealth Patient Prep

- Accurately prepare telehealth visits by ensuring needed medical problems, histories and medications are discretely entered into the EHR system from either patient provided or legacy data source information
- Remote assistance with telehealth phone pre-screening to query patients current symptoms, ready the patient for the virtual platform, & begin the EHR encounter prior to the virtual visit
- Daily flexible support to triage patient priority utilizing lists for patients added to a normal schedule or a separate Telehealth Clinic
- Augmentation of internal resources with trained clinical abstractors to expand service hours to include night and weekend availability

## How MDabstract™ Helps

helping physicians...

**Clinic: Our clinic has never utilized virtual visits before now. Do you help with patient intake and platform setup? YES!** Our trained medical abstractors can speak with each patient, new or established, to ensure their current medical histories are up to date and discretely entered in your EHR system and then walk them through the process of connecting to the telehealth platform so they are ready for the provider.

**Clinic: Can you help prepare our providers for virtual visits? YES!** MDabstract can assist providers, accustomed to having at the elbow support within the clinical setting, in preparing each EHR chart for the telehealth visit and ensuring all clinical data is captured properly to facilitate clinical documentation and billing processes.

**Clinic: Can you help us provide expanded service hours? YES!** MDabstract's remote workforce has trained clinical abstractors that can provide services outside normal clinic hours. These flexible hours can help providers see additional patient volume each day without incurring overtime costs.

**Clinic: Due to COVID-19 many of our support staff are out due to illness or lack of childcare, can you provide staff augmentation services? YES!** MDabstract is an expert at working remotely to fill staffing gaps for our clients. With just a few more details we can develop a customized process to meet your needs and keep your clinical processes moving forward so providers have the information to complete virtual or face-to-face visits.

## HOW DO I GET STARTED?

Call Amanda Skinner at 904.338.6942 directly so we can immediately customize a plan to meet your organization's telehealth needs.