# eKare Telehealth for Wounds
## Checklist & Best Practices

### Technical Considerations

- [ ] Providers should utilize a HIPAA-compliant platform to safeguard patients' confidentiality and privacy.
- [ ] Patients in rural areas will need access to broadband service and sufficient bandwidth to transmit audio and video data.
- [ ] Check compatibility with mobile devices, operating systems, and browsers as some applications may not be supported on former or outdated versions.
- [ ] Microphone and camera activation may need to be updated to allow access to telehealth applications.

### Telehealth Implementation Plan

- [ ] Plan beyond the immediate need by developing a comprehensive business plan for ongoing telehealth specialty service, resource investment, revenue opportunities and fiscal estimates.
- [ ] Evaluate your clinical workflow to seamlessly align telehealth consultations.
- [ ] Adapt a standard operating procedure based on evidence-based guidelines and policy to increase quality and efficiency of wound care services offered.
- [ ] Appoint a dedicated clinical coordinator to oversee daily operational activities, including scheduling, billing, and technical operations.

### Preparing for the Visit

- [ ] Designate a quiet, well-lit and private area for the video consult.
- [ ] Test the video conferencing app before the telehealth visit and keep a support number on hand in case of technical problems.
- [ ] For patients with limited experience or familiarity with technology, suggest securing the assistance of a family member or caregiver.
- [ ] Provide patients with clear instructions on how to join the call via email or calendar invite and encourage them to submit wound images prior to the telehealth visit.

### Managing the Visit

- [ ] While staff may support telehealth services, only provider's time is billable.
- [ ] Initiate a warm hand off from nurse/medical assistant to provider , when possible.
- [ ] At check-in, confirm patient identity and obtain consent.
- [ ] At the end of the visit, summarize and explain follow-up steps. If needed, initiate a warm hand off back to nurse/medical assistant for scheduling future appointments.

### Billing and Reimbursement

- [ ] Have a list of common evaluation and management (E/M) codes and telehealth specific codes on hand.
- [ ] Add modifier-95 for telehealth services which are synchronous or real-time.
- [ ] Modifier-95 should not be used with asynchronous services.
- [ ] Engage in auditing of telehealth claims for proper coding and clinical documentation to minimize denials.

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