



## ***General Guidance for Integration of Telehealth into Clinical Workflows***

The American Medical Association suggests that practices explore how to incorporate telehealth with the least amount of workflow disruption, when introducing the new offerings to practices. Daily logistics such as physical workspace arrangement, appointment scheduling procedure, staff time, and communication may have to be altered to integrate telehealth into an organization.



### **Tips and Considerations for Telehealth Workflows:**

- Review the existing clinical and administrative workflow - where can you make some adjustments to integrate telehealth services seamlessly?
- Update necessary procedures, such as appointment scheduling and instructions, patient training, consent, platform assistance, and billing.
- Document all workflow changes and create resources to share with all practice staff.
- Utilize your electronic health record (EHR) system for seamless recording of all pertinent patient information.

### **Mapping Workflow of Telehealth Programs:**

- How will patients be informed about telehealth services?
- Which staff will be involved with scheduling telehealth appointments and coordinating with distant/hub site staff? How will referrals be managed?
- On the day of the appointment, who will explain the process to the patient? Who will obtain informed consent?
- Who is responsible for coordinating follow-up care?



### **Links to more helpful resources on telehealth workflow integration:**

[American Medical Association](#)

[American Academy of Pediatrics](#)

[Northeast Telehealth Resource Center](#)

For more information on telehealth, visit the AHI Telehealth Technical Assistance Center:

<https://ahihealth.org/telehealth-technical-assistance-center/#about>