



Adirondack Health Institute

Lead Empower Innovate



Created by the AHI Telehealth Technical Assistance Center

Telehealth Readiness

Key Considerations and Organizational Needs to be Telehealth "Ready"

Organizational Needs

- Leadership buy-in and support;
- Clear and manageable goals for your telehealth program;
- A Project Manager to take point;
- IT personnel involvement.



Communication

- Communicate new services with your patients;
- Solicit feedback from all involved to adjust services as needed;
- Have other practices in your area deployed telehealth? Ask for tips and best practices to help develop your programs.

Equipment

- Evaluate organizational equipment before making purchases. What does the organization already have that can be used?
- Research and review different vendor options. Ask for demos and reviews.



Workflow

Adapt your workflow to integrate telehealth services with as little disruption as possible. Start small rather than attempting to have all departments of a health system deploy telehealth at once.

Sustainability

- Create a sustainability plan for your organization;
- Continuously review grant opportunities to assist with program costs.

Education

- Train all staff on the telehealth services you will be offering.
- Provide materials to patients in waiting rooms and online.

Stay Up to Date

Reimbursement and regulation change frequently. Be sure to keep an eye on your state agencies' policies as well as commercial payers and the Centers for Medicare and Medicaid Services.

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

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

