

Dear Practice Perfect user,

In light of the current COVID-19 crisis, we've had a vast number of inquiries about how **Practice Perfect** deals with Telemedicine, the ability to treat patients virtually, using an audio/video connection.

Before you engage in Telemedicine, you should check with your insurers to establish eligibility. Many insurers have reacted quickly, adding Telemedicine to their roster of covered services, some even at the same rates as a regular, in person visit. This varies from payor to payor, region to region.

From a **Practice Perfect** billing perspective, Telemedicine may simply involve the use of different CPT or Fee Codes & Descriptions, which can easily be added or modified. Also, you may need to indicate a different *Location Code* for those payors that require this type of information. From a Practice Perfect scheduling perspective, the appointment would still be deemed as *completed*.

There are many applications available to facilitate the actual Telemedicine session, ranging in pricing and functionality. Applications like Zoom (zoom.us) and Doxy (doxy.me) have free versions which will easily accommodate a one-on-one video session. *The trade off?* They may or may not be HIPAA/PHIPA compliant (you would need to verify) and there is no direct EMR integration resulting in double entry of the patient contact and appointment information. Cost versus convenience, but just as effective.

We have chosen to partner and link with **Insig Health** to deliver Telemedicine. **Insig Health** is both HIPAA and PHIPA compliant and, of key importance, we have developed a data connection directly to their application. The downside, **Insig Health** is not a free service with a cost of \$99.00 per month (which can be cancelled with one month's notice).

Please note that Insig Health is now being offered at no charge to new April sign-ups until May 1st, 2020.

With the **Practice Perfect/Insig Health** link, the workflow is as follows:

1. Your patient is booked in **Practice Perfect** as usual and all of their relevant contact and appointment information is sent to the **Insig Health** application
2. The patient receives a text and/or email notice when the appointment is booked, with all of the relevant date, time and connection link information
3. The provider also receives an email indicating that the appointment was booked, also with the connection link

4. The patient receives a reminder director prior to the session, again with the link information
5. To launch the session, the patient simply clicks on the link from their phone, tablet or desktop computer
6. The provider also clicks on the link they received, or they can launch the session from within the **Insig Health** application or directly from within the **Practice Perfect** scheduler.
7. During the session, the provider can document, as normal, within **Practice Perfect**
8. The session would then be billed the 'usual way' from within **Practice Perfect**

To take a look at how this all works, please visit: <https://youtu.be/0Zzeuds8-A>

If you would like more information about **Insig Health**, please contact:

Steve Delaney, Director of Business Development, Insig Health
P: (416) 825 0435, e: steve@insighealth.com

Please do not sign up for **Insig Health** directly from their website, you will not get the arranged **Practice Perfect** pricing.

Finally, there have also been questions as to whether or not these sessions can actually be stored in **Practice Perfect**. Consider first, do you need to actually store the sessions or just *document* the session? You don't currently video your therapy sessions for treatment within the practice, why would Telemedicine be different? Second, storing these sessions would take up a vast amount of storage space, probably more than your current computer or cloud storage can accommodate. As a result, it would be severely detrimental to store these session's videos, if you choose to record them, within **Practice Perfect**. That being said, the video conferencing services mentioned above do offer session storage as an option, but that would represent a substantial increase in their cost.

If you have any questions or require assistance, please do not hesitate to contact our support department at either (877) 510-7473 or via email at support@practiceperfectemr.com. Thank you.