

# RPM RESCUE

Traditional healthcare has let us down, mired with inefficiencies and wasted resources. There has to be a better way... Remote Patient Monitoring ('RPM') to the rescue!



Written by David Medeiros, a remote care expert with over 10 years of experience successfully helping clinics improve patient engagement and clinician experience, creating better health outcomes and lower cost of care using remote monitoring.

accuhealth.

Sick of congested waiting rooms? Waiting to see patients too long with only occasional check-ups every few months, or even once a year? Are your staff tired or over-worked and suffering from cognitive overload?

Traditional healthcare has let us down, mired with inefficiencies and wasted resources. There has to be a better way...

## **REMOTE PATIENT MONITORING ('RPM') TO THE RESCUE!**

Remote Patient Monitoring or 'RPM' is officially a staple service for delivering value-based healthcare in 2022.

RPM is defined as the use of digital technologies to collect and analyze physiologic patient data from one location and electronically transmit that information securely to providers in a different location. Patient data can include vital signs, weight, blood pressure, blood sugar, and/or pacemaker information.

### **What RPM was? What RPM is now?**

**WAS:** Collecting physiological data few times per year and making medical decisions (medication, exercise, diet)

**NOW:** Collecting physiological data daily and fine tuning medical decisions (medication, exercise, diet) allowing for personalized care plans and enabling proactive data-driven healthcare to get ahead of negative health outcomes and keep patients out of the hospital.



### **Benefits of RPM**

- **Reactive Care vs Proactive Care** (old way is patient has an extreme event like hospitalization then doctor reacts to patient condition vs new way is doctor gets an SMS alert of an adverse physiological reading and modifies the care plan to keep the patient out of the hospital)
- **Old Medium of Delivering Care vs New Medium of Delivering Care** (old way is ad hoc visit clinic waiting room few times per year and hating life vs new way patient gets right sized and real time care based on their physiological data which reduces unwanted waiting room visits and increases more appealing virtual visits)

- **Current Doctor** (blind with limited data and limited clinical support outside of working hours) **vs Super Doctor** (empowered with a wealth of data / data driven, trends, notifications, correlations, and 24/7 clinical support from an RPM services vendor)
- **Impact to Total Cost of Care - Huge Savings from RPM** - Accuhealth alone saved the healthcare system \$44M+ dollars in avoided Emergency and Hospital visits in 2021 alone.

## Better Patients. Better Providers.

By increasing the cadence of communication and feedback between patients and providers, Remote Patient Monitoring helps providers react to concerning trends quickly and effectively, helping prevent complications, making your patients healthier and happier, and making you a better provider.

## 24/7/365 High-Touch Care

Your RPM clinical monitoring team of English and Spanish-speaking nurses and MAs monitor your patients' incoming readings 24/7, acting as an extension of your practice. We call your patients and assess whether their situation needs to be escalated to you, helping you provide concierge-level care without needing to hire staff.



## Higher Quality Scores

With true EHR integration, your patients' improved readings will flow seamlessly into your EHR, helping you achieve higher scores on your quality metrics, like blood pressure. The majority of patients on our Remote Patient Monitoring program show significantly improved physiologic readings within 30 days.



# Has your RPM provider over-promised and under-delivered? **HAVE NO FEAR-ACCUHEALTH TO THE RESCUE!**

Many healthcare providers across America have had a bad experience working with Remote Patient Monitoring (RPM) companies, but RPM doesn't have to be complicated. With our simple turnkey setup, easy-to-use software, and friendly bi-lingual clinical staff that monitor your patients 24/7/365, Accuhealth can have your clinic up and running providing world-class connected care in less than 24 hours. Start increasing patient engagement today with the most compliant RPM vendor in the business. Finally, you and your clinical staff can focus on providing value-based care while staying more connected to your patients—it's remote patient monitoring made easy and done right.

There are many RPM providers out there, but you should be wary when selecting the right vendor for your clinic. The virtual care industry has grown so quickly that there are many unestablished vendors making promises they can't deliver on—from complicated, half-baked technology to how to stay better connected to your patients with easy-to-use connected care devices.

Many say they can integrate with an EHR, but few actually can, and typically there is a substantial cost of as much as \$1,500—\$5,000. EHR integration should be a seamless process that takes less than 24 hours, with no upfront costs.

Virtual healthcare is officially an essential pillar to delivering value-based healthcare today. Ninety percent of Patients want a digital health connection with their doctor, and the RPM industry is expected to reach \$31.1 billion by 2023.\* Don't let your clinic miss out on this rare opportunity!

- ▶ **Too many errors on your RPM devices and Bluetooth connectivity issues?**
- ▶ **Stuck in a contract with patients you are unable to bill for?**
- ▶ **Tired of one broken promise after another from your RPM vendor?**

If you said yes to any of these... you need RPM Rescue! Let Accuhealth fix your RPM program at no cost. Your patients (and your staff!) deserve the benefits of a successful remote patient monitoring program that serves as an extension of your clinic.



*\*Source mHealth Intelligence*

If so, don't worry—**Accuhealth is here to help**. This RPM Rescue White Paper will explain how to fix the RPM program at your clinic, including topics such as what you and your staff should be expecting, the benefits your patients should receive, and how to revamp your RPM program to stay better connected to your patients while providing better care and reducing costs. It's not too late to run a successful RPM program at your clinic—and we're here to help.

**Accuhealth is the global leader in remote patient monitoring for a few simple reasons:**

- ▶ **Our compliance is bulletproof**—cyber security is what we do, which is why Accuhealth is the only RPM vendor that is SOC2 certified and was selected by **NIST / NCCOE** to consult on establishing RPM cybersecurity guidelines for the industry. All clinical interactions in our platform are always automatically tracked and timestamped so you're always compliant and never have to worry about missing data.
- ▶ **We always provide the most accurate billing reports**—and you can even do auto-billing for certain EHRs. Speaking of which...
- ▶ **We built our own EHR integration engine** and integrate with all EHRs in the marketplace, at no cost.
- ▶ **We are a fully-managed service**, including all hardware, software, and patient training/patient onboarding, so you and your staff don't have to lift a finger—Accuhealth takes care of everything.
- ▶ **Our ground-breaking technology includes "Evelyn," our powerful AI-assisted technology.** Evelyn acts as a virtual assistant to enable better care coordination, increase patient engagement, and reduce the burden on clinical staff. By offering customers their preferred method of communication, via SMS, voice, or telemedicine, Evelyn sends personalized messages to drive patient involvement in the management of their health, including monitoring reminders and follow-up on care instructions. Evelyn also harnesses predictive analytics and machine learning to learn your patient's behaviors and help providers identify high risk patients, anticipate adverse health events, and reduce hospital visits.
- ▶ **Our friendly bi-lingual clinical staff are trained healthcare professionals** that monitor your patients 24/7/365 and escalate cases directly to you!
- ▶ **All Accuhealth customers get access to unlimited telemedicine**, which allows you to record sessions and download them for review and quality purposes.

**With no upfront costs or commitments, can you really afford not to let Accuhealth fix your broken RPM program?**



## WHAT TO LOOK OUT FOR WHEN SELECTING AN RPM PROVIDER

When selecting an RPM provider, it is important to ask these simple questions to ensure that your remote monitoring program is the highest quality to deliver world-class connected care.

- ▶ Do they have true EHR integration (readings should go into actual vital sign fields, not just a PDF) at no cost?
- ▶ Do they provide 24/7/365 English and Spanish clinical monitoring?
- ▶ Are their clinical interactions \*automatically\* time tracked (for a more secure audit trail) and can they auto generate claims for you so that you don't have to do it manually?
- ▶ What is their patient engagement plan (to keep patients engaged for many months)?
- ▶ Do they offer unlimited no-cost telemedicine for all customers?
- ▶ Are there any long-term commitments? You should not be required to sign a long-term contract and should have the ability to cancel the service at any time, without penalty.
- ▶ Is the RPM program a fully managed service? (I.e., do they handle all hardware, software, and clinical monitoring, so your clinical staff don't have to do anything?)

### DEVICES AND CONSUMABLES

#### ▶ Who pays for the devices?

We provide the first device for each patient at no cost to the practice or the patient, and the majority of patients only need one device.

**WATCH OUT!** Many vendors may ask you to incur a major capital expense and purchase a large number of devices up front.

#### ▶ Who pays for the device consumables (batteries, lancets for diabetics, diabetic test strips)?

Accuhealth pays for and supplies all consumables to patients because it's a key part of our patient compliance strategy.

**WATCH OUT!** Many vendors don't offer or manage consumables, leading to lower patient compliance.

## › How and where are devices stored and shipped?

We offer both on-site deployments and inventory management, all at no cost. We manage all device storage, fulfillment, shipping, and returns. We never expect physicians to store devices in their office or have to spend time distributing devices to patients.

### WATCH OUT!

Some vendors require physicians to purchase and store a large number of devices in their office and manage the distribution of the devices to their patients.

## › What sort of devices are available? Am I forced to use Bluetooth?

Although Bluetooth is great for non-critical technology, because of pairing, smartphone/tablet requirements, WiFi, accounts and password issues, we have found that the easiest and most reliable devices are those with built-in cellular chips that avoid all the complexity of Bluetooth and instead send their data wirelessly to our platform without any patient interaction. These devices cost us more money, but we believe in offering the easiest experience to our clients and their patients.

### WATCH OUT!

Many vendors rely on outdated Bluetooth devices because they are inexpensive. However, because patients will inevitably have issues with pairing, unpairing, logins, passwords, or WiFi connectivity, Bluetooth often leads to lower long-term compliance with RPM.

## Easy-to-Use Hardware

- Plug-and-play devices that ship directly to your patients (or deployed at your office—your choice) and connect cellularly without any third-party app requirements like Bluetooth or WiFi.
- Single-touch device reading with the press of a button that automatically transmits to the provider/directly in the patient's EHR
- RPM vendor should educate the patient on how to take an accurate reading from home.

Please see examples of RPM devices on page 14

## Always Accurate & Reliable

- Make sure devices are clinically validated and rigorously tested, CE certified and/or FDA approved, so you and your patients can trust your readings each and every time.
- There have been reports of inaccurate Blood Pressure devices in the marketplace, so make sure your devices are accurate—otherwise you could be putting your patients and your practice at risk.

## Cellular Connectivity

- Demand cellular connectivity that is plug-and-play / one-touch operation so that your patients are not reliant on another barrier to technology with third-party apps like Bluetooth or WiFi.
- Not all cellular devices are made equal. Make sure the devices you have can use all major carriers like Verizon, T-Mobile, and AT&T.
- Look for a vendor with devices that work on all of the top network providers to guarantee the best coverage possible. Global coverage should be available so that your patients can take readings from anywhere.

### › Do you integrate with my EHR?

We integrate with more than 10 of the top practice-based EHRs, and we're always adding more integrations. If you have any of the following, we already integrate with your EHR:

- ✓ Athenahealth
- ✓ ECW (eClinicalWorks)
- ✓ Greenway
- ✓ Practicefusion
- ✓ Nextgen
- ✓ Epic
- ✓ eMDs
- ✓ Integrated Practice Solutions
- ✓ Dr Chrono
- ✓ Aprima
- ✓ Cerner
- ✓ Kareo
- ✓ Waiting Room Solutions

#### **WATCH OUT!**

Many vendors **don't integrate with any EHRs, or if they claim they do, their integration isn't robust or real.** See the next question.

### › What is your EHR integration capable of? Does it put vital sign data into the EHR in a way that's able to be queried and reported on?

Our EHR integrations allow you to:

- ✓ Order RPM directly from the EHR
- ✓ Review patient readings (like blood pressure) in the vital sign fields
- ✓ See trends and run reports, which is especially important for quality reporting
- ✓ Generate automatic claims for RPM (only available with some EHRs)

#### **WATCH OUT!**

Many vendors claim they integrate with EHRs, but what they actually do is just upload a PDF or fax document into the patient chart. Since that data is not readable automatically by the EHR, this is not a true integration and also prevents the provider from running reports that are required for quality reporting.

### › How much does EHR integration cost?

Zero. That's right.

#### **WATCH OUT!**

Many vendors charge \$5,000 or more for EHR integration, and that usually means they don't actually offer it.



› **Is there a platform or tool where I can log into to see all my RPM patients' vital sign data?**

Accuhealth has a proprietary HIPAA-compliant SOC2-certified platform called Evelyn. Evelyn is a web-based solution in which providers and their clinical team members can log in to see all their patients' RPM data, monitor compliance, see and add clinical notes, review billing data, and more.

**WATCH  
OUT!**

Many vendors do not have a fully-integrated HIPAA-compliant software solution that connects devices to clinicians.

› **Since RPM coding and billing is based on time-based codes, how do you track time spent each month with each patient?**

Our platform automatically tracks all time spent by our clinical team and your clinical team (while logged into our platform) reviewing data and interacting with patients. Phone calls to patients are made through our online platform and are automatically recorded, timestamped, and transcribed for the medical record. This automated recording greatly reduces the work required for RPM and makes compliance easy and safe. All comments made within Evelyn accumulate time and leave a documented and timestamped audit trail.

**WATCH  
OUT!**

Most vendors require manual tracking of time spent, creating both more work and audit risk.

› **Does the software solution provide an audit trail in case of Medicare audit, and what does that audit trail look like?**

All monitoring, comments, and phone calls made to patients through the Accuhealth platform are automatically timestamped and recorded and become a permanent part of the audit record. This audit record is stored in the Accuhealth platform as part of the patient's medical record and is also integrated with the patient's medical record in the ordering provider's EHR. This audit record includes the actual recorded audio files of the phone calls with patients and transcripts of those calls. We believe we have the best audit record in the industry.

**WATCH  
OUT!**

Some RPM vendors provide no audit trail or audit support. Accuhealth is the most compliant RPM solution on the market and comes with audit support to get you the artifacts you require.

### › Who trains the patients on how to use the device?

We ship devices to patients using tracking numbers, and once the device has arrived, we call the patient to onboard them onto the program. We help them take their first measurement and make sure that their data is flowing appropriately into our platform.

#### **WATCH OUT!**

Some vendors require the clinic staff to train patients on device usage, which adds burden to your staff and reduces the success of your program.

### › How do you keep patients engaged and compliant?

We have a robust Patient Adherence program that includes the following:

- ✓ We pay for all the consumables (for some patients, this is a big deal);
- ✓ When we call patients, we try to call with the same clinical team member if possible, in order to develop comfort and rapport;
- ✓ We enroll patients into our Bingo game in which patients can win prizes by participating in taking daily measurements;
- ✓ We use automated SMS reminders.

#### **WATCH OUT!**

If patients stop participating after just one or two months, your program will fail.

### › What sort of long-term contract or commitment must I agree to?

We don't force our clients into any commitment contracts because we are confident that we have the best solution in the market; quit anytime with zero cost—no minimum orders.

#### **WATCH OUT!**

Some vendors may ask you to sign a 1+ year commitment and commit to ordering at least 100 or even 500 devices up front, which could be considered inducement. Accuhealth has no minimums.

Are you currently using an RPM provider and not satisfied? If so, please see "How to Migrate to Accuhealth" Guide.





# How to Migrate to Accuhealth

## A Simple How To Guide

Please follow these 3 Simple Steps to migrate off of your current Remote Patient Monitoring (RPM) vendor to join Accuhealth, the industry leader in remote patient care.

### › Step 1

Notify your patients of the change in RPM service provider. (Sample patient letter attached.)

### › Step 2

Notify your existing RPM service provider to terminate service. (Sample termination letter attached.)

### › Step 3

Email Accuhealth at [sales@accuhealth.tech](mailto:sales@accuhealth.tech) to begin the simple onboarding process.

### THAT'S IT!

Accuhealth handles everything else, with no upfront costs or commitments...

- › We set up your clinic and practice users with access to our award-winning RPM software that includes telemedicine accounts for all your users (setup within 24hrs).
- › We provide your patients with new no-cost device(s) (1-2 days days).
- › We integrate with your EMR to automatically upload patient vitals and reports related to RPM services (3-5 days).
- › We provide monthly billing reports up to and including auto-generating claims directly in your EMR.

Any questions? Contact us at: [sales@accuhealth.tech](mailto:sales@accuhealth.tech)

**accuhealth.**  
Remote Patient Monitoring Made Easy

📧 [accuhealth.tech](https://accuhealth.tech)  
☎ 1-888-407-4108 x8



# PATIENT NOTIFICATION FORM



YOUR ADDRESS  
YOUR CITY, STATE ZIP  
123-456-7890

## Remote Patient Monitoring Services

December 1, 2020

Dear <Patient Name>,

Your health and wellness is our priority at <YOUR CLINIC>. As part of our connected care program, I'm inviting you to participate in our remote vitals monitoring program, where I can routinely review your health in real-time such as your blood pressure, weight, glucose, or SpO2 to make sure you are meeting your health plan goals. Your medicare covers the cost of the program (copay may apply if you don't have secondary insurance coverage), and active participation in the program is as simple as taking one routine reading per day. This allows me to stay connected and provide you with a great healthcare user experience. To get started, call toll free to our remote monitoring partner, Accuhealth, at 1-888-407-4108.

## Servicios de Telemonitoreo

Deciembre 1, 2020

Estimado <Nombre de Paciente>,

Su salud y su bienestar es nuestra prioridad. Como parte de nuestro programa de cuidado conectado, lo invitamos a formar parte de nuestro programa de monitoreo remoto de signos vitales, en donde cotidianamente puede usted monitorear su salud en tiempo-real, permitiendo verificar a distancia su presión arterial, su peso, su nivel de glucosa u oxigenación en la sangre SpO2, con el propósito de que usted mantenga su objetivo de bienestar. Su plan de Medicare cubre el costo del programa (pudiera aplicar co-pago en caso de no contar con una cobertura de seguro secundario) y tan solo con el requisito de que tome una vez por día sus lecturas. Esto nos permite mantenernos conectados y brindarle atención médica y cuidados superiores. Para comenzar a recibir este beneficio simplemente llame a nuestro socio en monitoreo remoto, Accuhealth al teléfono 1-888-407-4108 donde contamos con especialistas que le hablaran en Español.

Sincerely,

<DR NAME>

# DISCHARGE LETTER



**COMPANY NAME**  
Your Slogan Here

YOUR ADDRESS  
YOUR CITY, STATE ZIP  
123-456-7890

To [Home Health/RPM company]:

MD order: Effective [today's date] please discharge the entire [Dr Name/Clinic Name] patient census from RPM services.

Thank you,

MD signature  
[MD/Clinic Name]  
[Date]

Remember, RPM Rescue is here to help! Let accuhealth fix your RPM program at no cost. Your patients (and your staff!) deserve the benefits of a successful remote care / remote patient monitoring that serves as an extension of your clinic. It's Remote Patient Monitoring made easy and done right ;)!

## BOOK A MEETING



CONTACT US

1-888-407-4108 x8

[www.accuhealth.tech](http://www.accuhealth.tech)

[sales@accuhealth.tech](mailto:sales@accuhealth.tech)

Book a demo with David Medeiros, RPM Expert and Director of Sales at Accuhealth by [clicking here](#) or email him directly [dmedeiros@accuhealth.tech](mailto:dmedeiros@accuhealth.tech)

## SOME EXAMPLES OF RPM DEVICES

Pulse Oximeter



Weight Scale



Thermometer



Blood Glucose Monitor



Blood Pressure Monitor



accuhealth.

[www.accuhealth.tech](http://www.accuhealth.tech)