



## 10 Tips for Direct-to-Patient Technology Integration

1. **Establish a technology standard for your telemedicine service based on consult requirements.** Consider device type, camera, microphone, speakers, and display for receiving services to enhance patient experience and ensure quality of care. For example, display size will affect how well test results or images can be seen
2. **Choose video software that can accommodate variable bandwidth.** An average video call can use between .6mbps and 1.8 mbps of bidirectional data between the provider's office and the patient's home. A 15 minute video call can use between 500mb and 1.6gb of data.
3. **Consider browser based video solutions that don't require a software download.** Tablets, smartphones, and Apple computers generally require a download of video software that necessitate updates for current versions and features.
4. **Determine how patients will receive appointment notifications and access links to join the call.** Develop protocols to ensure security, privacy, and easy access from text, email, web page, or patient portal.
5. **Consider an EMR with integrated telemedicine module or service.** EMR's with integrated telemedicine solution will allow for a smoother patient experience, and incorporate billing, scheduling, & patient notification.
6. **Prepare your front office and clinical team to deliver and support your telemedicine service.** These are your first responders and should be knowledgeable and supportive of the technology. Maintain proficiency by offering recurrent training sessions to address updates, workflow changes and accommodate staff turnovers.
7. **Avoid relying solely on early adopters to implement your telemedicine services.** Socialize staff to new care delivery models and opportunities to maximize adoption and involve them in the planning stage. Incorporate telemedicine updates in staff meetings.
8. **Prepare a one-page patient handout describing how to access virtual care** Address technology requirements and assure patients that your intent is to improve access to care, not to replace in person services.
9. **Develop a schedule to routinely test technology.** Telemedicine tools are no different than a piece of diagnostic equipment, and require testing to confirm operational capabilities.
10. **Encourage patients to test their home internet speed** A simple bandwidth test available on the internet can be used by patients prior to their telemedicine visit to validate connectivity and ensure call quality.