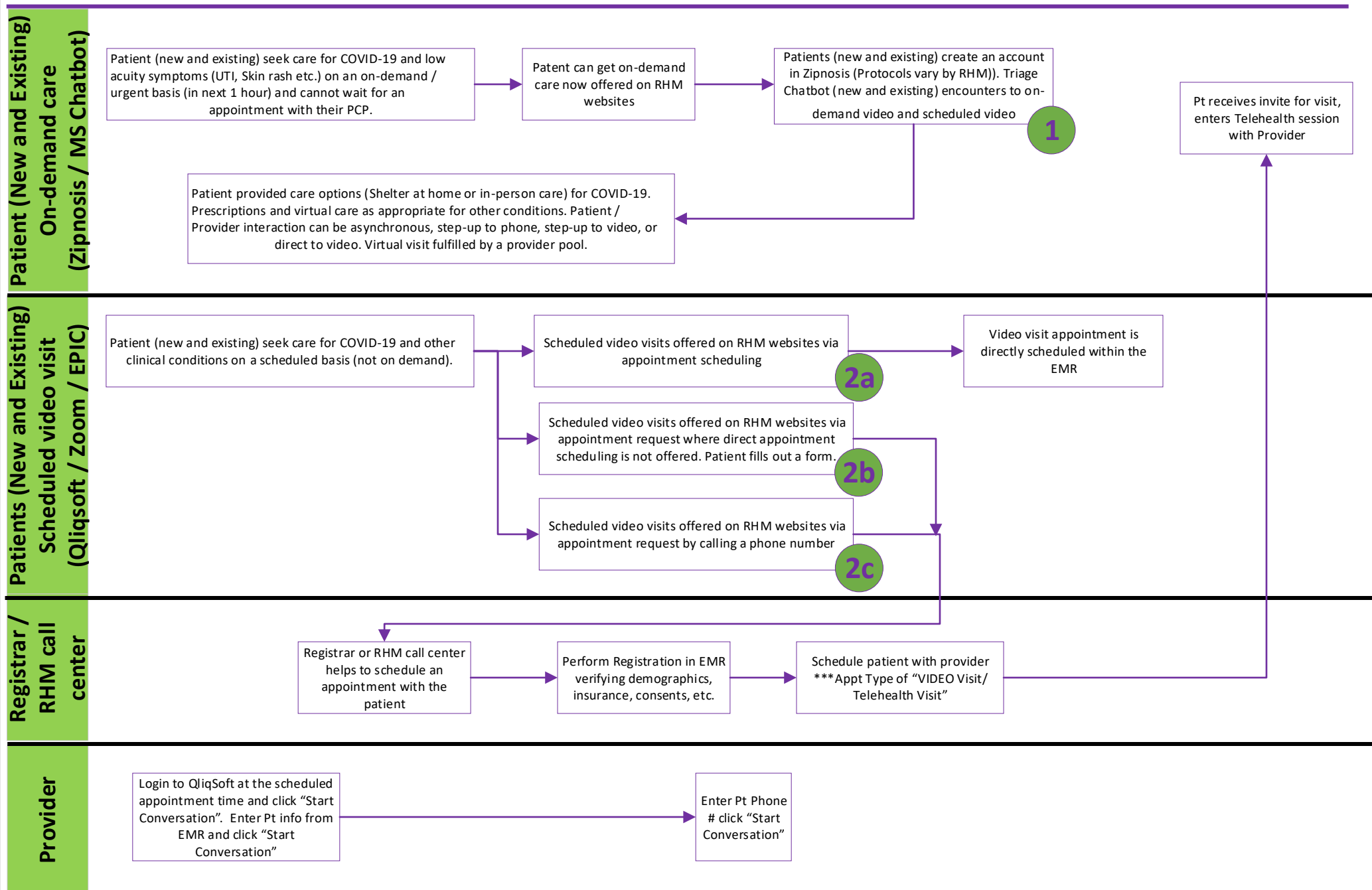


Telehealth care delivery outpatient (Focus on Zipnosis and QS)

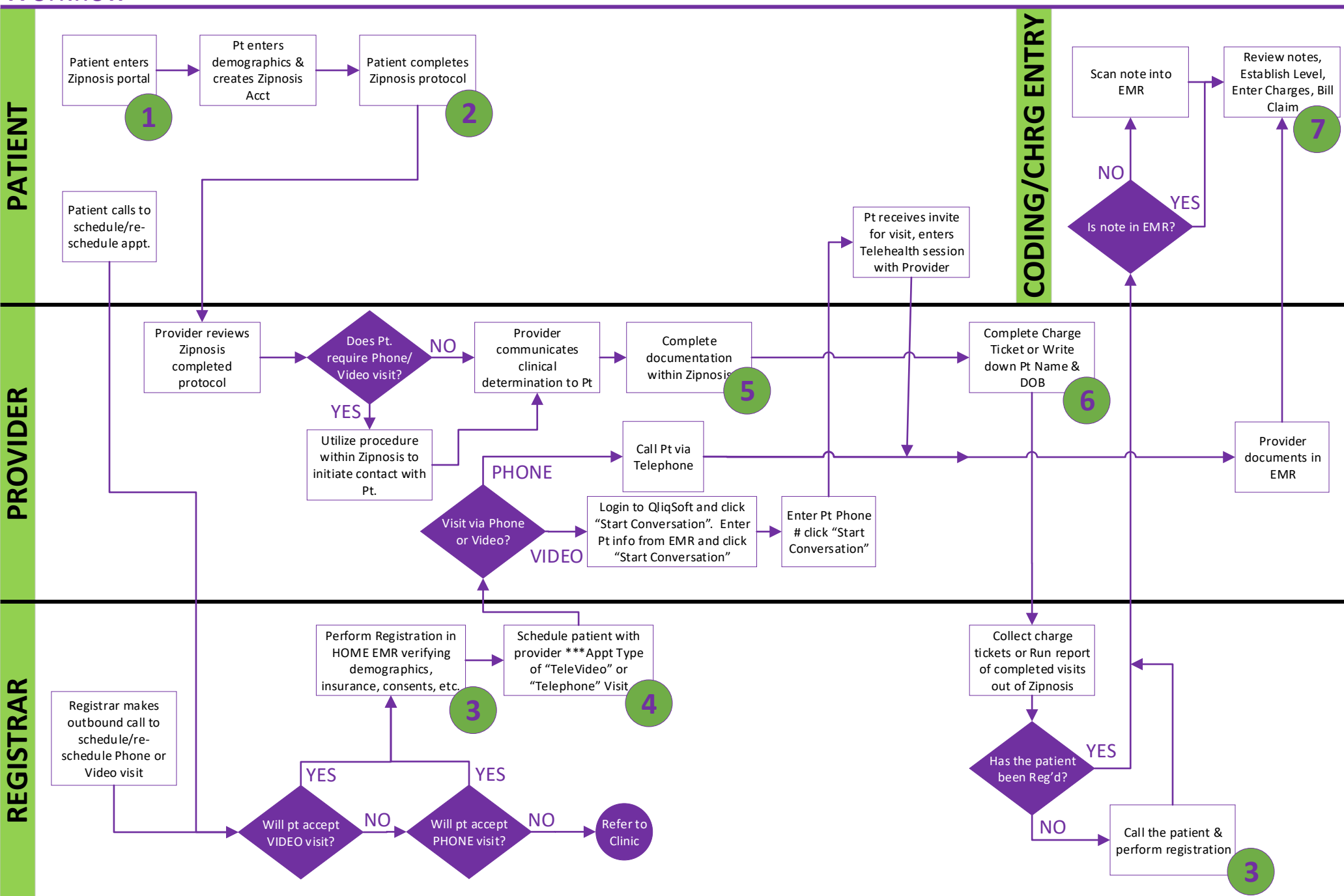


1

- All RHM's offer COVID-19 on their website. Most use Zipnosis.
- Where Zipnosis is not used, MS Chatbot could be leveraged.
- Some RHM's offer extended clinical protocol coverage on an urgent case basis. If scope is expanded to cover other clinical protocols, need payment gateway setup as part of expansion.

2

- For COVID-19 pandemic speed, choose the quickest path of implementation.
- **2a:** The best UX is provided by direct appointment book. Most RHM's offer online appointment scheduling (EMR, Pokitdok, Everseat, Inquicker). Work with MGPS initiated for appointment types that can be fulfilled by a video visit.
- **2b:** Manual process: Appointment request by patient filling out a form.
- **2c:** Manual process: Appointment request by patient calling a RHM call center or a phone number published on the RHM website.
- When a RHM is using a manual process for telehealth treatment, appropriate checks for regulatory and licensure should be followed.



- 1 Page 4 of “MGPS Telehealth Guidelines”. **Section “a”** under Section 2 “Zipnosis Process”
- 2 Page 5 of “MGPS Telehealth Guidelines”. **Section “c”** under Section 2 “Zipnosis Process”
- 3 Page 2 of “MGPS Telehealth Guidelines”. **Section “1”** “Patient Scheduling and Registration”
- 4 Page 2 of “MGPS Telehealth Guidelines”. Section “b”, **sub-section “iii”** within Section “1” “Patient Scheduling and Registration”
- 5 Page 9 of “MGPS Telehealth Guidelines”. **Section “5”** “Documentation Requirements”
- 6 Page 5 of “MGPS Telehealth Guidelines”. **Section “b”** under Section 3 “Billing for Telemedicine Services”
- 7 Page 6 of “MGPS Telehealth Guidelines”. **Section “c”** under Section 3 “Billing for Telemedicine Services”