



Tips and Tricks for Successful Telemedicine Appointments

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As we move forward into wider-spread use of telemedicine, the NCAPA wants to ensure that our members and their patients feel comfortable with this format. Below are some common concerns regarding telemedicine and their solutions. *Thank you to the NC DHHS for this information.*

Preventing Zoom Bombing

1. Create a Waiting Room and select “All Participants” under “Choose which participants to place in the waiting room”
2. Change the screen sharing preference to “All Participants” under “Screen sharing”
3. Select “Host Only” under “Who can start sharing when someone else is sharing”
4. Establish a password for each meeting

Best Practices for Telehealth

- ✓ All practitioners must be positioned to work at the top of their licensure
- ✓ Offices should continue to provide timely reminder calls to patients
- ✓ Practitioners should provide patients with information about tele-visits prior to the appointment
- ✓ Thorough notes should be kept on every telemedicine appointment
- ✓ Administrators should strive to keep the practice’s schedule full, line up the start times of telemedicine calls, and back-fill appointments when openings appear
- ✓ Establish that patients have internet access and direct them to free-of-cost internet providers where necessary
- ✓ It is recommended that offices use telehealth platforms where the patient can connect directly instead of using an app that needs to be downloaded

Barrier	Solution
Patients are concerned about their lack of internet access, have an aversion to technology, or are worried about cost	Have a staff person who can help them navigate the technology and point them towards free internet providers
Providers are concerned about compliance with Medicare rules, as well as legal concerns about privacy	Advocate for clear Medicare rules and policies and visit the US DHHS Website for more information about HIPAA
Providers are unsure how to document or bill for visits	Visit the American Telemedicine Association for documentation templates and the NC Office of Medicaid for information about implementation and billing codes

Other Resources:

Center for Connected Health Policy: www.cchpca.org

Telehealth Resource Centers: www.telehealthresourcecenter.org

Centers for Medicare and Medicaid: <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/>