

CONNECT
REHAB EMR

Video Transcript

Telehealth: Things to Think About



For more information, including
the video for this transcript, visit
www.cedaron.com/telehealth.

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Video Transcript

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Introduction



Telehealth, telerehab—or comprehensively, telepractice—is the buzz these days.

For years, the rehab community has been advocating for inclusion in the list of approved providers. And with the unexpected event of COVID-19, Medicare and private payers are finally paying attention.

The teleconferencing industry is also paying attention. Ad campaigns target anyone who searches “telehealth” in their browser or mentions it on social media.

HOWEVER – Not all teleconferencing tools are suited for the rigorous security requirements and varied human experiences of the rehab world.

Whether you’re already providing televisits or want to get started, there are a few things to think about when it comes to the technology you and your patients or clients use to connect with each other.

Things to think about (0:50)

Things to Think About

Is it **secure**?

Is it **easy**?

Is it **seamless**?

“ Our therapists don’t have to remember all of this. ”

— Executive Director of Professional Services
Regional Health System

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Business conferencing tools aren’t designed for therapy care.

These tools are okay for bringing project teams together or having sales discussions, but they’re not ideal for rehab settings.

Think about the negative impact of a security breach, a frustrating patient experience, or clunky therapy workflows...

...and remember that, just because it’s cheap or free, it doesn’t mean it’s best for your clinic or practice.

So, what’s the proper technology to support your telepractice?

Let’s look at some important considerations...

Is it secure? (1:23)

Things to Think About

Is it **secure**?

And **foolproof**?

Is it **easy**?

Is it **seamless**?

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Look for:

- HIPAA compliance
- Data encryption
- Secure video storage
- Centrally-controlled authentication
- SOC 2 Type II attestation
- 99.9% uptime guarantee

Security should work behind the scenes – without expecting therapists to configure their accounts or patient appointments.

Number 1 – Absolutely critical: Is it secure?

We've all heard the terms of conference pirates, bombing, and raiding. These are malicious activities set on disrupting meetings and stealing information.

Innocent activities—like accidentally inviting multiple patients to the same televisit or forgetting to save the video in a secured folder—are just as serious and more likely to happen when the security controls aren't automated.

Pay close attention to any vendor with HIPAA claims. How much effort do **they** take on to meet their claim?

Security should work for you behind the scenes. Look for technology that reduces the risk for user error in day-to-day activities like scheduling appointments, joining visits, and storing and accessing video.

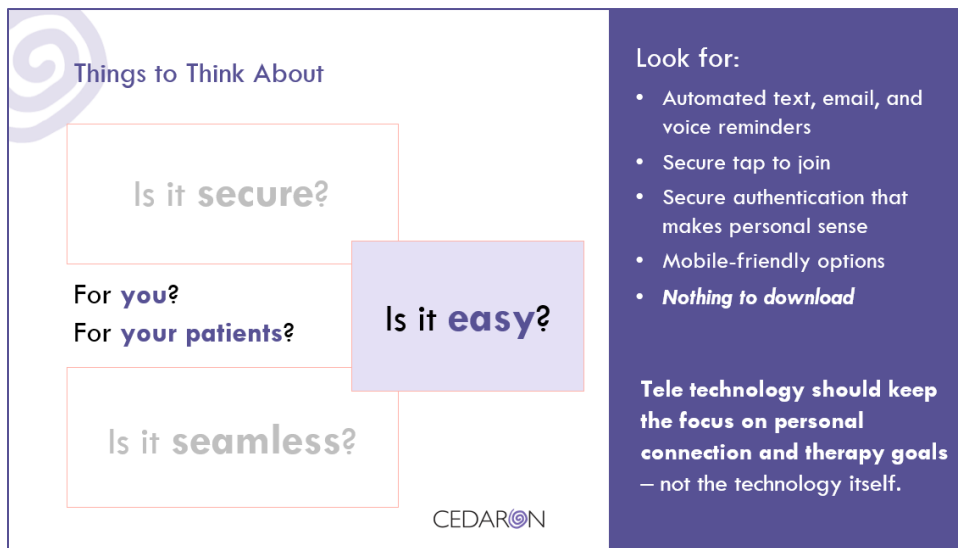
You need to be confident any technology that you or your patients use has rigorous security controls.

Who takes on the effort of security, especially when it comes to provider and patient touchpoints with the software?

For example: Are security controls automatically applied any time a visit is schedule (or rescheduled), or is it the therapist's responsibility to make sure every appointment is properly set up?

Your vendor should also place such high value on security that they, as a company, have achieved SOC 2 Type II attestation (If you're curious about the importance of this, check out Cedar's blog.)

Is it easy? (2:10)



Two: Is it easy?

Similarly, look for technology that's super easy to use, even for people who are new to televisits. You want the experience to be so simple that you're able to focus on connecting personally and helping your patients or clients move forward with their therapy goals.

Use caution with teleconferencing tools that require users to install an app and manage subsequent plug ins or updates.

If the tool isn't prepped or an update pops up during the visit, you lose valuable therapy time and it's frustrating for everyone.

When you schedule an appointment, your integrated therapy calendar should automatically send a text or email to your patient. As with security, this automation minimizes potential user errors, especially if an appointment is cancelled or rescheduled.

Look for a "tap-to-join" feature that uses secure, but personally relevant login. Multiple clicks or flipping through screens is cumbersome. Randomly generated passwords are difficult to remember and not always easy to cut and paste, especially on a mobile device.

Speaking of mobile devices: You're meeting in a virtual visit, so the technology should also be mobile-friendly and able to support your patients wherever they are, on any device they're most comfortable using.

This last consideration is important: Look for technology that is available on any modern browser...without needing to download an application. Some browser-based teleconferencing tools first require users to install the software and manage subsequent plug ins or updates. If this isn't done in advance or the update pops up during the visit, you lose valuable time and it's frustrating for everyone.

Is it seamless? (2:44)

Things to Think About

Is it **secure**?

Does it improve the **way you work**?

Is it **easy**?

Is it **seamless**?

Look for:

- Automated workflow across scheduling, patient care, documentation & compliance
- A personal dashboard of your daily schedule, regardless of visit type
- Interoperability with major EHRs

Rehab therapy requires more than a stop-gap business conferencing tool.

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And finally, is it seamless?

Telepractice is just one way to connect with patients and clients. The technology should feel seamless in your workflows, so it doesn't matter if you're providing a televisit for one appointment and then switching to an in-person visit for the next.

Consider how the tool fits into your day-to-day activities of scheduling, documentation, and billing compliance. Does it enhance your overall practice?

Let's look at an example of how thoughtfully planned technology can improve the way you work and make it easier to connect with patients and clients, wherever they are....

If you're working in a multi-specialty rehab environment, make sure the patient experience also feels seamless across visit types and providers.

CONNECT Rehab EMR supports a holistic plan of care for your patients and provides tools and customized workflows for each specialty—from speech and language therapy, to physical, occupational, and hand rehabilitation.

CONNECT even works with enterprise EHRs so you can take advantage of that major investment, in a way that makes sense for your practice.

Human Touchpoints

Therapist Experience (3:22)

The human touchpoints in CONNECT Telehealth are intentionally simple to keep the focus on personal connection and treatment goals.

Security happens behind the scenes when you schedule a visit. You don't have to worry about configuring passwords or sending a private link to the correct patient.

The diagram illustrates the therapist's workflow in three steps: 1. Tapping the Telehealth button on the dashboard to enter the virtual waiting room. 2. Tapping a green button to join the secure televisit once the patient is ready. 3. Greeting the patient and charting, with a video feed of the patient visible on the screen.

Therapist Experience

1. Tap the Telehealth button on your CONNECT dashboard to go to the virtual waiting room.
2. CONNECT shows you when they're ready. Tap the green button to join the secure and private televisit.
3. Greet them and chart just like you would for an in-person visit.

CONNECT will let you know when your patient is in the virtual waiting room. Simply tap the button on your patient's dashboard and tap once more to begin the visit.

The video will launch and can be placed next to the patient dashboard, so you can document just like you would for an in-person visit. No need to toggle screens.

Patient & Client Experience (3:56)

The diagram illustrates the patient's workflow in three steps: 1. Receiving a text or email reminder with a secure link. 2. Tapping the link and checking in with full name and birthday. 3. Entering a private virtual waiting room and joining the video visit.

Patient & Client Experience

1. CONNECT automatically sends a reminder via text or email.
2. They tap the link and check in using full name and birthday, same as for an in-person visit. There is nothing to download.
3. They're now in a private virtual waiting room, and ready for you to join.

For your patients and clients, CONNECT doesn't require any downloads or plugins.

When they receive their automated appointment reminder in text or email, they simply tap the secure link and then check in with patient verification that is personally relevant and easy to remember.

Here's a look at the CONNECT experience in action....

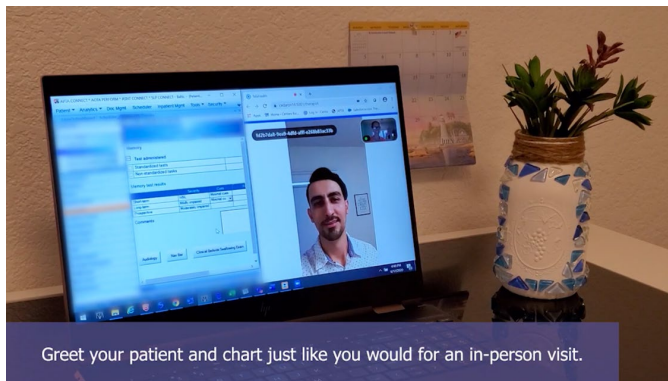
Demo of CONNECT Telehealth (4:16)

CONNECT Telehealth automatically sent a visit reminder to your patient. Tap the button on your CONNECT dashboard to go to the virtual waiting room.

CONNECT shows you when your patient is in the virtual waiting room. Tap the green button to join the televisit.

Let's look at the patient experience. They tap the secure reminder link to go to the virtual waiting room...

...then they can sign in. They don't have to download an app or manage any plug ins.



Both of you simply tap to join and are connected in a secure video. Greet your patient and chart just like you would for an in-person visit.

Calm the Storm with CONNECT (5:01)

CONNECT Rehab EMR

- Compliance
- Payer rules
- Denials
- Calculations
- Overtime
- CPT Codes
- Mental Load
- MIPS
- Security
- CCI Edits
- Modifiers
- No-shows
- Telehealth

“ ”

The things that
haunt therapists are
no longer an issue.

—Vice President of Operations
Concord Hospital

At Cedaron, we like to say we “Calm the storm” of rehab documentation and compliance.

CONNECT Telehealth automatically applies the modifiers for this new visit type, and takes on the heavy mental load of varying Medicare and private payer rules.

Say goodbye to binders of billing cheat sheets and sticky notes of reminders.

You don't even have to think about it.

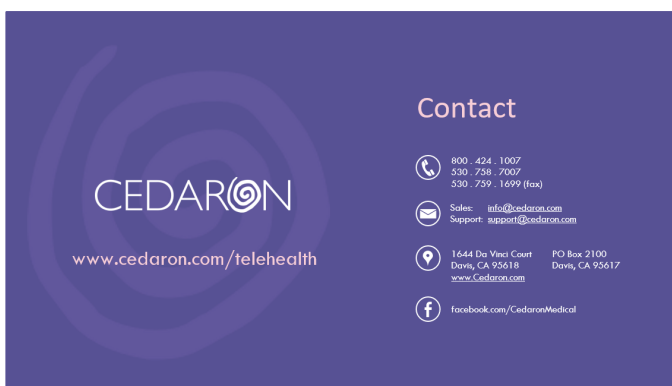
30 Years of Innovation at Cedaron (5:24)



Cedaron has been calming the storm for 30 years.

We launched with a NASA innovation research grant to support rehab efforts for astronauts, and our vision has always been to greatly improve specialty outcomes documentation.

Contact Us: Demo & ROI (5:40)



Thanks for watching!

You're invited explore CONNECT with us one-on-one. We can even provide you with a return on investment analysis customized for your therapy setting and volumes. Our calculator is evidence-based, using customer-reported results.

Please send a message to info@cedaron.com or call us at 1-800-424-1007 to get started.

“ ”

CONNECT has changed how we do everything, for the better.

– Executive Director of Professional Services, Regional Healthcare System –