



# Five Fundamentals

to

## Launching a Telehealth Initiative

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**If possible, involve ALL stakeholders in the Planning Stage:**

- Senior Leadership – CEO, CFO, COO, CMO
- IT Staff – Do it WITH them, not TO them
- Clinical Staff
- Clerical & Communication Staff
- Billing Staff
- Others

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## Use appropriate planning tools:

- Agree on the Vision and Goal(s)
- Use S.M.A.R.T. Objectives, if applicable
- Determine what's achievable quickly & demonstrably  
...vs. what's going to take longer
- Use S.W.O.T. analysis
- Other tools...

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## Determine your purpose for using Telehealth to connect with:

- Each other – conferencing between CHC sites (admin)
- Each other – sharing physicians between sites (medical)
- Training / CMEs, etc.
- Specialists – these can be contracted by the CHC or accessed through TTN
- Other uses – home care, follow-up care, etc.

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## Counting the Cost (Part 1):

### Deploy the Right Equipment for Your Initiative

- Telehealth Carts (mobile, rugged, more expensive)
- Peripheral Scopes (Derm, ENT, etc.)
- PCs on Carts, All-in-Ones (AIO), Laptops, Tablets (less expensive and increasingly common)

Consider both the capital and operating costs.

Equipment purchase should be HIPAA compliant (secure).

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## Counting the Cost (Part 2):

- Leadership involvement
- Clinical workflow modification
- Personnel assignment (Telepresenting, etc.)
- Billing education

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## Tennessee Telehealth Network (TTN) Pricing:

### Per month charges

\$100	Network Participation fee
\$150	TTN-owned cart
\$100	CHC-owned cart
\$ 25	Software-based endpoint

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## How TTN can help:

- Project planning – design consulting
- Equipment purchase – custom builds + discounts
- Equipment installation & training – on site
- Scheduling and billing assistance, if needed
- Access to specialists at discounted rates

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## Questions?

For further assistance, please contact

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