accuhealth.

REMOTE PATIENT MONITORING PROGRAM
OVERVIEW

SCAN TO VISIT US!

CONTACT US
success@accuhealth.tech

WELCOME TO
accuhealth.

Here is what to expect in the first 90 days

HOT TIP! CHECK YOUR INBOX FOR OUR DETAILED EMAIL **"WHAT TO EXPECT"**

5 DAYS
Schedule your training / EHR integration complete

7 DAYS
Clinic is actively referring — return your list

15 DAYS
Accuhealth to call patients for acceptance of RPM

accuhealth.CHECK IN
30 DAYS
First billing report — review and book a meeting
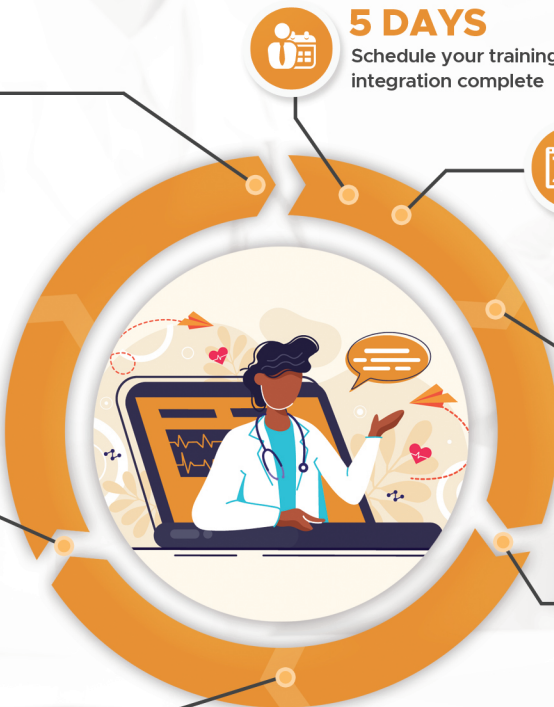
accuhealth.CHECK IN
45 DAYS
Check in to review revenue report and billing questions

accuhealth.CHECK IN
60 DAYS
Check in on your RPM program progress

accuhealth.CHECK IN
90 DAYS
Re-pull list of eligible patients and general program maintenance

HOW TO REFER PATIENTS

Refer patients to Accuhealth directly through your EHR.

Accuhealth's award-winning turnkey RPM solution comes with a quadruple aim: reduce healthcare costs, better outcomes, and improve the patient and provider experience. Our solution seamlessly integrates with your EHR and can be set up in as little as 24 hours, and we will be with you every step of the way. In no time your clinic will enjoy the benefits of increased revenue growth while staying more connected to your patients.

> If referring from your EHR is not available, you can refer patients directly using the HIPAA Secure online Patient Submission form available here
>
> **www.accuhealth.tech/patientsubmission**

When patients call the clinic, here is what to say:

Dr. *(insert name)* thinks it is extremely important that we monitor your vitals to improve your care plan and your medication management. Please call Accuhealth back as soon as possible to enroll in the program. You can email them at *me@accuhealth.tech,* text them at 90105, or call 1.888.407.4108.

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HOT TIP! THE KEY TO SUCCESS IS TO CONTINUALLY REFER PATIENTS

THE KEY TO MAXIMIZING YOUR RPM PROGRAM
Continually refer patients

AT 90 DAYS:

Accuhealth will check in with you to see how many patients have been successfully onboarded as well as review any refusals and perform general program maintenance. We will also re-pull your list of eligible patients to see if any new patients qualify for RPM (we can repeat this process every 3—6 months to maximize the full potential of the program). The success of our RPM program hinges on trust-building, so even a simple phone call or email to your patients can go a long way.

TIPS FOR A SUCCESSFUL RPM PROGRAM:

- If you have patients who already have received a device but have not taken any readings, **please call them and encourage them to start using their device.** Otherwise you are losing out on significant monthly recurring revenue for your clinic.

- **Hang Accuhealth RPM posters and provide Accuhealth tri-folds to patients as they visit the clinic.** Having patients understand who Accuhealth is and that we will be reaching out while understanding the benefits of the program goes a long way in building trust with the patient.

- Explain to your patients why RPM is beneficial to them. **Did you know that 90% of Accuhealth patients see an overall improvement with their blood pressure in the first 26 days of being on our program?** Accuhealth services are similar to a concierge medical service which provides an outlet for the patient to contact Accuhealth rather than the clinic, and we act as an extension of the physician — keeping the patients in YOUR care rather than going to the hospital.

PATIENT FAQ

You will get calls from patients with these Frequently Asked Questions

HERE ARE THE ANSWERS

● **IS THIS A SCAM?** No, we have partnered with Accuhealth to provide Remote Patient Monitoring and Chronic Care Management services. Your doctor thinks it is extremely important that we monitor your vitals to improve your overall quality of life. Please call Accuhealth back as soon as possible at 1 (888) 407-4108, or you can text us at 90105 to enroll in the program or if you have any questions. You can also email us at success@accuhealth.tech

● **IS IT FREE? WHAT WILL IT COST ME?** It is a Medicare Part B service and Medicare will cover 80% of the cost, but the other 20% is the patients' responsibility. If you have a secondary insurance or have a Medicare Advantage/Replacement plan, that could cover the other 20%.

● **HOW OFTEN DO I HAVE TO TAKE A READING?** We strongly advise you to take a daily reading so that we have the most accurate data.

● **WHAT IF I MISS TAKING MY READING FOR A DAY (OR 2)?** It's ok, it happens. Continue to take your daily readings.

● WHY IS THIS BENEFICIAL TO ME?

- RPM allows your doctor to improve your care plan and to make changes to medications when necessary.
- It will help you implement a healthier lifestyle.

● CAN MY HUSBAND/WIFE SHARE THIS DEVICE? No. Your device is linked to your medical records.

● HOW LONG WILL I BE MONITORED? As long as you and your doctor feel it's necessary. Patients who see the most benefit are monitored long term.

● HOW OFTEN WILL THE NURSES CALL ME? You can expect a call from an Accuhealth nurse if you have an abnormal reading to check in on how you are feeling. Any other texts or calls will be to remind you to take your daily reading.

● I WANT TO ENROLL NOW THAT I HAVE MORE INFORMATION. HOW DO I CALL ACCUHEALTH BACK?

- Call: 888-407-4108
- Or Text: 90105

● CAN I OPT OUT OF TEXT REMINDERS, ETC? Yes, simply reply STOP to the text.

● NEED DEVICE SUPPORT? NEED MORE TEST STRIPS?

Text 90105, email me@accuhealth.tech, or call 1.888.407.4108

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HAVE A QUESTION NOT COVERED HERE?
- success@accuhealth.tech
- 1-888-407-4108x8

GETTING STARTED AT THE CLINIC

REQUESTING ACCESS TO THE 'EVELYN' PLATFORM

- ✓ The Evelyn platform consists of Remote Patient Monitoring, Telemedicine, and HIPAA Secure File Sharing.

- ✓ Your clinic has unlimited no-cost user accounts.

- ✓ To request additional user accounts not created during your sales onboarding process, you can do so anytime by filling out this form:

  https://clinic-onboarding.accuhealth.tech/add-a-user

Evelyn

accuhealth.
accuhealth.tech

SEND AN EMAIL: ✉ support@accuhealth.tech

YOU WILL BE TRAINED ON

Evelyn

Your RPM and CCM Software

telemed.

Accuhealth's Telemedicine software, with unlimited use for all customers

FILES.COM

Accuhealth's HIPAA compliant third-party portal where you can share documents, receive your detailed billing reports, and securely store patient reports

SEAMLESS INTEGRATION WITH YOUR EHR

EHR INTEGRATION / ACCUHEALTH USER ACCOUNT

- ✓ Our EHR integrations are provided at **no cost.**

- ✓ Our integrations include **automatic upload of daily patient vitals** and/or **automatic upload of patient vital reports** *(monthly or weekly).*

- ✓ Auto-billing only available with athenahealth.

- ✓ Revenue Cycle Management for all other EHR provided at a low cost of 5% of reimbursement.

Accuhealth supports all web-based EHRs (including but not limited to Epic, athenahealth, ECW, PracticeFusion, Dr. Chrono, Kareo, Greenway, Practice Studio, Office Alley, and many more).

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HAVE A QUESTION? ✉ success@accuhealth.tech

HOW TO RETURN A DEVICE

If a patient needs to return a device, they can simply follow these three steps:

1 Email me@accuhealth.tech

2 Accuhealth will email a prepaid return label directly to the patient

3 Patient then drops device off at any FedEx location or drop center

FedEx

📞 1 800 463 3339

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DON'T BE A STRANGER. WE ARE HERE TO HELP

CONTACT US

✉ **Client Success:** success@accuhealth.tech

✉ **Support:** support@accuhealth.tech

📞 1.888.407.4108

📱 Txt. 90105

SCAN ME!

Thank you for trusting Accuhealth as your RPM provider.
We look forward to hearing from you.

accuhealth.