

Telehealth Solutions

Faster access to care. Better outcomes. Expansion of reach. Reduction of cost. Increase in patient satisfaction. The accelerating demand and use of telehealth have caused healthcare organizations and patients to reevaluate how care is delivered. Our team of seasoned healthcare professionals has the skills, mindset and experience needed to help you design a new, or redesign an existing, telehealth program. Our multidimensional approach enables healthcare organizations to mitigate risk while delivering optimal, revenue generating and compliant telehealth services.

REACT. TRANSFORM. SUCCEED.

Quickly deliver value by embracing a pragmatic approach to digital transformation — and the good news is that, done right, telehealth can be **efficient, effective and profitable**.

Enabling You to Customize Your Focus

- 1. Increase automation and connectivity, build resiliency, and focus on what matters most to your providers and your patients** — Bring structure to strategic and tactical planning, working collaboratively with our telehealth experts to agree quickly on key priorities and ensure a highly functional and effective program.
- 2. Pivoting and transforming patient care to improve patient satisfaction and clinical outcomes** — Redesign processes, educate your workforce, monitor and manage workflows, and measure outcomes.
- 3. Embrace new ways to deliver patient care, increase your market share, and maintain and advance your margins** — Implement and track key performance indicators such as productivity, efficiency, resource utilization and revenue.
- 4. Be prepared to lead as virtual care continues to be widely adopted by both patients and providers** — Take advantage of the changing landscape and have our telehealth experts help you better understand how clinical care needs can best be met via telehealth using a variety of care models from urgent care to chronic care to home healthcare.

Protiviti has comprehensive experience with optimizing all aspects of a telehealth program with a suite of services for you to choose from:

Telehealth and Virtual Care		
 <p>Billing and Revenue</p>	<ul style="list-style-type: none"> • Reimbursement optimization • Coding and billing audits • Medicare/Medicaid/payer requirements 	<ul style="list-style-type: none"> • Return on investment with lower cost settings of care delivery • Documentation requirements
 <p>Clinical Integration</p>	<ul style="list-style-type: none"> • Processes, procedures, policies • Clinical protocols • Clinical documentation • Patient identification • Behavioral health 	<ul style="list-style-type: none"> • Management of resources • Population health • Strategic and marketing planning • Specialty and primary care workflows
 <p>Regulatory and Compliance</p>	<ul style="list-style-type: none"> • Federal and state provider licensure • Privileging and credentialing • Identity theft • Allowable services • Privacy and security 	<ul style="list-style-type: none"> • Accreditation • Third-party risk management • Online prescribing • Informed consent • Audit readiness
 <p>Workstream Management</p>	<ul style="list-style-type: none"> • Program management • Staff augmentation • Operational efficiencies • Patient satisfaction 	<ul style="list-style-type: none"> • Provider recruiting and retention • KPI/dashboards • Scheduling/registration
 <p>Technology</p>	<ul style="list-style-type: none"> • Hyperlink to EMR • Queueing technology • Patient device/IT requirements • Network assessment • Triage bots 	<ul style="list-style-type: none"> • Device security • Penetration testing • Vulnerability scanning • Firewall configuration

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Protiviti (www.protiviti.com) is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Protiviti and our independent and locally owned Member Firms provide consulting solutions in finance, technology, operations, data, analytics, governance, risk and internal audit to our clients through our network of more than 85 locations in over 25 countries.

Named to the 2020 *Fortune* 100 Best Companies to Work For® list, Protiviti has served more than 60% of *Fortune* 1000® and 35% of *Fortune* Global 500® companies. We also work with smaller, growing companies, including those looking to go public, as well as with government agencies. Protiviti is a wholly owned subsidiary of Robert Half (NYSE: RHI). Founded in 1948, Robert Half is a member of the S&P 500 index.