

# GETTING STARTED WITH TELEHEALTH SERVICES: THE ESSENTIAL CHECKLIST

Telehealth services are crucial in times of peak demand for healthcare services. How can you implement a telehealth program in your healthcare organization? This checklist describes the essential steps you need to take to get started with telehealth services.

❑ **Assess your needs and goals.** For a project to be successful, you have to understand what your needs and goals are. Why are you considering telehealth services? What do you hope to gain from telehealth services—more patients, better staff utilization, or another relevant goal?

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❑ **Understand regulatory requirements.** What telehealth services regulations exist in your area?

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❑ **Design your billing model.** How will you bill for telehealth services?

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❑ **Choose KPIs.** What will success look like? What key performance indicators (KPIs) will you use to measure success?

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❑ **Put a plan in place.** Which providers will perform telehealth services? What will their schedule be? Where will they be when they perform telehealth services?



❑ **What telehealth services platform will you be using?**

The right telehealth services support a provider's HIPAA compliance, allows your patients to connect in a variety of ways, and meets your needs and goals.

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❑ **Do beta testing.** Open your telehealth services to a small portion of your patients before rolling it out completely. That way, you can learn what's going well and what needs to be adjusted.

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❑ **Publicize your telehealth services.** Once the beta testing is done, let patients know telehealth services are available.

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❑ **Evaluate telehealth services periodically.** Are telehealth services meeting your needs? Are they meeting the needs of the patients?



**RingCentral provides a healthcare communications platform that supports telehealth services via cloud-based technology. [Request a demo now.](#)**