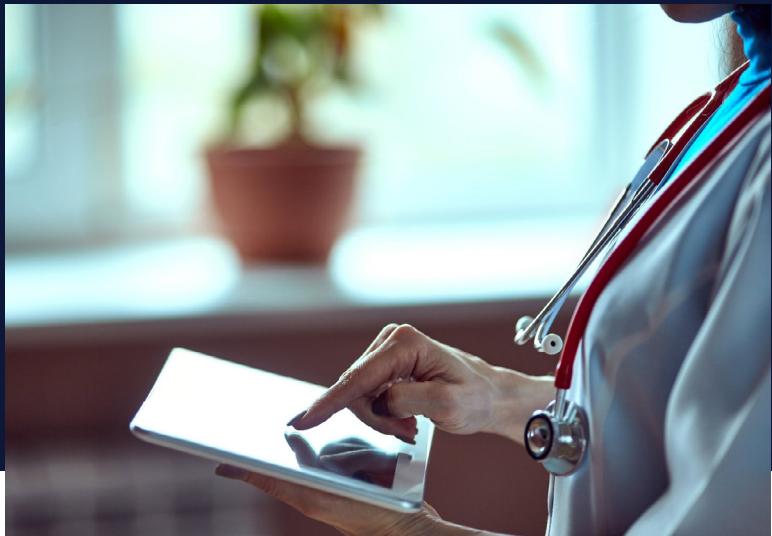# Sample hybrid telehealth workflow planner

After the current public healthcare crisis comes to an end, healthcare providers will be able to scale in-office visits to pre-COVID-19 levels. Yet, many patients will still want to use telehealth services; a July 2020 Accenture survey reveals that 60% of patients expressed a desire to communicate with their providers and manage their conditions virtually in the future.

To meet patients' needs, providers may elect to offer hybrid telehealth services going forward. How can they balance in-person and telehealth patients? Implementation of a hybrid model may involve mapping clinical workflows to seamlessly integrate telehealth into existing day-to-day organizational processes.

RingCentral has created this sample hybrid telehealth workflow map planner to help providers and their teams create visual maps to aid them in navigating this new healthcare reality.

Here are some typical clinical processes for which workflow maps should likely be created:

IDENTIFICATION AND SCOPE:	Which areas of your practice will offer telehealth services?
	Which areas of your practice will offer in-person visits only?
	When will telehealth appointments be available?
	When will in-person visits be available?
SCHEDULING AND PATIENT EDUCATION:	Who will be responsible for scheduling telehealth/in-person visits?
	Will the process for scheduling differ between the two types of visits?
	What type of education will patients receive prior to a telehealth visit regarding the use of telehealth services?
	Who will be responsible for providing patient education and ensuring regulatory compliance?

TELEHEALTH VISIT PROCESS:

Who will greet the patient first when they join the visit? Will they automatically be placed into a virtual wait room or be directly greeted by a facility representative?

Which staff member(s) will explain the telehealth process to the patient?

Which staff member(s) will obtain informed consent?

Which staff member(s) will introduce the provider to the patient?

How will you access the information you need for each patient visit?

What systems do you have in place to support patients with disabilities such as hearing loss or visual impairment who wish to use telehealth services?

What systems do you have in place to support caregivers who need to assist your patient during a telehealth visit?

What backup systems do you have in place in the event of a technological issue that interrupts your telehealth visit?

FOLLOW-UP PROCESS:

Which staff member(s) will be responsible for coordinating follow-up care with the patient?

How will you document the visit?

How will you monitor patient satisfaction with your telehealth offering?

How will you monitor the effectiveness of your telehealth services?

Answering these questions and visually mapping out your workflows will help you to integrate your telehealth services and in-person visits into a hybrid healthcare offering that serves the needs of all your patients, no matter which type of visit they prefer.

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