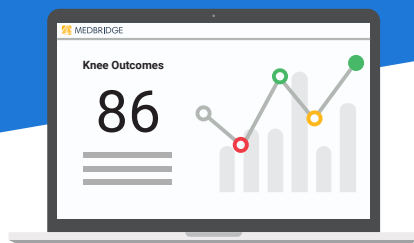


# Understanding the RTM Clinician Workflow

Remote Therapeutic Monitoring (RTM) allows providers to bill for the remote management of their patients with musculoskeletal and respiratory conditions using medical devices (including certain software, such as home exercise programs) that collect non-physiological data. As a supplement to onsite care, RTM helps organizations retain more patients and capture new revenue—as much as \$25,000 per provider per year.<sup>1</sup>

RTM offers significant value, and understanding how it works is one of the first steps in getting started. What does RTM monitoring, documentation, and billing look like for clinicians and admins in a typical 30-day period? We break down the basic workflow here in five key phases.



## 1 Pre-Evaluation Appointment

- Admin Staff**
  - Schedules evaluation
  - Sends intake paperwork
- Patient**
  - Reviews intake paperwork



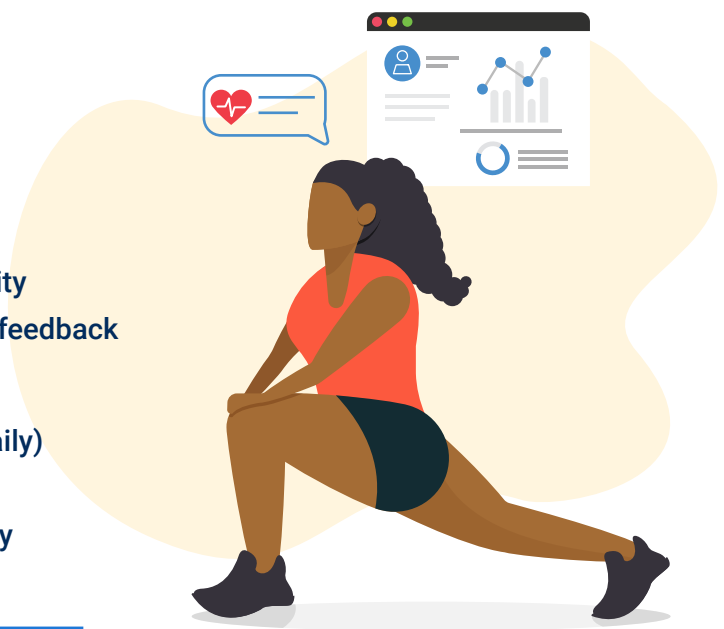
## 2 Evaluation Appointment

- Clinician**
  - Evaluates patient
  - Introduces home exercise program (HEP)
  - Onboards patient in HEP
- Patient**
  - Receives evaluation
  - Is introduced to HEP
  - Activates HEP
- Admin Staff**
  - Confirms RTM activation
  - Schedules future appointments

Digitally assigned programs lead to **9 times** the patient engagement rate compared to printed programs.

## 3 Day After Evaluation

- Admin Staff**
  - Makes a follow-up call
- Patient**
  - Engages with application
  - Adheres to HEP and logs activity
  - Messages with questions and feedback
- Clinician**
  - Reviews patient dashboard (daily)
  - Answers messages
  - Modifies program as necessary
  - Documents activities<sup>2</sup>



Organizations using the MedBridge Patient App have seen a **40% increase** in patient adherence.

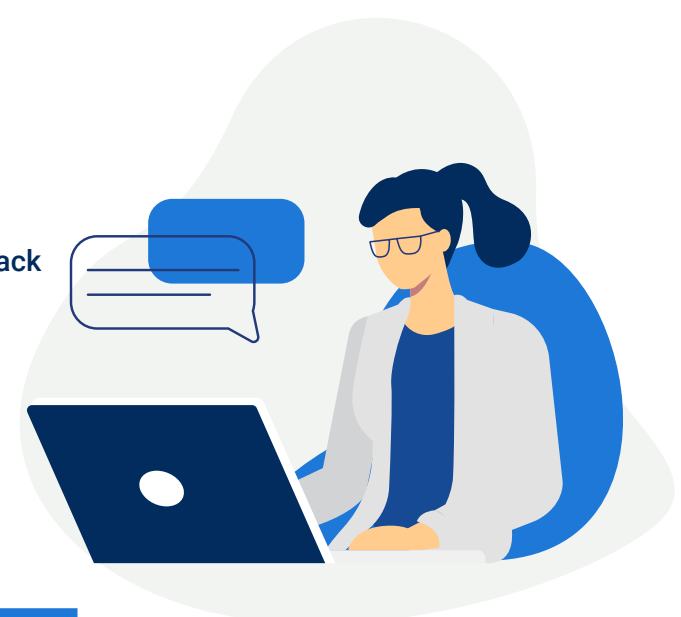


## 4 Between Onsite Visits

- Patient**
  - Engages with HEP and logs activity
  - Messages with questions and feedback
- Clinician**
  - Reviews patient dashboard (daily)
  - Answers messages
  - Modifies program as necessary
  - Calls patient via phone or telehealth
  - Documents activities

## 5 End of Month

- Patient**
  - Engages with HEP and logs activity
  - Messages with questions and feedback
- Clinician**
  - Reviews patient dashboard (daily)
  - Answers messages
  - Modifies programs as necessary
  - Documents activities
  - Bills for RTM



Organizations using MedBridge HEP and Virtual Visits have seen a **98% improvement** in patient-reported functional outcomes.

## How MedBridge Can Help

Our Remote Therapeutic Monitoring Solution makes it easy to get started with RTM so that you can retain more patients and begin capturing new revenue today, at an estimated \$423,937 per year (for a 20-PT clinic performing 10,000 annual evaluations). Our solution allows you to digitally assign programs, monitor patient progress, communicate with patients, and accurately track for efficient RTM billing.



1. Assuming 500 evaluations per provider per year with an industry average 30 percent payer mix.  
2. Documentation for RTM requires 20 additional minutes per patient (one hour of monitoring per week), which most clinicians are already providing as part of regular patient follow-up.