

# Remote Therapeutic Monitoring

Organizations share successful strategies for getting the most out of this tool.

## Introduction

MedBridge's Solution for Remote Therapeutic Monitoring combines digital patient engagement and remote communication tools, such as Telehealth Virtual Visits and texting within our patient app, with a robust tracking and reporting dashboard so that everything organizations need for RTM success is right at their clinicians' fingertips.

We met with representatives from several organizations using the MedBridge Remote Therapeutic Monitoring Solution. Here, we offer their insights and findings along with strategies our participants have uncovered to get the most benefit from this powerful tool.

## Key Findings

- 1. RTM helps build a stronger therapeutic alliance:** Most organizations are already remotely monitoring for patient success. MedBridge's solution combines everything needed to engage patients and boost outcomes while simplifying data collection and billing.
- 2. A dedicated RTM case manager supports accountability:** With the specifics required by CMS for accurate billing and reimbursement, many organizations are turning to a case manager-style approach to follow up with patients and providers and ensure that requirements for billing are met.
- 3. MedBridge is your partner in learning the ins and outs of RTM:** Because this is a new process, there are still many unknowns out there. MedBridge is dedicated to working with our partners to not only determine the most efficient and effective way to manage RTM tracking and billing, but to identify the full impact RTM has on patient engagement and functional outcomes.

## ATTENDEES

Access Physical Therapy & Wellness  
Advocate Aurora Health  
Alliance Physical Therapy Partners  
CORA Health Services  
Select Medical  
Kort Physical Therapy  
USPh  
The Jackson Clinics



# 231%

Organizations partnering with MedBridge for RTM are seeing a 231% increase in patient engagement.

## Best Practices

Our roundtable participants shared the best practices they've discovered for maximizing both patient engagement and new revenue.

### **Identify the workflow up front so your clinicians know what to expect.**

By building billing opportunities into the workflow, it feels less like an added task for clinicians. Creating a case manager or administrative position specifically for assisting with remote therapeutic monitoring also helps drive improved efficiency and frees up clinicians' time.

### **Drive engagement with communication.**

From text messages to phone calls to telehealth, let your patients know from the very first appointment that you are there for them. Frequent communication will encourage patients to respond and provides motivation to continue with their program.

### **Help the patient log in for the first time.**

Walk the patient through their program and ensure that they know how to log their activity and communicate with you when needed. Ask open-ended questions and have them demonstrate their knowledge to you to ensure they understand their home program.

### **Remind clinicians that this is an opportunity to engage with and support their patients.**

RTM is a valuable tool for building a therapeutic alliance, especially in the hands of clinicians who fully understand the benefits of more engaged and active patients.

### **RTM doesn't need to be "rebranded" in the clinic.**

Just let patients know where they can access the program, the importance of logging activity, where to ask questions, and that their clinician (or case manager) will keep track of activity and follow-up.

### **Discuss your findings with the patient.**

This helps patients know that you are looking at their activity and that you value their input, making them more likely to engage with their program and complete therapy.

## What Our Clients Are Saying

"Remote patient monitoring with MedBridge makes it so fun for me to check in on my patients' progress. 100% of my patients are now active and engaging with their home exercise programs. When I get in contact with those patients that aren't adherent, I have found that they have questions they didn't ask at the in-person session and we have another chance at that communication. The ability for them to communicate with their provider right on the platform regarding pain and difficulty level makes it very easy to track their progress and interact with them for proper modification. The MedBridge platform has been incredible for connecting me to my patients both during and after their episode of care, making RTM services at Access PT a reality."

— Dr. Tracy Urvater, PT, DPT, Access PT Director