

Maryland Telemedicine Task Force

Telehealth Provider Directory - Concepts

June 2014



The MARYLAND
HEALTH CARE COMMISSION

Background

- **The Telemedicine Task Force Technology Solutions and Standards Advisory Group identified as a barrier to telehealth diffusion limited availability of information about providers rendering telehealth services**
- **An online telehealth provider directory would enable providers and consumers to identify providers who are delivering health care services using telehealth**
- **The telehealth provider directory would be a listing of telehealth providers, including clinical services provided and technology capabilities**

Draft Concepts for Wireframes

Data Collection

The telehealth provider directory would include an online data collection form where providers would be able to submit information about their telehealth capabilities; institutions as well as individual providers would be able to submit information to the directory

Submit Telehealth
Information

Find a Provider

FAQs



Data Collection

Do you currently practice telehealth? *

If yes, you will be asked to respond to an additional set of questions on your capabilities

Yes

Please complete the information below for the primary office location where you provide telehealth services:

Identify your telehealth capabilities *

(select all that apply)

- Scheduled consultation (eVisit)
- Urgent consultation (eVisit)
- Clinical review
- Diagnosis
- Health education (eVisit)
- Other, specify

Identify your specialty*

Dropdown menu with options: Adolescent medicine, Adult medicine, Allergy and immunology, Behavioral health, Cardiology

Identify your EHR product

Dropdown menu with options: Acumen, Agastha, Agility, Allscripts, Athena

Identify the insurance you accept*

Dropdown menu with options: Aetna, CareFirst BlueCross BlueShield, CIGNA, Coventry, UnitedHealthcare

*Required

Submit Telehealth
Information
(continued)

Find a Provider

FAQs

Data Collection

Provider Bio (professional background and credentials)

Upload provider photo



Limit number of characters

Office phone number*

Provider eMail address

Office website address

Street address*

City*

State*

Zip*

Preferred method of being contacted (select all that apply)

 Phone eMail

Scheduling availability (days of the week and times available)



Limit number of characters

Technical contact

Name

Phone number

eMail address

 I accept

Consent box: disclaimer with consent language and notification that providers and consumers will have access to information submitted

*Required

Find a Provider

The telehealth provider directory would include a search function where providers and consumers would be able to identify providers delivering health care services using telehealth

Provider Search

This webpage will contain:

- Purpose of telehealth provider directory
- Search function (to include telehealth capabilities, specialty, insurance information, scheduling availability)
- Disclaimer (function of registry and emergent situations, information self-reported by providers with link to Maryland Board of Physicians to verify licensure)

Submit Telehealth
Information

Find a Provider
(continued)

FAQs

Provider Profile

Contact Information:

- Phone
- eMail
- Address

Insurance information:

- Carriers



Services:

- Telehealth capabilities (scheduled consultation - eVisit)
- Specialty (behavioral health)

Scheduling availability

- Days and times

- Provider bio
- Professional background
 - Credentials

FAQs

The telehealth provider directory would include frequently asked questions (FAQs) where providers and consumers could access additional information about telehealth and the directory

Submit Telehealth
Information

Find a Provider

FAQs

Frequently Asked Questions

This webpage will contain information about:

- What telehealth is
- Privacy and security
- Benefits of telehealth for patients
- Verification of licensure ([link to Maryland Board of Physicians](#))
- Payor reimbursement amounts for telehealth services

Thank You!



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