

Telehealth and Electronic Health Record Integration

Introduction

Implementing telehealth in a practice involves both operational and technical considerations. This includes the integration of telehealth with an electronic health record (EHR) to reduce administrative burdens, improve practice workflows, and provide better treatment for patients.^{1,2,3}

It is estimated that physicians spend about 37 percent of their day on administrative tasks.⁴ Some of the benefits of integrating telehealth with an EHR include:

- Easier access to patient medical records using the same system;⁵
- Real-time access to patient information, which improves clinical decision making;⁶
- Improved documentation, eliminating duplicate data entry;⁷
- Streamlined data collection and tracking to improve care coordination and quality reporting;⁸ and
- Simplified scheduling and billing.⁹

Getting Started

Make a list of your practice's "must-haves" for integration to use when evaluating vendors.¹⁰



Compile a list of potential telehealth vendors by:

- Researching existing solutions available through the practice's EHR vendor¹¹
- Identifying third party telehealth vendors that integrate with the practice's EHR¹²
- Speaking to similar practices about their telehealth vendor experiences.¹³

¹ Medical Transcription Services. *Significance of Integrating EHR And Telehealth To Provide Better Patient Care*, August 24, 2020. www.medicaltranscription-service.com/significance-of-integrating-ehr-and-telehealth-to-provide-better-patient-care/.

² Centers for Disease Control. *Using Telehealth to Expand Access to Essential Health Services during the COVID-19 Pandemic*, June 10, 2020. Available at: [www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html#:~:text=Telehealth%20services%20help%20provide%20necessary,personnel%20\(HCP\)%20and%20patients.](http://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html#:~:text=Telehealth%20services%20help%20provide%20necessary,personnel%20(HCP)%20and%20patients.)

³ Successive Technologies. *Integrating Telehealth Solutions with EHR: An Innovative Approach*, September 21, 2020. Available at: successivetech.wordpress.com/2020/09/21/integrating-telehealth-solutions-with-ehr-an-innovative-approach/.

⁴ HIT Consultant. *Why EHR Interoperability is Critical for Telehealth*, September 2, 2020. Available at: hitconsultant.net/2020/09/02/why-ehr-interoperability-is-critical-for-telehealth/#.X38TZmhKiU.

⁵ InTouchHealth. *How Telehealth and EHR Technology Complement Each Other*. Available at: intouchhealth.com/how-telehealth-and-ehr-technology-complement-eachother/.

⁶ Ibid.

⁷ eVisit. *What a telemedicine integration should be*. Available at: blog.evisit.com/what-a-telemedicine-integration-should-be.

⁸ Becker's Hospital Review. *How telehealth and EHR integration deliver complete, effective care while streamlining provider workflows*, October 12, 2017. Available at: www.beckershospitalreview.com/healthcare-information-technology/how-telehealth-and-ehr-integration-deliver-complete-effective-care-while-streamlining-provider-workflows.html.

⁹ See n. 3, *Supra*.

¹⁰ American Medical Association. *Telehealth Implementation Playbook*. Available at: www.ama-assn.org/system/files/2020-04/ama-telehealth-playbook.pdf.

¹¹ See n. 5, *Supra*.

¹² See n. 10, *Supra*.

¹³ Ibid.

Existing Integrations

The table below highlights existing telehealth integrations¹⁴ among the top ten EHR vendors¹⁵ used by practices in Maryland.¹⁶ Existing integrations include telehealth solutions that were developed by the EHR vendor, as well as integrations offered through a third-party vendor. There may also be the opportunity for other telehealth vendors that are not listed to integrate with EHRs. Practices are encouraged to contact the EHR vendor to learn more about their telehealth integration capabilities.

Telehealth Technology Vendor Portfolio

The Maryland Health Care Commission developed a portfolio with over 75 HIPAA-compliant telehealth vendors. The portfolio can save practices time evaluating telehealth solutions and the vendor providing the service. Users can sort by compatibility with medical devices (e.g., blood pressure cuffs), EHR integrations, and user ratings.

A copy of the portfolio can be accessed here:

mhcc.maryland.gov/mhcc/pages/hit/hit_telemedicine/documents/TLHT_Telehealth_Portfolio_Protected.xlsx

Existing Integrations		
EHR Vendor	Telehealth Solution	Third-Party Telehealth Solution(s)
<i>Allscripts</i>	FollowMyHealth	Hale Health Keona Health Desk Medocity
<i>Amazing Charts</i>	Not available	DrFirst Updox
<i>athenahealth</i>	athenaTelehealth	Accuhealth eVisit Nod Avizia (Amwell) Healthchat OhMD Chiron Health JoinCareTeam OTTO Health ChronicCareIQ Klara Quintree Medical Clinic Q (Health Here) Luma Health RoweDocs ConnectOnCall MDLIVE Rhinogram DocResponse, Inc. MyCarePlan (Qure4u) SimpleVisit Epion Health SnapMD
<i>Cerner</i>	Not available	Amwell Keona Health Desk.
<i>eClinicalWorks</i>	healow	Not available
<i>Epic</i>	Twilo	AmWell MDLive Telemed IQ BlueJeans QuickMeeting Mend TytoCare Caregility PatientTouch Companion Visuwell Cisco Pexip Vidyo ExtendedCare RXCap Zaurus InTouch Health swyMed Zoom Microsoft Teams Teladoc
<i>Greenway</i>	Greenway Telehealth	Chiron Health OTTO Health IM Your Doc Updox
<i>NextGen</i>	NextGen Telehealth	Not available
<i>Office Practicum</i>	OP Telemedicine	Not available
<i>Practice Fusion</i>	Not available	Updox

Note: The information included in this table was obtained from EHR vendor websites and representatives. The MHCC does not recommend or endorse any product or service. Click vendor names for more information.

Questions?

Contact Justine Springer, MHCC Program Manager justine.springer@maryland.gov

¹⁴ Existing integrations are connections that have already been established between the EHR and the telehealth vendor.

¹⁵ The top ten vendors were determined from information obtained from the Maryland Board of Physicians licensure renewal data 2016-2017.

¹⁶ Integration takes place by using an application programming interface (or API). It may be necessary to contact the EHR vendor to enable the telehealth service.