

New HIPAA-Compliant Telehealth Solution

The recent COVID-19 crisis has underscored the importance of Telemedicine; many offices are reducing or canceling in-person medical appointments and avoiding face-to-face patient contact.

ConnectOnCall has been working hard to release a new HIPAA-compliant Telehealth module with our app that is both easy to use and easy to implement. ConnectOnCall has made every effort to make this solution cost-effective and flexible, allowing practices to cancel with a 30-day notice.

Company History

After being frustrated by traditional on-call answering services, the company's founding physicians designed ConnectOnCall in 2013 .

Today, ConnectOnCall is:

- Top rated by athena clients
- Used by thousands of providers in the US, handling over 8000 calls a day
- Used by the system's founding physicians in their own practice (leading to continuous innovation)
- Responsible for connecting over 10 million patients with their providers

How It Works

The Telehealth module couples seamlessly with the after-hours product, harnessing the same powerful integration with your Electronic Health Record (EHR). Simply look up a patient and press Video Call, or enter any cellphone number or email address, and the patient will be sent a one-click link that they can use on their mobile device or any computer with a camera and microphone.

It's that simple.

Easy Documentation and Billing

ConnectOnCall will automatically send a record of the Video Call to your EHR and your front-desk staff the next business day. Our Quick Pick documentation macros are customisable so you don't have to write the same documentation over and over again for the same type of calls.

You can also view a report of your Video Calls, including the length of time spent on the call, to help with the normally arduous task of billing.

Also, with recent changes by CMS, Medicare is now joining many commercial payors in reimbursing for telemedicine consultations.

Frequently used telemedicine codes include:

- E&M codes: 99212 and 99213 (with -95 modifier)
- Digital Evaluation and Management Services: 99421, 99422, and 99423
- Telephone or exchange of photo/video: G2012

As each of these codes has varying requirements and reimbursement amounts, we would recommend that you check with your local payor(s) for specific billing guidelines.

We are confident that our HIPAA-compliant solution will help you through this difficult time period and beyond.



No need for patients to download an app



"It has been over a year, and I have been very happy with the on call portion.

I just added the telehealth portion yesterday and already started my first appointment. Worked great. Really easy to use and fully compliant and automatically pushes a document showing that it was video conference call into the patient's chart. It is so user friendly!

Your older doctors who may be resistant to converting to Telehealth will be up and running right away. An associate of mine is trying to use a free app and she wastes so much time and it is glitchy.

This app easily pays for itself day one. Once you see how easy it is, you will start filling a whole day of telehealth appts..."