



Policy and Practice Reference Guide: General Questions

Questions	Solutions
In what forms can Telehealth be provided?	Telehealth can be provided through audio, text messaging, video conferencing, and more .
What equipment is required to deliver Telehealth?	Broadband internet connection, video platform, and technology support. Learn more here .
What types of services can be delivered via Telehealth?	Taking vitals, diagnosis, physical therapy, mental health, and more here .
What are the current state reimbursement policies?	Missouri Medicaid will reimburse for services delivered via live video.

Questions	Solutions
Can new patients be established with Telehealth?	Yes, a physician-relationship can be established without having direct or indirect contact with the patient.
Do I need new or different credentials to practice through Telehealth?	No, although there are state by state variations. See here for more.
Where can providers conduct Telehealth?	Providers should always use private locations when treating patients.
How do you provide patients with documents through Telehealth?	Paper documentation can be moved to online resources.



Questions	Solutions
How to enhance the experience for the provider and the patient?	Set the stage for your Telehealth visit, start by doing a trial run with your office staff and more here .
How to increase patient engagement during a Telehealth visit?	Your video presence is very important during telehealth visits, make sure to maintain eye contact and more here .
What to look for during a Telehealth visit? Red flags?	Patient monitoring may look different with telehealth. Click here for more information .
Are there any trainings for nurses utilizing Telehealth?	There are many free webinars and training for telehealth education. See here .

Questions	Solutions
Is there different etiquette when conducting a Telehealth visits versus an in-patient visit?	Review the patients chart in advance and introduce yourself to the patient. See more here .