

# How Valley Medical Associates turned COVID-19 into an opportunity to provide better care and boost practice revenue using Remote Patient Monitoring

## METRICS AT A GLANCE

**150**  
patients onboarded in the first 60 days

**210%**  
ROI in the first 60 days

Average reimbursements of **\$150**  
per-patient/per-month

**3500+**  
Number of readings per month

**97%**  
patient adherence

*all metrics provided by Tellihealth and Valley Medical Assoc.*

“ In addition to helping us maintain good patient care and establish a new revenue stream, Tellihealth’s RPM platform helps our practice acquire the digitally-recorded blood pressure readings we need to report to payers. Presently, over 60% of the patients in our practice have insurance coverage that includes upside and downside risk related to clinical quality measures. Tellihealth positions us for ongoing success in these value-based care arrangements. ”

- Paul J Helmuth, M.D., Baystate Medical Practices  
Medical Director for Quality & Population Health

## CHALLENGE

COVID-19 caused nationwide drops in in-person patient encounters and made it difficult for physicians to monitor their patients with chronic conditions

Valley Medical Associates, a primary care practice in Massachusetts providing adult and pediatric care, was seeking a solution to monitor and continue to provide high-touch care to its patients with chronic conditions such as hypertension and diabetes, but without exposing their patients or their staff to additional risk from in-person visits during the COVID-19 pandemic. Valley Medical sought an RPM program that would ship monitoring devices such as internet-enabled blood pressure machines and glucometers directly to patients’ homes and manage all hardware and software issues remotely; they did not want to store devices and bring patients into the office to onboard them. Also, the practice wanted to avoid the complexity of smartphone apps, Bluetooth integration, logins and passwords for patients, knowing that these would be barriers to use for many older patients.

## SOLUTION

Valley Medical partnered with Tellihealth to provide its complete turnkey RPM program including no-cost devices shipped direct to patients, seamless integration with clinic’s existing processes and athenahealth EHR

Valley Medical searched the athenahealth Marketplace for a partner to provide a remote patient monitoring (RPM) solution that would integrate with its EHR and found Tellihealth. Tellihealth met all of Valley Medical’s key requirements, including the ability to order RPM directly from the EHR, ability for readings to flow back into the EHR into the vital sign fields so that they can be reported for quality reporting purposes, turnkey management of all hardware and software, free EHR integration, automated RPM claims creation, 24/7 English and Spanish speaking clinical team to provide first-line clinical monitoring, automated time tracking for time-based codes, cellular-enabled (non-Bluetooth) devices, and a secure audit trail. Valley Medical was able to onboard and start ordering RPM within 48 hours through Tellihealth’s seamless athenahealth EHR integration.

## RESULTS

Valley Medical was able to rapidly onboard more than 150 patients, providing high-touch care to their most in-need patients and generating significant recurring revenue to replace and exceed revenues lost from in-person visits due to COVID-19

Valley Medical was able to achieve the Quadruple Aim to optimize the healthcare experience for patients and its providers: 1) They improved their patients’ experience by providing a safe and easy way for patients to have their chronic conditions monitored without needing to expose themselves to COVID-19; 2) They Improved the health of their patient population by providing closer monitoring and increased opportunities for care despite the pandemic; 3) They helped reduce the cost of care for these patients by helping reduce complications from chronic conditions by managing them more tightly; and 4) They improved the work life of their provider team by maintaining financial viability without increasing stress or workload in an era where many practices were folding. Seeing the tremendously positive feedback from patients and their families, each month the providers are adding more patients to this invaluable program.



**Integrate with Tellihealth today by visiting the athenahealth marketplace**

athenahealth is in financial agreements with both Tellihealth and Valley Medical Associates.