

# Updox Telehealth for NAFC

Updox, the company known for simplifying the business of healthcare, is committed to creating a better healthcare experience for you and your patients.



**Katie Lachey**  
VP Demand Generation, Updox



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# What You'll Learn

Learn simple and cost-effective steps to get started, practical use cases and reimbursement updates.



**Current state of reimbursement and credible sources bookmark and stay up to date.**



**Discover workflows and triage plans in place today for other users of Updox Video Chat.**



**Understand service and package offerings and how to get started.**

# Why Telehealth pre COVID-19?



Convenient  
for providers  
and patients



Increases  
patient  
engagement



Expands your  
geographic  
reach



Drives  
improved  
outcomes



A cost-  
effective  
solution

# Why Telehealth now?



Safety for you  
and your  
patients



Protect your  
business

# Reimbursement resources

- Medicare has lifted a number of telehealth policy restrictions, site of origin qualifiers and more. Customers should be directed to CDC and CMS websites for policy updates. **CMS fact sheet [click here](#), page 3 will provide additional guidance.**
- Commercial health plans have been the most forgiving to reimbursement for telehealth, video chat or virtual consults. Consult your billing specialist to research at a commercial plan level, what specific CPT codes and associated modifiers they should use. Aetna, Blue Cross/ Blue Shield and Cigna have all recently expanded telehealth coverage in the wake of Corona virus - consult your specific commercial policy for details.
- Medicaid will vary by state. See the [Center for Connected Health Policy has a useful website](#) to understand state by state regulations.



## Why Updox Telehealth:

- 1** Web-based, no app to download or patient portal password to forget
- 2** Works on any device with internet, laptops, iPhone, android etc.
- 3** HIPAA-compliant, secure for you and your patients
- 4** Industry leader, averaging 45k sessions per day
- 5** Access to more value-add tools like secure text, efax and broadcast

# NAFC and Updox

Updox is pleased to partner with the National Association of Free & Charitable Clinics (NAFC) furthering it's objective to provide members with access to affordable telehealth services.

What is included in this Updox Telehealth offering?

- Two-Way Texting (unlimited)
- Secure Texting (unlimited)
- HIPAA-Compliant Video Chat
  - Choose from packages including 400, 1000, or 5000 sessions per month based on anticipated need

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# How our customers have reported using telehealth

- Triage sick visits
- Provide sick or exposed staff virtual care options
- Medication monitoring and titration
- Proactively communicate with patients
- For after-hours access





**Demo**

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# Viewer Q&A

[info.updox.com/telehealth](https://info.updox.com/telehealth)



# Launch Video Chat

The screenshot displays a mobile email application interface. At the top, a navigation bar contains several icons and labels: ADDRESS BOOK, COMPOSE, TEXT MESSAGE, and VIDEO CHAT. The 'VIDEO CHAT' label is circled in yellow. To the right of these icons are filters for TYPES, TAGS, SPACES, and SORT, along with a search field.

Below the navigation bar is a list of messages. The first message is a 'secure text' from Jeff Lachey (1982-09-13) with the subject 'Secure Text Message'. The second message is a 'video chat' from Katie Lachey with the subject 'Video Chat Summary'. The third message is another 'video chat' from Wendy Edgar with the subject 'Video Chat Summary'. The fourth message is a 'text message' from Jeff Lachey with the subject 'SMS Response'.

On the left side of the screen, there is a vertical sidebar with icons for 'Inbox', 'Sent', 'Archive', 'Spam', 'Trash', and 'System'. The 'video chat' messages in the list have a blue header bar, while the 'secure text' and 'text message' have purple header bars.

Each message preview shows the sender's name and a small thumbnail image of the sender's video feed. For example, the 'video chat' from Katie Lachey shows two thumbnails of a man with glasses, and the 'video chat' from Wendy Edgar shows one thumbnail of a woman with long dark hair.

# Invite patient to the chat

## Video Chat

### Invite someone to your room

Wendy Edgar  
DOB: 36 yrs (1983-04-21) ✕

Choose where to send invite:

Text: (740) 221-5655

- entering a mobile number
- entering an email address

Or, send a link

[Create link](#)

powered by **updox**



Welcome to your private room, Katie Lachey

To get started, use the sidebar to send an invitation

# Take notes and pictures if needed

Video Chat

DURATION  
00:07


BETWEEN  
Katie Lachey

AND  
Wendy Edgar  
DOB: 36 yrs (1993)

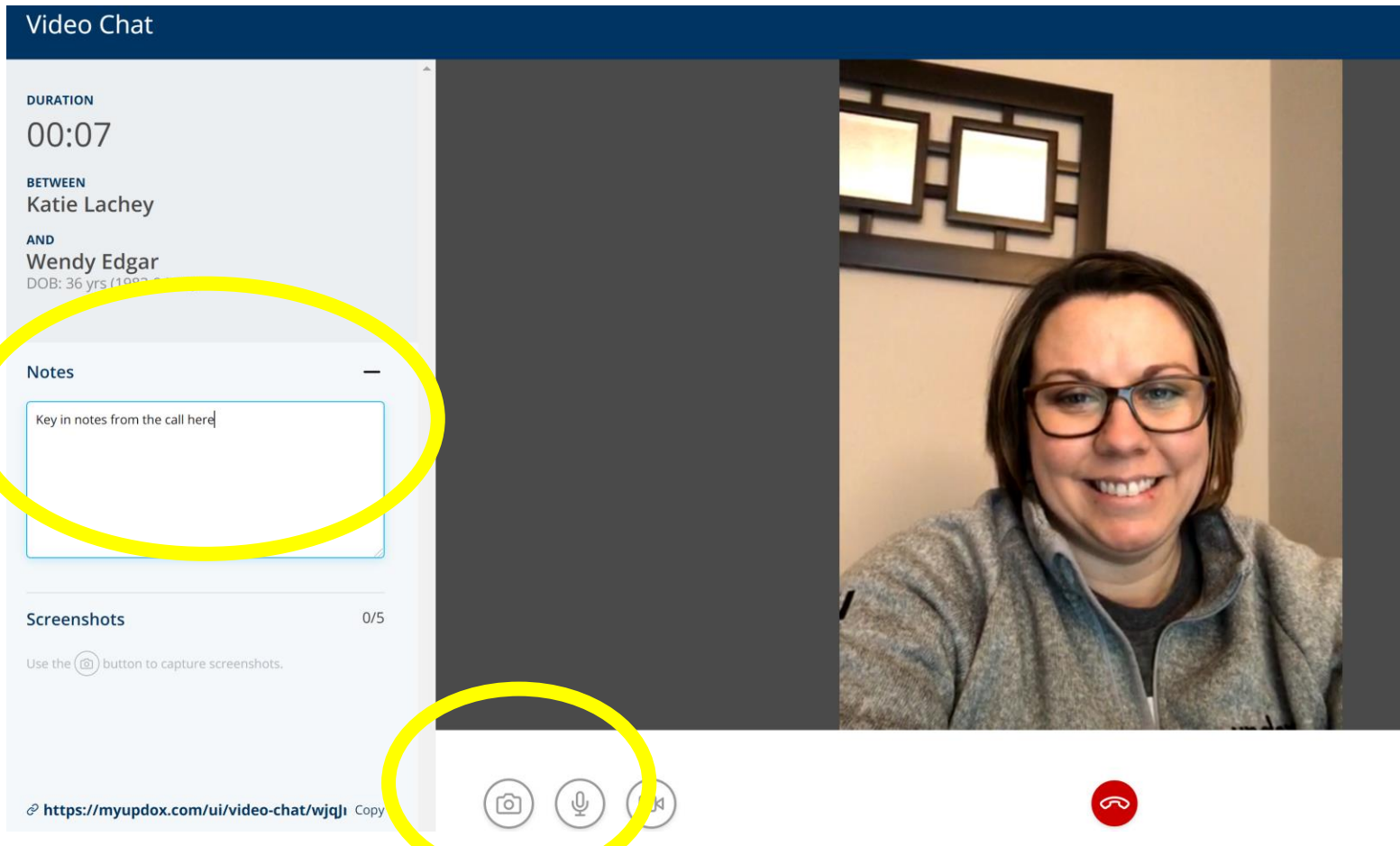
Notes

Key in notes from the call here

Screenshots 0/5

Use the  button to capture screenshots.

<https://myupdox.com/ui/video-chat/wjqi> Copy



The image shows a video chat interface. On the left is a sidebar with a 'Notes' section containing a text input field and a 'Screenshots' section with a '0/5' indicator and a camera icon. On the right is a video feed of a woman with glasses and a grey jacket. At the bottom, there are three circular icons: a camera, a microphone, and a mute icon, all highlighted with a yellow circle. A red hang-up button is also visible at the bottom right.

# Your chat has ended

## Summary

CHAT START DATE

Thu 03/19/20 10:42:56 AM

INITIATED BY

Katie Lachey

CHAT DURATION

00:00:18

PARTICIPANT

Wendy Edgar

DOB: 36 yrs (1983-04-21)

Notes

Keyed in notes from the call here

33 / 4000 characters

Send summary to Inbox

**Send to Inbox so that  
you can send into the chart**

# Send Item to patient's chart

The screenshot displays a patient's chart interface with a sidebar on the left and a main content area. The sidebar contains icons for 'Inbox', 'Sent', 'Archive', 'Spam', 'Trash', and 'System'. The main content area shows two video chat messages. The first message, dated 'Thu 03/19/20 9:46 AM', is from 'Katie Lachey' to 'Katie's Updox Telehealth account'. It includes a 'Video Chat Summary' header and a 'SEND ITEM' button, which is circled in yellow. Below the message are 'COMMENT', 'OPTIONS', and 'ACTIONS' buttons. The second message, dated 'Thu 03/19/20 8:08 AM', is from 'Wendy Edgar' to 'Katie's Updox Telehealth account'. It also includes a 'Video Chat Summary' header and an 'ARCHIVE' button, with 'OPTIONS' and 'ACTIONS' buttons partially visible. Both messages include video thumbnails.

**updox**  
Simplifying the business of healthcare™

# Thank you for joining!

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[info.updox.com/nafc](http://info.updox.com/nafc)

