

Good afternoon, hope all is well,

I recently received an email soliciting for ideas for improving care for chronic care patients. I have three thoughts.

First, we need to grow our available provider base... more specifically, I have been recruiting for a family practitioner for over 7 months and have not had any takers. The irony is that our clinic is located less than 30 minutes away from an Osteopathic School of Medicine. We cannot compete with the market.

Second, telehealth is an outstanding option for so many health care solutions. The problem is internet infrastructure, and billing complications. Please reduce the barriers to bill for telehealth services, and allow us to be more creative in how we can use telehealth to put providers into the home of our patients. For example, we may have to do home visits with a provider in a vehicle. That takes a provider out the office and wastes time while in transit. However, if I could send a nurse out to the home with telehealth equipment and keep the provider in the clinic seeing patients... wouldn't that be better use of time and resources?

Lastly, expand the billable entities that can bill for service. Give us better options for mental health. Allow us to bill for a mental health counselor, and not just social workers. Allow us to bill for clinical pharmacists, dieticians, physical therapists, etc.

Thanks,

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