All In Remote Physician Academy

Telemedicine Company Evaluation Checklist

Compensation and Contractual Terms

- [ ] **Payment Structure:** Determine if compensation is based on an hourly rate or per patient consultation.
- [ ] Is this a **W2 vs 1099** position?
- [ ] **Non-Compete Clause:** Check for the presence of any non-compete agreements in the contract.

Working Conditions and Requirements

- [ ] **Clinician Shifts:** Are shifts pre-scheduled, and what are the specific shift requirements?
- [ ] Are there any **performance metrics** they track (Pts/hour, etc.)
- [ ] **Weekend Shifts**: Ascertain if working weekends is mandatory.
- [ ] Do they **provide equipment** (computer, VPN, etc.)?
- [ ] **Prescribing Controlled Substances**: Does the role involve prescribing controlled substances?
- [ ] **Malpractice Insurance**: Inquire about the type of malpractice insurance provided. Does it include tail? Ensure receipt of a Certificate of Insurance (COI) before starting.

Patient Engagement and Care Standards

- [ ] **Initial Patient Engagement**: Explore the method of initial patient engagement by clinicians.
- [ ] **Assessment of Patient Needs**: Assess the capability to determine patient needs through initial intake and images.
- [ ] **Interaction Modality**: Identify the modality of interaction with patients (synchronous, asynchronous, or hybrid, video/audio).

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- ☐ **Patient Assessment Process**: Determine nature of the assessment process (simple/dynamic questionnaire or store and forward approach).
- ☐ **Additional Evidence Sources**: Investigate additional sources of objective evidence used (e.g., pictures, lab results, previous medical charts).
- ☐ What **EHR** are they using?

Quality of Care and Compliance

- ☐ **Standard of Care Maintenance**: Evaluate how the standard of care is maintained and if standardized protocols are in place.
- ☐ **State-Specific Care**: Identify states where only synchronous care is provided.
- ☐ **High-Risk Prescriptions**: Inquire about prescriptions involving Durable Medical Equipment (DME) or other high-risk medications.
- ☐ **Patient Understanding of Treatment**: Understand the method for ensuring patient comprehension of their treatment plan, side effects, and contact procedures for queries or side effects.

Billing and Insurance

- ☐ **Billing Process**: Clarify the billing process (cash, commercial insurance, etc.).
- ☐ **Insurance Contracts**: Confirm if there are existing contracts with commercial insurers and if PA services are provided. Do they have contracts with the VA?
- ☐ **CMS/TriCare Billing**: Check if services include CMS/TriCare billing.

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Legal Compliance and Quality Assurance

- ☐ **Legal Workflow Review**: Verify if the company's workflow has been reviewed by a legal team for compliance.
- ☐ **Compliance Officer/Team**: Determine if the company has an in-house compliance officer or utilizes a third-party compliance team, and when the last compliance check occurred.
- ☐ **Quality Assurance Program**: Inquire about the presence of a Quality Assurance (QA) program.
- ☐ **Legal Team Details**: Request details about the legal team, including their name, retainer status, and role.

Corporate Practice of Medicine (CPOM) Compliance

- ☐ **CPOM Regulation Compliance**: Ascertain the company's compliance with Corporate Practice of Medicine (CPOM) regulations.
- ☐ **Professional Corporation Ownership**: Identify the Professional Corporation (PC) owner(s) of the company.