



UTILIZATION BEST PRACTICES

Utilization is the percentage of a telepsychiatrist's time that is spent on reimbursable patient care. Tracking this number helps clinics understand the financial sustainability of telepsychiatry for their organization.

If you'd like to work on developing a plan specifically for your team, please reach out to your Account Manager to arrange a call.

www.genoatelepsychiatry.com

UTILIZATION BEST PRACTICES

MAINTAIN A LOW PATIENT NO-SHOW RATE



1. Assess role of no-shows and cancellations

Let Genoa Healthcare help better determine the factors affecting your utilization rates.



2. Establish a patient waitlist

When experiencing a very high demand for care, it can help to establish a list of backup or walk-in patients who can be contacted for an appointment in the case of a cancellation or no-show. This strategy can be used instead of double-booking, which may cause stress for both clients and providers.



3. Increase frequency of patient appointment reminders

For programs with high no-show rates, reminding patients of appointments in advance and encouraging patients to provide advanced notice of missed appointments can help.

UTILIZATION BEST PRACTICES

FILL YOUR TELEPSYCHIATRIST'S SCHEDULE



1. Advertise telepsychiatry

Educate staff and patients on the benefits of telepsychiatry to familiarize them with the technology and care setting..



2. Introduce your telepsychiatrist

Strengthen the doctor-patient relationship by introducing your telepsychiatrist to your patients before their initial appointment..



3. Announce your new telepsychiatry program

Share your increased availability with referral sources to increase patient utilization rates.