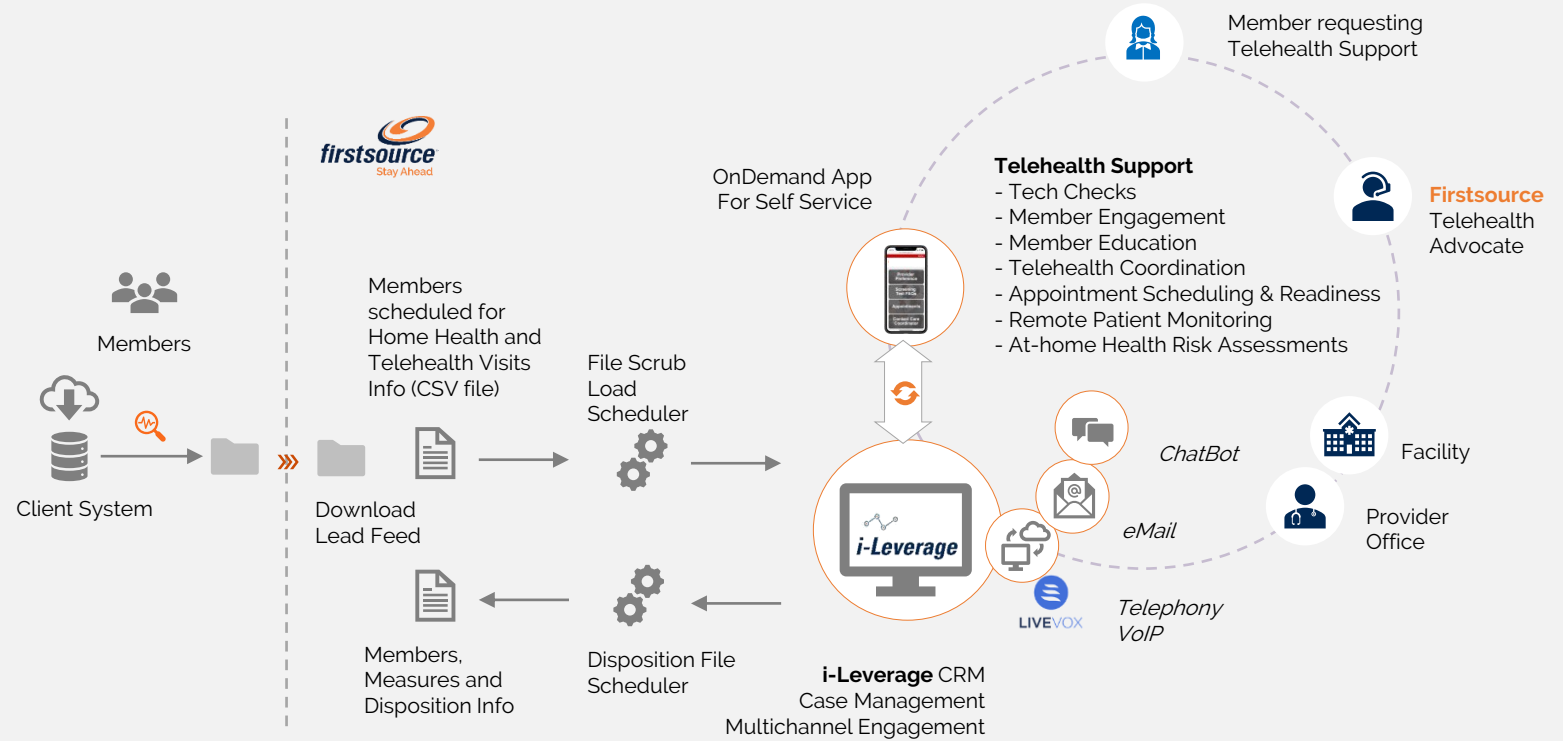# Telehealth Support

Overview

Firstsource offers end to end telehealth support services, enabling healthcare payers and providers to reduce cost and improve patient outcome. We provide first-line technical set-up, knowledgeable agents and ongoing support to reduce the risk and complexity of establishing and maintaining a robust and reliable telehealth architecture.

Members

Client System

Members scheduled for Home Health and Telehealth Visits Info (CSV file)

Download Lead Feed

File Scrub Load Scheduler

Members, Measures and Disposition Info

Disposition File Scheduler

OnDemand App For Self Service

Telehealth Support
- Tech Checks
- Member Engagement
- Member Education
- Telehealth Coordination
- Appointment Scheduling & Readiness
- Remote Patient Monitoring
- At-home Health Risk Assessments

Member requesting Telehealth Support

Firstsource Telehealth Advocate

ChatBot

eMail

Facility

Provider Office

Telephony VoIP

i-Leverage CRM
Case Management
Multichannel Engagement

Capabilities

TECHNICAL AND NEW USER START-UP

REMOTE DIAGNOSTICS VIA DEVICE MONITORING

VIRTUAL VISIT CONFIRMATION AND RESCHEDULING

VIRTUAL PATIENT COACHING

ESCALATION OF PATIENT INTERACTIONS TO CLINICIANS