



Wholehealth PLLC

Promoting patient satisfaction and comfortability with Kareo Telehealth

Mental Health

Wholehealth PLLC opened its doors to the public in July 2015 in Houston, Texas, where Dr. Huiping Xu was looking to offer services to treat a variety of mental illnesses. With a background as an assistant professor at a private university, Dr. Xu decided to open her own behavioral health practice for more flexibility and increased revenue.

Dr. Xu has an educational background in both western and eastern medicine, and takes a unique approach to address underlying psychological conflict, life stress, and coping skills. Some conditions she addresses include major depression, anxiety, PTSD, bipolar disorder, panic disorder, schizophrenia, and schizoaffective disorder. Her patient base includes mostly young adults, but she also has patients who are over 70.

When looking for a telehealth solution, she came across Kareo Telehealth—a product integrated with the EHR she was already using.

Challenge

When addressing what challenge she was looking to overcome with a telehealth solution, Dr. Xu says, “The challenge wasn’t so much from my side as it was from the patient’s side.” Due to the specialty of her practice, she has many patients dealing with various types of mental illnesses. This includes agoraphobia and paranoia, disorders that can often cause individuals to feel uncomfortable commuting to a doctor’s office, let alone sit in a waiting room. Dr. Xu found telehealth as a perfect solution to solve this prominent patient issue.

Wholehealth also has a subset of clients who have a difficult time finding childcare or who travel often for business and are unable to make it into the office for appointments. The addition of telemedicine in her practice has produced the added convenience for patients to conduct appointments from the comfort of their own home or even on the road while traveling. “Telehealth is a perfect solution for these types of people. People go out of town for business reasons, so it’s working well for that population,” explains Dr. Xu.

Kareo Solution



KAREO TELEHEALTH



KAREO BILLING



KAREO CLINICAL



KAREO ENGAGE



Wholehealth PLLC

“Kareo Telehealth makes **patients lives easier**. The addition of telemedicine facilitates **a lot of visits and encounters**.”

Solutions

Seeing that Dr. Xu was already using Kareo for Billing, EHR, and Engage, it made sense for her to begin using Kareo Telehealth, a product built directly into the Kareo platform. Having one unified view for scheduling, charting, and video visits provided the added convenience she was searching for in a telehealth solution.

Dr. Xu stressed, “For me, the convenience, quality and price are important. The convenience comes since I’m already using Kareo. It’s good for me to open one window for the EHR and telehealth.” She added, “Quality is also important—how easy the system is to reach out to patients and how clear the picture is. Things like that.”

Results

Since adding Kareo Telehealth to her practice, Dr. Xu has been able to see her same patient base from a space where they feel most comfortable. The privacy and security that telehealth allows lets patients express themselves over video comfortably—something that might not take place in an office setting.

Also, since expanding from strictly cash pay to accepting insurance the previous year, she has been able to see a more diverse patient base with an array of insurance plans. An additional benefit of Kareo Telehealth is the patient insurance eligibility check—allowing her to verify the level of reimbursement for the various insurance plans before a video visit is conducted.

Although no-shows were never a huge concern due to Whole Health’s policy of charging a set cash rate), “no-shows always happen,” said Dr. Xu. The addition of telehealth has caused no-show rates to drop drastically.

Compared to a patient show rate of 75-80% for her in office appointments, Dr. is seeing an impressive 95% show rate for telehealth visits. She added, “Telehealth definitely has a higher show rate. I rarely have people miss unless it’s for technical reasons.” A lower no-show rate will produce higher revenue for the practice due to the number of completed appointments being greater.

Dr. Xu averages about 20 completed appointments per month—a statistic we see for top performing providers using Kareo Telehealth!

Conclusion

Overall, Dr. Xu wants to provide appointments in a setting that is the most comfortable and beneficial for patients. The addition of telemedicine in her practice has allowed her to do just that. She states that “Kareo Telehealth makes patients lives easier. The addition of telehealth facilitates a lot of visits and encounters.”

The whole suite of Kareo products—Billing, EHR, Engage, and Telehealth has been beneficial for Wholehealth PLLC in producing practice efficiency and boosting patient satisfaction.



4
months using
telehealth



20
video visits completed
monthly on average



95%
current show rate
of telemedicine
appointments
compared to 75%
in office