



The Case for Integrated Telehealth:

Overcoming the Challenges of Standalone Teleconferencing Tools in Behavioral Health

Telehealth has become essential in behavioral health, offering both clients and providers flexibility and improved access to care. However, many providers still face significant challenges when using standalone teleconferencing tools such as Zoom or Microsoft Teams for telehealth. These tools, while versatile, are not designed with the unique needs of behavioral health providers in mind and lack essential features that support your work. An integrated telehealth tool built specifically for your workflows can help overcome these challenges and elevate care.

Common Challenges with Standalone Teleconferencing Tools

- **Inefficient workflows:** Using separate tools often requires providers to switch between multiple platforms, which creates redundancies and increases the risk of errors.
- **Scheduling complexities:** Time zone mismatches and the lack of integrated scheduling features can lead to missed or improperly scheduled appointments.
- **Client accessibility:** Clients may struggle to navigate non-integrated platforms, leading to missed sessions or frustration.
- **Platform limitations:** Non-specialized platforms may lack features like completing pre-session forms or post-session surveys that need added to the client's record.
- **Compliance concerns:** Ensuring HIPAA compliance with standalone tools often requires additional safeguards and manual processes.
- **Billing difficulties:** Aligning telehealth appointments with payer requirements for reimbursement becomes cumbersome without automation.

These challenges not only disrupt providers' workflows but also hinder client engagement. This can negatively affect outcomes and your ability to ensure a safe and effective environment for treatment or therapy.

The Benefits of Integrated Telehealth within the Arize Platform

Cantata’s Arize platform addresses these pain points by seamlessly integrating telehealth functionality with the electronic health record (EHR) platform, which saves time, reduces errors, and improves productivity. These tools improve the client experience while providing valuable insights for providers.

1. Workflow Efficiency

Arize eliminates the need for extra software or steps. Scheduling a session is as simple as selecting “Telehealth” as the place of service. Arize automatically generates a meeting link and sends it to the client via email, text, and their consumer access portal. When it’s time for the session, staff can start with one click from their calendar or a reminder popup.

The screenshot shows the 'Show Appointment Finder' interface with the following fields and buttons:

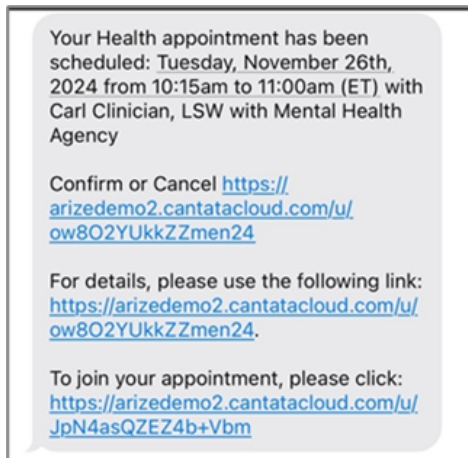
- Client:** Search field with a magnifying glass icon.
- Staff:** Search field with 'Carl Clinician (#55)' and a magnifying glass icon.
- Status:** Text field with 'Scheduled'.
- Program:** Dropdown menu with 'Outpatient' selected.
- Service:** Search field with 'Individual Counseling' and a magnifying glass icon.
- Site:** Dropdown menu with 'Main Street Center' selected.
- Place of Service:** Dropdown menu with 'Telehealth' selected.
- Client Status:** Text field.
- Start Time (Eastern):** Time picker with '10:15 AM'.
- End Time (Eastern):** Time picker with '11:00 AM'.
- Duration:** Text field with '45'.
- Start Date:** Date picker with '11/26/2024'.
- End Date:** Date picker with '11/26/2024'.
- Recurring:** Dropdown menu with 'None' selected.
- Buttons:** 'Client Information Verification Report', 'Notify Provider Client Has Arrived', 'Save as First Offered', 'Client Confirm', 'Re-send Notification', 'Show Client Link', 'Cancel Appointment', 'Delete Appointment', 'Status Change'.
- Check in Status:** Checked In.
- Highlighted Button:** 'Start Telehealth Appointment' (green button with an orange border).

2. Simplified Scheduling Across Time Zones

Arize’s scheduling feature includes real-time time zone management. It displays the client’s current time zone and provides alerts if the provider and client are in different zones. This feature ensures clarity and avoids scheduling confusion, making it easier to manage appointments with geographically diverse clients.

3) Automated Appointment Reminders

Arize enhances client engagement with automated and customizable reminders. Messages can be sent at multiple intervals—at scheduling, three days before, and ten minutes before the session—via email or text. These reminders allow clients to confirm or cancel appointments and include a direct link to their telehealth session.



4) Enhanced Client Experience and Accessibility

Arize makes joining telehealth sessions simple and accessible on any device—laptops, tablets, or smartphones. Clients can join directly from a text or email or log in via the consumer access portal.

Upcoming Appointments

Actions	ID#	Start Date	Start Time	End Date	End Time	Status	Activity	Site	Staff
Confirm Cancel Join Appointment	24636	11/26/2024	11:00 am	11/26/2024	12:00 pm		Individual Counseling	Main Street Center	Carl Clinician
Cancel	24637	11/27/2024	11:00 am	11/27/2024	12:00 pm	Confirmed	Individual Counseling	Main Street Center	Carl Clinician
Confirm Cancel	24638	11/28/2024	11:00 am	11/28/2024	12:00 pm		Individual Counseling	Main Street Center	Carl Clinician
Confirm Cancel	24639	11/29/2024	11:00 am	11/29/2024	12:00 pm		Individual Counseling	Main Street Center	Carl Clinician
Confirm Cancel	24640	12/02/2024	11:00 am	12/02/2024	12:00 pm	Cancelled	Individual Counseling	Main Street Center	Carl Clinician
Confirm Cancel	24641	12/03/2024	11:00 am	12/03/2024	12:00 pm		Individual Counseling	Main Street Center	Carl Clinician
Confirm Cancel	24642	12/04/2024	11:00 am	12/04/2024	12:00 pm		Individual Counseling	Main Street Center	Carl Clinician

Arize can also be configured to prompt clients to complete documentation, such as a pre-session questionnaire, within their telehealth session. These documents are integrated into the client's record for analysis and reporting.

5) Optimized Billing and Reimbursement

Arize simplifies telehealth billing by automating payer-specific adjustments to billing codes, modifiers, places of service, and billable amounts. Clients can also pay co-pays or outstanding balances through the consumer access portal before or after their sessions, or providers can be enabled to collect the copays from their view when launching a session. These features ensure timely and accurate reimbursement.

6) Compliance and Auditing Made Easy

Arize's integrated system eliminates the risks associated with sharing protected health information (PHI) on non-HIPAA-compliant platforms. It also automatically logs telehealth session activity, including when providers and clients join or leave, ensuring detailed records for auditing and reporting.

Key Benefits: A Summary



The Verdict: Integrated Telehealth Improves Care, Compliance, and Client Satisfaction

Relying on standalone teleconferencing tools designed for general use adds complexity and risks to already demanding workflows. Arize's telehealth functionality, built specifically for behavioral health, simplifies every step of the process, from scheduling and reminders to billing and compliance. By integrating telehealth with the EHR platform, providers can enhance efficiency, improve client satisfaction, ensure compliance, and elevate care.