

Typing .RPM into a clinical note will display a list of all available smartphrases with a brief explanation:

My Note
Yesterday

☆ | B | abc | ↶ | ? | + | Insert SmartText | ↵ | ↷ | ↻ | ↵ | ⌂

.rpm

Abbrev	Expansion
☆ RPMCONTACT	Support staff to document patient contact
☆ RPMCRITICAL	Support staff RN to document critical value alert
☆ RPMENROLL	Provider to document a blurb about enrolling patient
☆ RPMMONTHEND	Support staff to document RPM month-in-review
☆ RPMONBOARD	Support staff (non RN) to document RPM on boarding
☆ RPMREVIEW	Provider to document review of RPM justify billing at the end of ...

Refresh (Ctrl+F11) Close (Esc)

RPM CONTACT phrase: Support staff to document patient contact

My Note

Yesterday



Date/time of Service: 09/16/2021 8:07 AM

{contact patient:45894} for the purpose of {reason for contact:45895}
{call outcome:45897}

Time spent rendering above service: *** minutes

ANISHA CHANDIRAMANI

Date/time of Service: 09/16/2021 8:07 AM

{contact patient:45894} for the purpose of {reason for contact:45895}
{call outcome:45897}

The patient was contacted
An attempt was made to contact this patient

Time spent rendering above service: *** minutes

ANISHA CHANDIRAMANI

Date/time of Service: 09/16/2021 8:07 AM

The patient was contacted for the purpose of {reason for contact:45895}
{call outcome:45897}

answering a patient question.
addressing patient non-adherence with RPM measurements.
confirming discontinuation with the RPM program.

Time spent rendering above service: *** minutes

ANISHA CHANDIRAMANI

Date/time of Service: 09/16/2021 8:07 AM

The patient was contacted for the purpose of checking in on the patient
{call outcome:45897}

The patient verbalized understanding of ***
A message was left asking the patient to contact Duke Virtual Care Center at 919-684-1598.

Time spent rendering

ANISHA CHANDIRAMANI

Date/time of Service: 09/16/2021 4:07 PM

The patient was contacted for the purpose of answering a patient question and confirming discontinuation with the RPM program.
The patient verbalized understanding of ***.

Time spent rendering above service: *** minutes

ANISHA CHANDIRAMANI

Wildcard Entry

Replace ***:

The patient verbalized understanding of ***

Replacement: disenrollment from the program

Accept Skip Cancel

RPM CRITICAL phrase: Support staff RN to document critical value alert

My Note

09/15/2021

Rich text editor toolbar with icons for bold, italic, text color, background color, link, unlink, list, indent, outdent, redo, undo, and help.

Date/time of Service: 09/17/2021 12:59 PM

I received a critical value notification for this patient:

Remote Patient Monitor - BP	8/31/2021	9/1/2021	9/2/2021
Systolic	114 (External Source: Apple HealthKit)	116 (External Source: Apple HealthKit)	117 (External Source: Apple HealthKit)
Diastolic	73 (External Source: Apple HealthKit)	76 (External Source: Apple HealthKit)	84 (External Source: Apple HealthKit)
Pulse	77 (External Source: Apple HealthKit)	84 (External Source: Apple HealthKit)	78 (External Source: Apple HealthKit)

The patient's most recent BP **{is/is not:45898}** elevated.

is
is not

I personally performed the following (select all that apply): **{personally performed:45904}**.

Reviewed the patient's recent RPM data trends
Interacted with the patient by telephone and/or video visit
Requested additional data measurements from the patient
Other: ***

Patient **{has/has not:45902}** been taking their BP medication(s) as prescribed. Any barriers to medication adherence were addressed.

has
has not

---next section to be completed only when patient blood pressure remains >180/110

I personally performed the following per protocol (select all that apply):

{critical per protocol:45901}.

Assessed for symptoms, including chest pain, shortness of breath, and any stroke-like symptoms (slurred speech, changes in vision)
Directed patient to seek immediate medical care in an ER or by calling 911
Notified the RPM ordering provider via InBasket

Time spent rendering above services: *** minutes

ANISHA CHANDIRAMANI

Example once all selections have been made:

Date/time of Service: 09/17/2021 12:59 PM

I received a critical value notification for this patient:

Remote Patient Monitor - BP	8/31/2021	9/1/2021	9/2/2021
Systolic	114 (External Source: Apple HealthKit)	116 (External Source: Apple HealthKit)	117 (External Source: Apple HealthKit)
Diastolic	73 (External Source: Apple HealthKit)	76 (External Source: Apple HealthKit)	84 (External Source: Apple HealthKit)
Pulse	77 (External Source: Apple HealthKit)	84 (External Source: Apple HealthKit)	78 (External Source: Apple HealthKit)

The patient's most recent BP is elevated.

I personally performed the following (select all that apply): Reviewed the patient's recent RPM data trends, Interacted with the patient by telephone and/or video visit and Requested additional data measurements from the patient.

Patient has not been taking their BP medication(s) as prescribed. Any barriers to medication adherence were addressed.

---next section to be completed only when patient blood pressure remains >180/110

I personally performed the following per protocol (select all that apply):

Assessed for symptoms, including chest pain, shortness of breath, and any stroke-like symptoms (slurred speech, changes in vision), Directed patient to seek immediate medical care in an ER or by calling 911 and Notified the RPM ordering provider via InBasket.

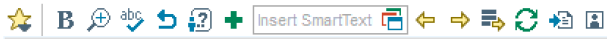
Time spent rendering above services: 11 minutes

ANISHA CHANDIRAMANI

RPM MONTH END phrase: Support staff to document RPM month-in-review

My Note

Yesterday



Date/time of Service: 09/16/2021 8:43 AM

For the past 30 days, this patient was supplied with an RPM device that recorded and transmitted physiologic parameters and triggered alerts to the care team.

See Provider attestation of cumulative time spent on review, interpretation, and management over the past 30 days.

ANISHA CHANDIRAMANI

Provider attestation|

RPM ONBOARD phrase: Support staff to document onboarding a patient to RPM program

Date/time of Service: 09/16/2021 8:36 AM

This patient was educated on the set-up and proper use of their remote monitoring device technology. The patient verbalized the following (select all that apply): {Onboarding:45890}

I answered all the patient's questions about the technologic set-up. I reviewed that the information collected from the patient's device is not monitored by Duke 24/7. Patient was asked to contact Telehealth Support at 919-684-1598 M-F 8a-5pm for questions or, for any urgent concerns, to seek medical attention.

ANISHA CHANDIRAMANI

- Obtained their device and understand its proper use
- Downloaded the device vendor's accompanying app onto their mobile device
- Created an account with the device vendor and was able to login
- Downloaded the My Duke Health app and read their MyChart message with RPM enrollment instructions
- Clicked the hyperlink within their enrollment instructions and linked their device account to Duke
- Took an RPM measurement on the device and observed it transmit to the mobile app

After making appropriate selections:

★ B abc ↶ ? + Insert SmartText ↷ ↻ ↺ ↻

Date/time of Service: 09/16/2021 8:51 AM

This patient was educated on the set-up and proper use of their remote monitoring device technology. The patient verbalized the following (select all that apply): Obtained their device and understand its proper use, Downloaded the device vendor's accompanying app onto their mobile device, Created an account with the device vendor and was able to login, Downloaded the My Duke Health app and read their MyChart message with RPM enrollment instructions, Clicked the hyperlink within their enrollment instructions and linked their device account to Duke and Took an RPM measurement on the device and observed it transmit to the mobile app

I answered all the patient's questions about the technologic set-up. I reviewed that the information collected from the patient's device is not monitored by Duke 24/7. Patient was asked to contact Telehealth Support at 919-684-1598 M-F 8a-5pm for questions or, for any urgent concerns, to seek medical attention.

ANISHA CHANDIRAMANI

RPM REVIEW phrase: provider to document review of RPM to justify billing at end of the month

My Note

Yesterday

★ | **B** | + abc | ↶ ? | + Insert SmartText | ↵ | ↷ | ↻ | ↵ | 📎 | 👤

I attest that over the past 30 days my staff and I have cumulatively spent at least {20, 30 minutes:45896}

ANISHA CHANDIRAMANI

I attest that over the past 30 days my staff and I have cumulatively spent at least {20, 30 minutes:45896}

20 minutes (including contact with the patient via phone, video, or MyChart messaging regarding their plan of care) reviewing and interpreting
30 minutes reviewing and interpreting this patient's RPM data.

ANISHA CHANDIRAMANI

After 20 min option is selected:

★ | **B** | + abc | ↶ ? | + Insert SmartText | ↵ | ↷ | ↻ | ↵ | 📎 | 👤

I attest that over the past 30 days my staff and I have cumulatively spent at least 20 minutes (including contact with the patient via phone, video, or MyChart messaging regarding their plan of care) reviewing and interpreting this patient's RPM data.

ANISHA CHANDIRAMANI

After 30 min option is selected:

★ | **B** | + abc | ↶ ? | + Insert SmartText | ↵ | ↷ | ↻ | ↵ | 📎 | 👤

I attest that over the past 30 days my staff and I have cumulatively spent at least 30 minutes reviewing and interpreting this patient's RPM data.

ANISHA CHANDIRAMANI

RPM ENROLL phrase: provider to document counseling of patient on RPM program at time of initial enrollment



This patient has been advised that enrollment in the RPM program allows me to obtain a more comprehensive view of their clinical status outside of the office. Their measurements will not be continually surveilled by me or Duke staff. Patient is aware that if they have any symptoms warranting urgent medical evaluation, including chest pain, shortness of breath, nausea, vomiting, or changes in vision, that they should seek immediate medical care.