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

<table>
<thead>
<tr>
<th>Abbrev</th>
<th>Expansion</th>
</tr>
</thead>
<tbody>
<tr>
<td>RPMCONTACT</td>
<td>Support staff to document patient contact</td>
</tr>
<tr>
<td>RPMCRITICAL</td>
<td>Support staff RN to document critical value alert</td>
</tr>
<tr>
<td>RPMENROLL</td>
<td>Provider to document a blurb about enrolling patient</td>
</tr>
<tr>
<td>RPMMONTHEND</td>
<td>Support staff to document RPM month-in-review</td>
</tr>
<tr>
<td>RPMONBOARD</td>
<td>Support staff (non RN) to document RPM on boarding</td>
</tr>
<tr>
<td>RPMREVIEW</td>
<td>Provider to document review of RPM justify billing at the end of …</td>
</tr>
</tbody>
</table>
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}
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 above service: *** minutes

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

### My Note

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

I received a critical value notification for this patient:

<table>
<thead>
<tr>
<th>Remote Patient Monitor - BP</th>
<th>8/31/2021</th>
<th>9/1/2021</th>
<th>9/2/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Systolic</strong></td>
<td>114</td>
<td>116</td>
<td>117</td>
</tr>
<tr>
<td>(External Source: Apple HealthKit)</td>
<td></td>
<td>(External Source: Apple HealthKit)</td>
<td>(External Source: Apple HealthKit)</td>
</tr>
<tr>
<td><strong>Diastolic</strong></td>
<td>73</td>
<td>76</td>
<td>84</td>
</tr>
<tr>
<td>(External Source: Apple HealthKit)</td>
<td></td>
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<td>(External Source: Apple HealthKit)</td>
</tr>
<tr>
<td><strong>Pulse</strong></td>
<td>77</td>
<td>84</td>
<td>78</td>
</tr>
<tr>
<td>(External Source: Apple HealthKit)</td>
<td></td>
<td>(External Source: Apple HealthKit)</td>
<td>(External Source: Apple HealthKit)</td>
</tr>
</tbody>
</table>

The patient's most recent BP is elevated: 

- [ ] normal
- [ ] elevated

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

- [x] personally performed

- [ ] 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 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

- [ ] 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:

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<td></td>
<td>(External Source: Apple HealthKit)</td>
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</tr>
</tbody>
</table>

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
- [ ] 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.

- [ ] 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):

- [ ] assessed per protocol

- [ ] 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: 11 minutes

**ANISHA CHANDIRAMANI**
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):

- Obtained their device and understand its proper use
- 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

ANISHA CHANDIRAMANI

After making appropriate selections:

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
- 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

I attest that over the past 30 days my staff and I have cumulatively spent at least 20 minutes reviewing and interpreting this patient’s RPM data.

ANISHA CHANDIRAMANI

After 20 min option is selected:

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:

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
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.