

How to reduce friction in onboarding and clinician placement in telehealth



axuall

 LocumTenens.com

Learn more about how Axuall and LocumTenens.com and LT Telehealth are partnering to provide more seamless onboarding, credentialing and deployment processes for clinicians.

Setting the Stage

Healthcare providers may have been slower to implement telemedicine and virtual care initially, but the adoption of telemedicine shifted into hyper-drive with the onset of the pandemic. The use of this technology has evolved over the past few years and a recent study from [ASPE](#) found that telehealth use during the initial COVID-19 peak (March to April 2020) increased from less than 1 percent of visits to as much as 80 percent in places where cases were spiking.

TELEHEALTH VISITS

March 2020 → April 2020
>1% → **80%**

It is clear that the use of telehealth is here to stay, but when it comes to finding and retaining great clinicians, credentialing and enrollment roadblocks are arguably the most significant impediment to the growth of this technology. And no one understands better than those in the telehealth space just how important it is to adapt and innovate for growth in the world of healthcare. Unfortunately, even the telemedicine space is not immune to the growing challenges with workforce shortages and resource management. It is time to adapt and change how things are done.

Healthcare leaders are constantly looking for new ways to solve these problems and the need for these solutions has never been more urgent. The good news is that these common pain points being experienced across the ecosystem have sparked the need for Robotic Process Automation (RPA) technology and data networks, like Axuall's. This ability to utilize data networks and RPA to solve problems and do so quickly, is what is driving us to partner with organizations, like LocumTenens.com.

Addressing the Problem

Healthcare providers are turning to LocumTenens.com for their staffing needs, given the impact of the clinician shortage. Once hired, the company believes in providing continuity of care for the clients it supports and their patients, which is where Axuall's platform is able to provide the synergy needed to make this a reality. The most important problem to solve for their Telehealth providers was simplifying the process for onboarding. Obtaining the proper documents to practice in four states at multiple sites can be an overwhelming process. Making that process easy for the provider and the client was the goal.

“When I build Telehealth programs, no matter what the specialty line, the majority of my clients are very eager to have them deployed quickly,” said Dr. Pamela Ograbisz, Associate Vice President of Telehealth at LocumTenens.com. “My biggest barrier to fast implementation is the credentialing process.

