

# Utilizing a Remote Certified Medical Assistant (CMA) role to increase the efficiency of Telehealth Visits for Diabetic Patients.

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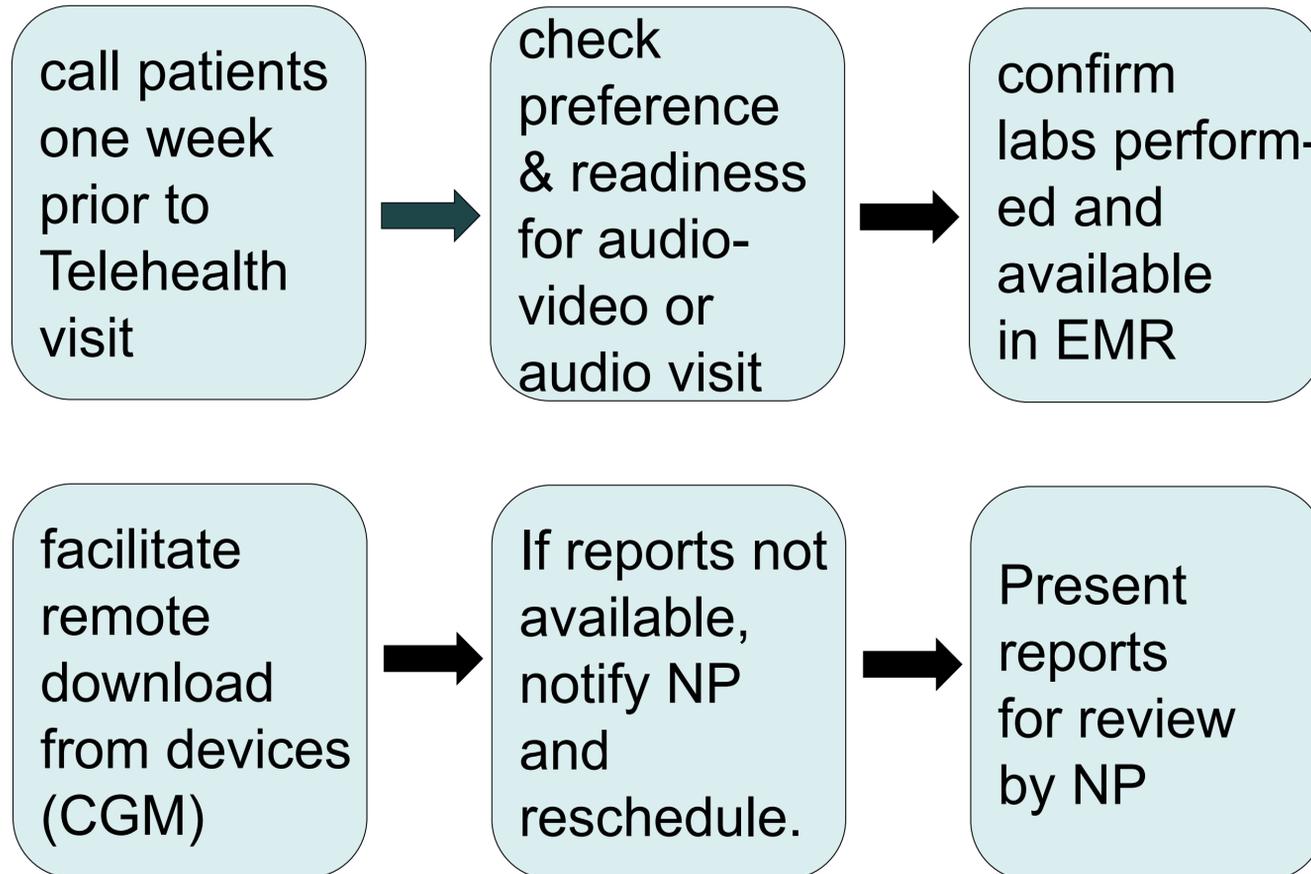
## Introduction

- COVID-19 pandemic saw an exponential rise in outpatient Telehealth visits that provided much needed access to healthcare when in-person visits were largely shut down.
- To sustain outpatient Telehealth visits post-pandemic and improve patient and provider experience, we created a remote role for a certified medical assistant (CMA) to increase the efficiency of Telehealth outpatient visits conducted by a Nurse Practitioner (NP) for both initial and follow up visits of **diabetic patients**.

## Methods

- We hired a CMA and developed a workflow and trained the CMA to accomplish the following tasks in a virtual setting:

## Methods- Cont.



**Disclaimer:** This study is supported by HRSA under cooperative agreement award no. 2 U66RH31459-04-00. The information, conclusions, and opinions expressed are those of the authors and no endorsement is intended or should be inferred.

## Results

- 293 Telehealth visits assisted by CMA was compared to 341 without assistance,
- CMA assisted Telehealth visits had a lower no show rate (**8% vs 14%**) and cancellation rate (**13% vs 19%**).
- Higher provider satisfaction-more time available for active engagement with patients during visits.

## Conclusions

- We demonstrate that training and integrating CMAs in Telehealth visits can improve no-shows, cancellations and provider satisfaction.
- We next plan to perform a comprehensive economic analysis that includes cost savings for the patients to develop a sustainability model for the paradigm.