

RPM Clinical Roles and Responsibilities



Use this as a resource to understand how different members of the care team contribute to your remote patient monitoring program and how to maximize their role by ensuring physicians and staff are working at the top of their license.

Keep in mind—the entire care team can generate excitement with the patient and encourage engagement!

PHYSICIAN/PROVIDER

- Identify and refer patients for RPM
- Diagnose and treat patients
- Create and sign off on care plans
- Review data in agreed-upon increments unless abnormal
- Make decisions on when to start and stop RPM

NURSE/CARE MANAGER

- Patient education
 - Review proper technique (blood pressure, pulse, checking glucose level, etc.)
 - Assess educational needs and health literacy
 - Test device and technique with patients
 - Set expectations with patients on when/how to escalate symptoms and concerns related to device readings
- Ongoing care management of patients
 - Set goals and a plan for care coordination
 - Monitor RPM readings
 - Assess and triage patient readings, symptoms, and concerns (both in office and via phone/email/patient portal communication)
 - Patient outreach for engagement
- Inform physician/providers
 - Provide patient data at agreed-upon time intervals (i.e., every two weeks)
 - Prepare physician/provider for any upcoming patient visit with recent data
 - Escalate abnormal results as defined by protocols

MEDICAL ASSISTANT OR PATIENT CARE TECH

- Device tracking (inventory planning, sign out, sign in)
- Device maintenance
- Patient education on how to use the RPM device
- Ongoing patient troubleshooting related to device use

PRACTICE MANAGER

- Support MA or PCT with inventory ordering/tracking
- Create and run reports on metrics for success
- Interface between care team and administrative needs to achieve success (i.e., IT, supply chain, etc.)