



CALIFORNIA
TELEHEALTH
RESOURCE
CENTER

Your resource for telehealth success
caltrc.org | 877.590.8144

CTRC Sample Telehealth Sustainability Worksheet

Illustration of the maintenance phase (typically months 7 & beyond)

This worksheet is provided as a basic tool to assist in business model development for FQHC/RHC/IHS and is based on the model of purchasing blocks of time

Instructions: Insert your data in to the blue cells. All remaining cells will be automatically populated based on the information entered.

Appointment type:	time (min)	# of visits	total hours
Initial	40	4	2.67
Established	20	16	5.33
Total number of visits per block of time purchased		20	8.00

Patient Volume	20
Specialist hourly rate	\$ 200.00
Specialty cost per block of time reserved	\$ 1,600.00
Clinic collection rate per encounter (PPS rate)	\$ 165.00
Amount clinic collects if 100% billable	\$ 3,300.00
Average No Show rate for clinic (or specialty)	15%
Clinic collection minus No Show rate	\$ 2,805.00
Clinic uninsured rate	5%
Adjusted clinic collection minus No Show rate	\$ 2,664.75
Staffing and overhead per hour	\$ 20.00
Staffing and overhead per block of time purchased	\$ 160.00
Variance	\$ 904.75

Note: This calculation does not include sliding fee collection

For more information or assistance with this spreadsheet, please contact us!
California Telehealth Resource Center, www.caltrc.org