



CTRC Sample Telehealth Sustainability Worksheet

Illustration of the start-up phase (typically months 1-3)

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	12	8.00
Established	20	0	0.00
Total number of visits per block of time purchased		12	8.00

Patient Volume	12
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	\$ 1,980.00
Average No Show rate for clinic (or specialty)	15%
Clinic collection minus No Show rate	\$ 1,683.00
Clinic uninsured rate	5%
Adjusted clinic collection minus No Show rate	\$ 1,598.85
Staffing and overhead per hour	\$ 20.00
Staffing and overhead per block of time purchased	\$ 160.00
Variance	\$ (161.15)

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