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## CTRC Sample Telehealth Sustainability Worksheet

### Illustration of the growth phase (typically months 4-6)

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	9	6.00
Established	20	6	2.00
<b>Total number of visits per block of time purchased</b>		<b>15</b>	<b>8.00</b>

Patient Volume	15
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	\$ 2,475.00
Average No Show rate for clinic (or specialty)	15%
Clinic collection minus No Show rate	\$ 2,103.75
Clinic uninsured rate	5%
Adjusted clinic collection minus No Show rate	\$ 1,998.56
Staffing and overhead per hour	\$ 20.00
Staffing and overhead per block of time purchased	\$ 160.00
Variance	\$ 238.56

**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](http://www.caltrc.org)