



Sycle Telehealth FAQ

Is this available for both Sycle Classic and Sycle PRO?

Yes, Sycle Telehealth is available on both Sycle Classic and Sycle PRO. Sycle Telehealth is currently only available in the US. Additionally, there are a few exceptions for accounts with their own instances that deviate from our standard Sycle central database. Please contact Sycle Support if you have further questions on availability.

Does Sycle Telehealth work on smartphones?

Yes! If you're on an Android phone, you can use the Chrome browser, and if you're on an iOS, use the Safari default browser.

Since this is a new feature, do we know how much bandwidth load Sycle Telehealth can provide?

This is using a standard video conferencing backbone, called Twilio, a HIPAA compliant teleconferencing service. We have an unlimited number of rooms for our customers to use, so there is no issue with the number of users this will support.

Is close captioning available for telehealth conversations for the patient?

Unfortunately, no, but we are looking into close captioning as an additional feature down the road.

What appointment type would Sycle suggest for Sycle Telehealth to be used for?

Telehealth conferencing can be added to any appointment type in Sycle. We suggest you book appointments based on your existing types and patient needs, and simply add the Telehealth option to those as needed.

Is this only available in the US?

At this time, Sycle Telehealth is only available in the US. We are looking into government and industry compliant platforms to support Sycle Telehealth for our international customers.

When are patients notified or reminded of their Telehealth appointment?

Your patient will be notified 30 minutes before their appointment with the Telehealth link. Please make sure you have your clinic's local time zone selected in Admin > Clinic Edit to ensure your patient receives the email notification at the proper time.

Does one-to-one communication mean only one provider can use Sycle Telehealth at a time?

Not at all. Multiple providers can use Sycle Telehealth at each location. However, each appointment can only have one provider and one patient. Multiple Telehealth sessions can occur simultaneously within the same office.

Can we edit the email communication to our patient for the Cycle Telehealth appointment confirmation?

Not at this time, but we will be looking into this when we update Cycle Telehealth in the future.

Can the patient see the provider's email address that is entered?

No, the patient cannot see the provider's email address that is entered. At this time, the email sent to the patient is from a generic no-reply account.

Can the appointment hover-over display that the appointment is a Telehealth appointment?

Not at this time. We will look at this as a future enhancement to the feature.

Does this work for CI or hearing aid programming?

No, at this time this service only allows the provider and patient to have a remote conferencing session. This is not a tool to be used for remote programming of patient devices.

Can the phone number in the email be altered?

No, at this time the phone number in the email will pull from the clinic's phone number set up in Cycle's Administrative section. We will consider editing the email in future enhancements.

If the provider does not have an email address set up, what is the default?

If the provider does not have an email address set up in Cycle, they can enter one at the time of scheduling the Telehealth appointment.

Do we have to use a webcam for the Telehealth session?

No, the Telehealth session has the option to use video, but does not require it. The session can be audio only if you and/or the patient prefer, or if no camera is available.

Can we send out an email with the link on demand?

No, at this time the system will only send the email with the link to join 30 minutes prior to the appointment. However, on the appointment you can join the Telehealth session at any time and copy/paste the link to the patient via email or text to have them join immediately.

Can I add our logo instead of seeing Cycle's logo?

No, at this time the conferencing session is launched from within a Cycle-branded window. We will consider this in future enhancements.

Can you share your screen with the patient?

No, at this time the Telehealth session only supports audio and video conferencing. We will consider this in future enhancements.

Can we schedule recurring appointment links to be sent out to patients?

Not at this time. For now, only the first appointment in the recurrence will be scheduled with the Telehealth session. Each appointment in the recurrence can be edited to add the Telehealth session if desired.

What billing codes are best to use for Telehealth?

Telehealth is just a mechanism, not a separate CPT code. You can have different kinds of service and then add modifiers. The easiest way to know which codes are eligible is to call your payer and ask, since it varies based on the payer and state you live in. If they can't give you a list of covered codes, ask whether the code 99444 is covered and whether you can use the E&M (Evaluation and Management) CPT codes with a modifier. Many payers advise providers billing telemedicine to use the appropriate E&M CPT code (99201 - 05, 99211-15) along with a GT or 95 modifiers. However, some private payers may prefer that you use the telemedicine specific code 99444.

You would change the place of service code for telehealth to 02 and then there would be modifiers. In order for you to be able to track what procedures you provided via Telehealth, you would need Telehealth Coding Modifiers.

GQ: Telehealth provided via interactive audio and video telecommunications system.

GT: Telehealth provided via an asynchronous telecommunications system.

How can the volume be turned up for the patient to hear?

Volume controls will be based on the patient's speaker system on their device.

How do I send the patient a link if they don't have email?

The link can be copy/pasted and sent via a text message to the patient if an email is unavailable.

Can you look at the patient chart while on Telehealth?

Yes. Telehealth will open in a new window allowing you to access Sycle in full, including patient charts.

If you're using your cell phone to join a Telehealth session, is your phone number displayed to the patient?

No. No email or phone information is displayed to the patient during the Telehealth session.

What if the patient has no email or cell phone to receive the link?

Unfortunately, if there is no email address or phone number to send the link to, the patient will not be able to join on their own. They will have to be with someone who is able to open the link from an email or text message.

How is this HIPAA compliant?

No PHI data is passed to the service provider. The sessions information is logged for HIPAA compliance. The government has also temporarily loosened the restrictions around HIPAA and Telehealth services to get us through these difficult times.

Does the email entered in Telehealth have to match the email for the provider in Cycle?

No, any email can be entered.

Can your appointment just be called Telehealth so you can see what it is without clicking on it?

Yes, users can set this up manually in their Administrative section. Cycle will also be looking at enhancements in the future.

Are you working with any of the manufacturers to support remote care for the patient's equipment through Telehealth sessions?

Not at this time. Our current focus was to allow our providers to stay connected with their patients remotely.

What happens after you end the call? Is the video session saved?

The video session is not saved. Once the call is ended the window will close. Users should plan to take notes in the patient's chart during the session.

Can we change the phone number used in the email to pull from a different phone number in Cycle?

Not at this time. To allow us to get this feature out to you quickly, we went with a very basic implementation with no customization allowed. We will be working on enhancements in the future.

If the patient has audio routing through their hearing aids, does this cause any issues?

As long as the patient can hear audio from their computer or phone, there will be no issues with the Telehealth session.



If we aren't currently using appointment reminders through Sycle, will the Telehealth email still go out to the patient?

Yes, the Telehealth session emails do not require you to use Sycle's integrated appointment reminders.

These emails will be sent automatically through the use of the Telehealth feature. Can this be linked to a website?

No. At this time the links to the sessions are created only through the addition to the appointment inside of Sycle.

Can this be a service fee that is charged to the patient prior to using?

Yes. If the provider wants to charge patients for the use of this service that is up to them. There are not restrictions or validation to prevent the patient from joining a session if they did not pay though.

Can you join the Telehealth session from the Join button on the appointment instead of clicking the link from the email?

Yes. Telehealth sessions can be joined from the link in the email or using the Join Now button on the appointment summary.

Is a transcription of the appointment available?

No, not at this time.

Are the attendees notified when the other party has joined the session?

No, not at this time. Sycle will be enhancing this feature in the future.