

RTM: Getting Patients Started

RTM Steps During Initial Evaluation

- Create a "New Patient" → Create "New Episode" → Enable RTM & Messaging
- Send the HEP or Pathway invite to the patient via email, text, or QR code
- Have the patient accept the invite, download the app (if needed) & log in successfully with you. Recommend that the patient accept consent for SMS messaging so they can message with you. Give the patient the [RTM handout](#) to bring home with them.
- In your EMR, document that you received patient consent on RTM, that you performed set up & education, and that RTM is a part of the patient's plan of care.

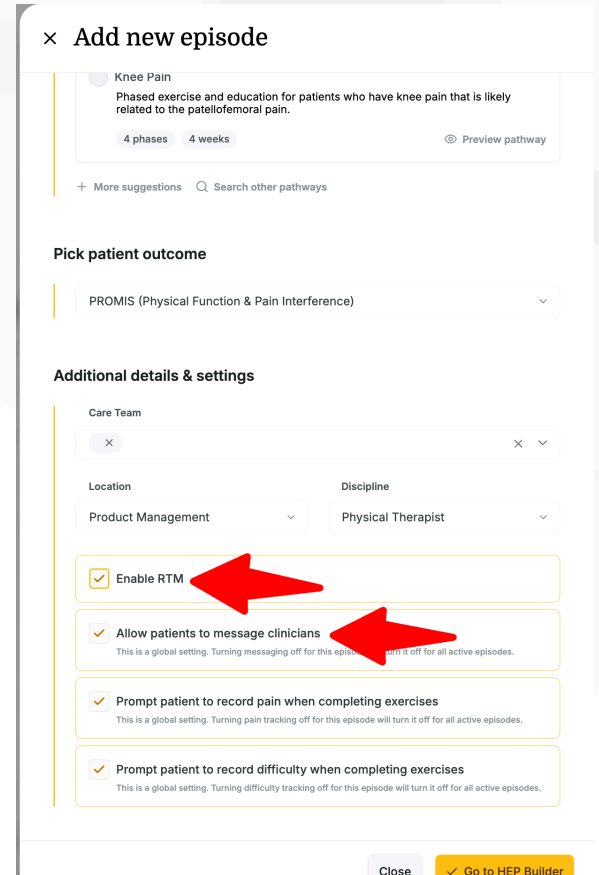
Explaining RTM to the Patient in Simple Terms

"I'm going to send you an email / text to access your home exercises. You can download the app, it will have all your exercises in there, so you won't forget and you can track them.

You can also message me anytime through the app. So if you have any questions, you're not sure about something, or you need an exercise adjusted, just let me know and I can get back to you before our next visit."

Documenting RTM Initial Set Up & Patient Education

"Provided Medbridge digital program for monitoring the patient's musculoskeletal condition. Educated the patient/caregiver on device setup and use, including login and syncing. Instructed the patient to log exercises daily. Patient/caregiver demonstrated understanding."



× Add new episode

Knee Pain
Phased exercise and education for patients who have knee pain that is likely related to the patellofemoral pain.
4 phases 4 weeks Preview pathway

+ More suggestions Search other pathways

Pick patient outcome
PROMIS (Physical Function & Pain Interference)

Additional details & settings

Care Team
× ×

Location Discipline
Product Management Physical Therapist

Enable RTM

Allow patients to message clinicians
This is a global setting. Turning messaging off for this episode will turn it off for all active episodes.

Prompt patient to record pain when completing exercises
This is a global setting. Turning pain tracking off for this episode will turn it off for all active episodes.

Prompt patient to record difficulty when completing exercises
This is a global setting. Turning difficulty tracking off for this episode will turn it off for all active episodes.

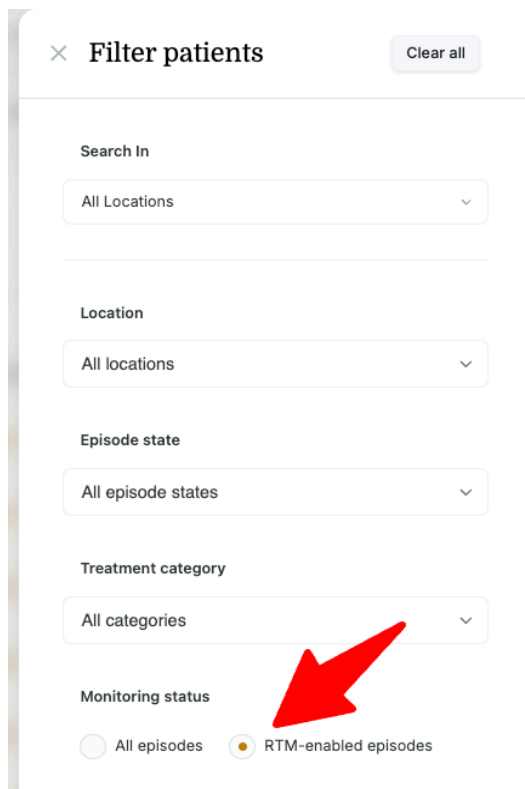
Close

RTM Steps For Follow-Up Visits

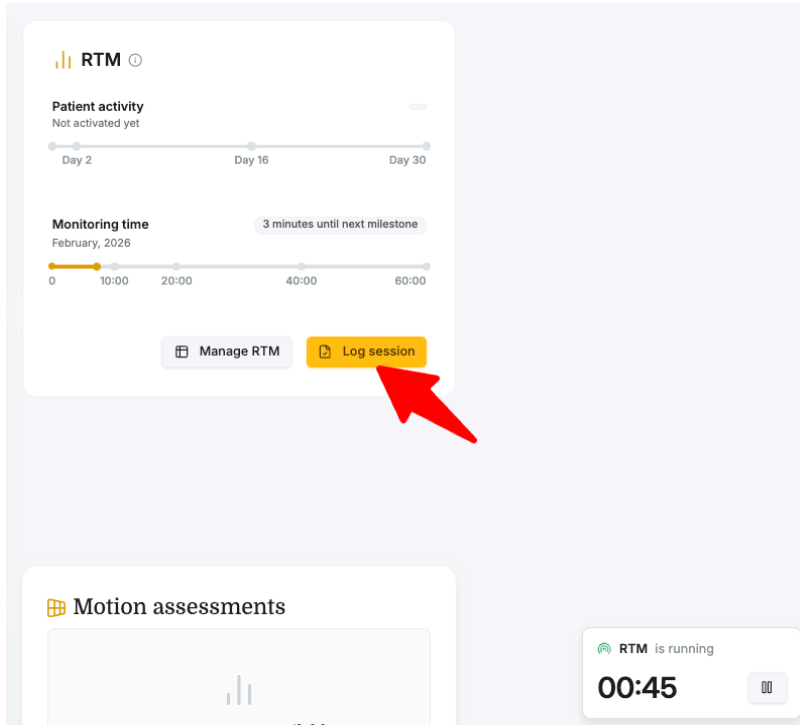
- Before visit:** As part of your prep time, check the patient’s Medbridge patient record & review their clinical data & messaging history. **Start the RTM timer to track this monitoring time.**
- During visit:** Reference the patient’s data & ask the patient if they have any issues with the app.

RTM Daily Checklist For All RTM Patients

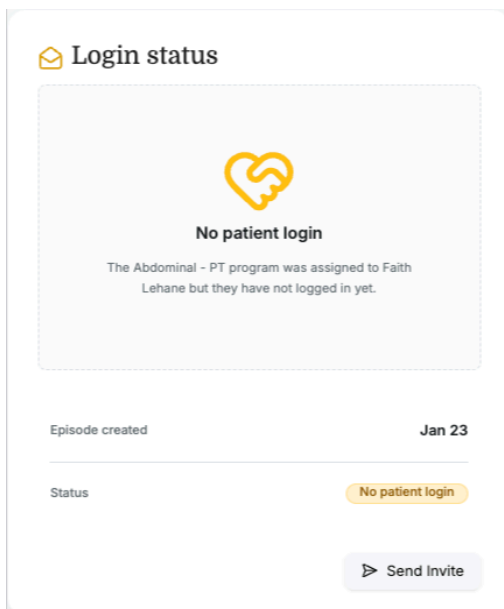
- Log in to Medbridge daily for at least 5 minutes.
- Respond to any messages from patients in your inbox.
- Navigate to the **Patients** tab within Medbridge and add a patient filter for **RTM-enabled episodes** to easily access the record of each current RTM patient.



- Start the RTM timer to track this monitoring time and log any actions you take in Medbridge.**



- Call any patient who has **not activated RTM**, which means they have not logged in and set up their account in Medbridge GO or Pathways.



- Message any patient who has **0 or 1 day of patient activity** logged.

The screenshot shows the RTM dashboard with the following elements:

- RTM** header with a bar chart icon and an information icon.
- No patient interaction logged yet** message with a person icon and instructions: "To meet your monitoring codes, call the patient and discuss their care. Then, log this interaction."
- Patient activity** section with a progress bar from Jan 10 to Feb 8. The bar is currently at Day 2. A callout indicates "2 days until next milestone".
- Monitoring time** section with a progress bar for February, 2026. The bar is currently at 0. A callout indicates "10 minutes until next milestone".
- Buttons for **Manage RTM** and **Log session**.

- Call any patient who has not met the **patient interaction**.

This screenshot is identical to the one above, but a red rectangular box highlights the yellow message box that says "No patient interaction logged yet".