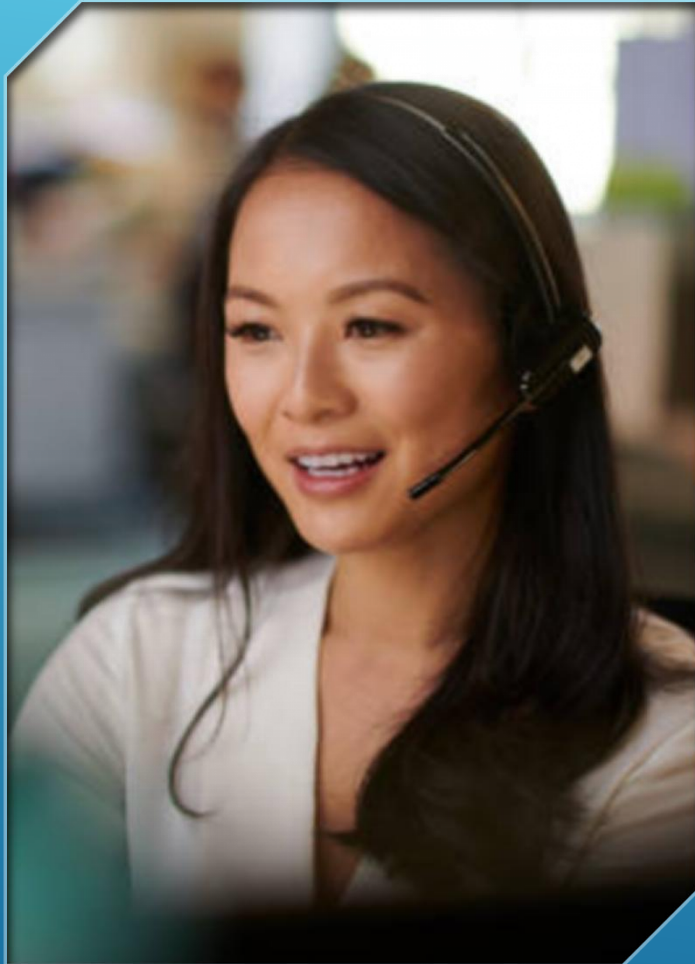


# VIRTUAL ASSISTANTS

Utilizing Global Resources in Your Practice

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# THE VIRTUAL HEALTH ASSISTANT




A virtual health assistant (VHA) is a person who can perform a variety of roles, specifically in the healthcare setting, remotely

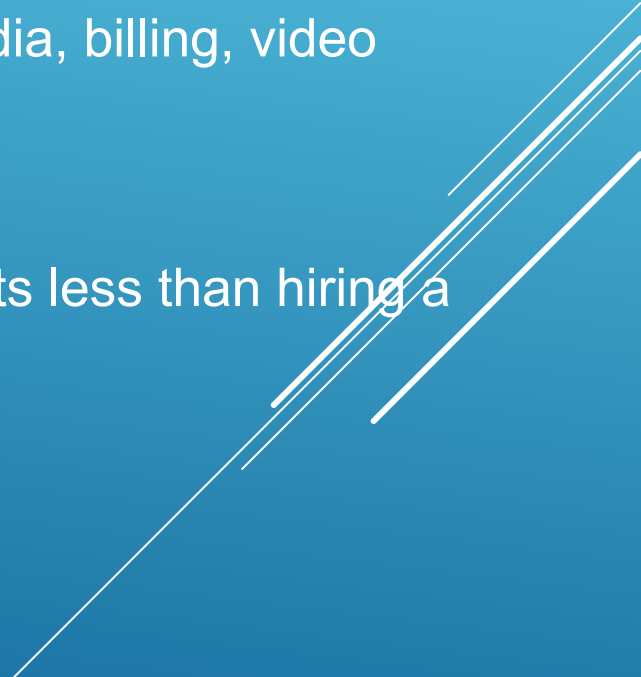


New technology has enabled medical facilities to utilize the skills of people from all over the world

# ROLES OF THE VIRTUAL HEALTH ASSISTANT

- Administrative tasks: scheduling, data entry, insurance verifications
  - Customer service: answering phones, returning patient phone calls, appointment reminders
  - Billing: claim submissions, appealing claims, addressing denials
  - Marketing: website management, social media management, content creation
  - Physician support: medical transcribing, live virtual scribing
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# BENEFITS OF USING A VIRTUAL ASSISTANT

- Efficiency – improving your office workflow. Your in-house staff can focus on patient care or other matters.
  - Skills – using skills that your current employees do not have (social media, billing, video content editing, etc)
  - Cost Savings – VHAs can be project based, part-time, contract pay costs less than hiring a W2 employee
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IS ANYONE HERE USING  
A VIRTUAL ASSISTANT?



# WHY USE A VIRTUAL HEALTH ASSISTANT?



# RISING COSTS OF OPERATIONS

- The world has changed post Covid-19.
- According to the Bureau of Labor Statistics, wages and salaries have risen by 3.6% in the past 12 months (Jun '24 to Jun'25) and the cost of benefits have risen by 3.6%.
- The Medical Group of Management Association reported that 92% of medical groups had higher operating costs in 2024 than 2023 by an average of ~7%.
- This can be attributed to the rising costs of medical supplies, EHR/cybersecurity, service/maintenance, rent, and utilities. (MGMA Stat. Nearly all medical groups still feeling the squeeze of rising operating expenses, 2024, June 26, [mgma.com/mgma-stat/nearly-all-medical-groups-still-feeling-the-squeeze-of-rising-operating-expenses](https://mgma.com/mgma-stat/nearly-all-medical-groups-still-feeling-the-squeeze-of-rising-operating-expenses))
- Reimbursements have not increased accordingly.
- Medicare *decreased* physician reimbursement by 2.83% from 2024 to 2025!

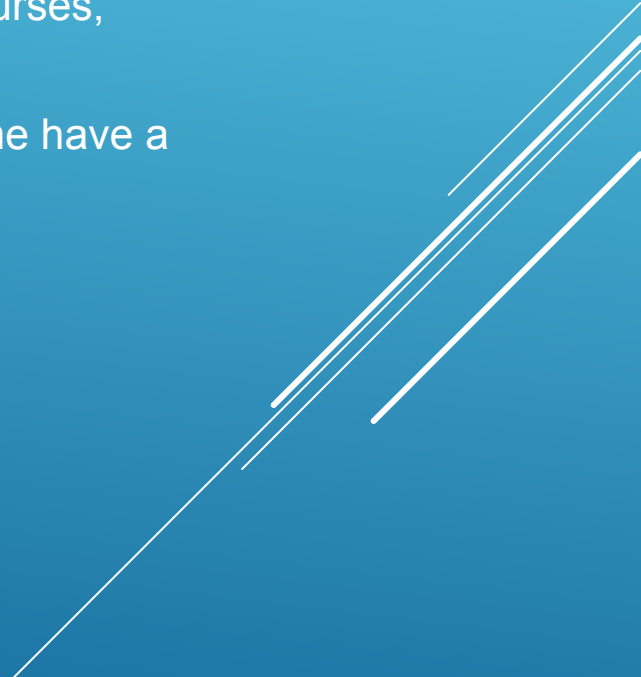
# THE COST OF HIRING A VHA

- VHAs are contracted – you pay the Staffing Agency a flat hourly rate (in most cases), and they pay the VHA directly.
- Average hourly rate is role and experience dependent. Ranges are from \$6 -\$12/hour.
- The current Medical Assistant salary in the United States is \$15.49 - \$27.16/hr, making the average base salary \$20.52/hr. (<https://www.indeed.com/career/medical-assistant/salaries>)
- The VHA is less because the employees are being outsourced from other countries where the cost of living is much less.

# THE PHILIPPINES – A WINNING COMBINATION

- Staffing agencies outsource many VHAs residing in the Philippines, a country in Southeast Asia
- The official languages of the Philippines are both Filipino and English
- A person living solo can live comfortably with \$1000 U.S. dollars a month (and a luxurious lifestyle with \$3200)
- If the VHA makes \$5/hr after their share and works 40 hours a week, they can make \$800/mo. This is more than the current average monthly nurse salary of \$565.80 (<https://ph.indeed.com/career/registered-nurse/salaries>).
- The culture of the Philippines aligns with the United States, creating a positive working relationship

# KEY POINTS

- It is best to use a reputable agency – they have already vetted the employee and performed background checks. These are based in the United States.
  - The HVAs are certified in HIPAA training.
  - The majority of the VHAs used in these agencies have advanced healthcare degrees – nurses, physical therapists, etc.
  - Some agencies have a flat hourly rate. Others have different rates for different roles. Some have a one-time setup fee or a flat monthly fee.
  - Agencies may have a minimum hour per week requirement.
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# GETTING STARTED

Establish your needs and pick the agency that is in your price point.

- Hellorache (\$9.50/hr – no setup fee)
  - DocVA (\$10/hr)
  - VA.care (choice between 30 or 40 hr/wk. \$9.33 for basic, \$12 for virtual scribing)
  - My Mountain Mover (has medical, dental, veterinary. Flat monthly fee only.)
  - Velp Staffing Solution – our office pick
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# NEXT STEPS



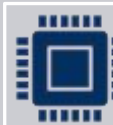
Our agency sent us several candidates to review via a pre-recorded video where they introduced themselves and talked about their work history. We selected our top pick.



We had a virtual interview with our candidate of choice and decided to hire her. It was very much like hiring any other employee. Our candidate thanked us for choosing them.



We connected with our hire and had training on our protocols and procedures via Zoom. She worked with our Office Manager until she felt comfortable to perform her duties by herself.



There is equipment setup process. To bypass the EHR not allowing access from other countries, a VPN (virtual private network) was set up.

We also had to set up Ring Central – a cloud based phone system our VHA uses to make phone calls from the Philippines to the USA.



## THE END RESULT...

- The Front Office was struggling to keep up with insurance verifications, each one could take anywhere from 15-60 minutes.
- Now, they are not on hold all day and can engage with patients more during their visit.
- We have had the same VHA since 2024 and are happy with her performance.
- In the future, we may consider a VHA for other roles in the office.