

10 Questions to Ask Any RTM Vendor

A Practical Evaluation Guide for Healthcare Organizations

Before selecting an RTM platform, every healthcare organization should ask these questions. The answers reveal whether a vendor is truly built for clinical care — or optimized for sales volume.

01 Who founded the company, and do they still practice clinically?

Why it matters: Clinician-founded platforms are built around real workflow challenges. PE-backed companies optimize for growth metrics.

Movement Rx: MovementRx: Co-founded in 2018 by Dr. Gorecki (PT, DPT, FAFS) and Dr. Ben Fuson — practicing PTs with 15+ years outpatient ownership. Built before RTM codes existed.

Red flag: *Red flag: "Our team includes clinical advisors" — clinicians as consultants, not decision-makers.*

02 Do you have peer-reviewed or NIH-backed clinical outcomes data?

Why it matters: Health systems like Cincinnati Children's have academic credibility to protect. Anecdotal testimonials are not sufficient for enterprise adoption decisions.

Movement Rx: MovementRx: NIH grant 1R44 HD120281 (Direct to Phase II SBIR). Data from 3,292 patients across 15 sites. APTA PPS speaker 2024 and 2025. 78% adherence, 35% functional improvement.

Red flag: *Red flag: "We have great client testimonials." Ask for peer-reviewed evidence or a grant number.*

03 Can our therapists create and upload their own custom exercise videos?

Why it matters: Patients — especially pediatric patients and families — engage more when they recognize their provider on screen. Generic library videos undermine that trust.

Movement Rx: MovementRx: Full custom video creation in under 20 seconds. Film on tablet or phone, add voiceover, assign instantly. Your therapists on camera.

Red flag: *Red flag: "You can customize text descriptions." That is not custom video content.*

04 What happens if our therapists do not have time to conduct monitoring calls?

Why it matters: In a 200+ therapist department, the RTM requirement of 20+ minutes per patient per month can become a serious burden without staffing flexibility.

Movement Rx: MovementRx: Three models — software only, co-managed, or full-service with our U.S.-licensed PT/PTA team handling all monitoring.

Red flag: *Red flag: "Your staff conducts the monitoring." If that is the only option, you bear all the staffing burden.*

05

Does your platform integrate with our EMR — and how exactly?

- Why it matters:** Hospital systems run Epic. Any vendor requiring a parallel workflow or proprietary system creates friction, documentation risk, and IT complexity.
- Movement Rx:** MovementRx: Any web browser-based EMR. Single sign-on via SAML/Okta. Role-based access by campus or service line. Joint Commission compliant.
- Red flag:** *Red flag: "We have a native Epic integration coming soon." Ask for a timeline in writing.*

06

Do you generate RTM billing codes for us, or do we do that ourselves?

- Why it matters:** RTM billing involves specific CPT codes, timing rules, and modifiers. Errors create audit exposure. Ask who owns code generation end-to-end.
- Movement Rx:** MovementRx: Monthly billing codes generated and delivered to your billing team, ready to submit. All 2026 codes covered including 98985 and 98979.
- Red flag:** *Red flag: "We track time and you handle billing." That transfers all compliance risk to your department.*

07

Can you show us your full pricing in writing, before a sales call?

- Why it matters:** Vendors who hide pricing are typically expensive or negotiate against your leverage. Transparent pricing signals a partnership model.
- Movement Rx:** MovementRx: Three published tiers. All pricing at mymovementrx.com. We invoice only after reimbursement occurs.
- Red flag:** *Red flag: "Pricing depends on volume and contract." Ask for a published rate sheet.*

08

What does your platform do specifically for pediatric patients and their caregivers?

- Why it matters:** Pediatric RTM is fundamentally different from adult MSK. Engagement must involve parents. Programs must adapt for developing bodies.
- Movement Rx:** MovementRx: Caregiver-facing app, gamification for young patients, exercise libraries adapted for pediatric conditions including sports injuries, neuro, ortho, and developmental.
- Red flag:** *Red flag: "Our platform works for all ages." Ask for a specific pediatric use case with data.*

09

Does your platform support PT, OT, and SLP — or only PT?

Why it matters: Cincinnati Children's OT/PT division needs a unified platform. Separate tools for each discipline create documentation silos and administrative complexity.

Movement Rx: MovementRx: PT, OT, SLP, and AT on one platform. 10,000+ exercises across all disciplines. Department-level outcomes data across all specialties.

Red flag: *Red flag: "We are primarily focused on PT and MSK." OT and SLP are afterthoughts.*

10

What does ongoing support look like six months after go-live?

Why it matters: The real test of a vendor relationship is what happens after the novelty wears off and your team is under caseload pressure.

Movement Rx: MovementRx: Weekly Zooms during onboarding, monthly check-ins, dedicated client success team, live chat Help Center. We track your program metrics proactively.

Red flag: *Red flag: "We have a robust Help Center." That means you are on your own after launch.*