

SereneHealth

PRACTICE SUPPORT PACKET

Clinician-led, office-based healthcare
virtual assistant support.

For medical and behavioral-health practices.

Security, training, onboarding, scope, and BAA overview.

1. Company Profile

SereneHealth provides clinician-led, office-based healthcare virtual assistant support for medical and behavioral-health practices. Founded by Dr. Rubby Abimbola, DNP — a psychiatric nurse practitioner and private-practice owner — our model prepares assistants to work within real healthcare workflows, privacy expectations, and patient-care standards.

We don't simply provide virtual assistants. We provide healthcare support staff trained to support your practice — within your protocols, under your direction.

2. Scope of Services

Our assistants provide non-clinical coordination within the client practice's protocols, including:

- Scheduling, reminders & patient communication
- Insurance verification & EHR data entry
- Prior authorization follow-up & appeals
- Documentation & lab-result coordination
- Refill request routing & intake support
- Billing and claims follow-up support
- No-show follow-up & backlog recovery

Assistants do not diagnose, triage, or make clinical decisions; clinical matters are escalated to the licensed provider.

3. Security & Privacy Overview

Our assistants work from a supervised office center, not from home, giving us stronger control over the environment, privacy, and accountability.

- Office-based, supervised workstations (no work-from-home)
- Solar + backup generator power for continuity
- Multiple broadband internet providers for redundancy
- CCTV-monitored environment; no personal phones in the work area
- EHR access stays under the client's control (role-based, minimum-necessary, individual logins)
- Suspected privacy incidents escalated immediately

4. HIPAA Training Overview

Before placement, every assistant completes structured training and certification covering:

- HIPAA privacy & security awareness · PHI/ePHI handling · minimum-necessary rule
- Patient telephone etiquette · professional communication
- Scheduling, refill, prior-auth, and intake workflows
- Documentation boundaries · escalation to the provider
- Client-specific policy orientation

Training is reinforced through onboarding, client-specific orientation, and ongoing performance review. Certification is issued on completion and renewed annually.

5. Onboarding & 30-Day Evaluation

A structured trial gives your practice a clear way to experience support before a long-term commitment:

- A dedicated, trained assistant
- HIPAA/security onboarding
- Practice-specific task checklist
- Supervisor oversight + weekly check-in
- Backup support plan
- A 30-day performance evaluation
- Option to continue, adjust hours, or change assistant

6. Business Associate Agreement (BAA)

For clients whose protected health information our assistants will handle, SereneHealth provides a Business Associate Agreement before any PHI access. The BAA governs permitted uses, safeguards, breach reporting, subcontractor obligations, and return/destruction of PHI at termination.

Note: this packet is informational and not a contract. The executed BAA is the controlling document.

7. Client Readiness Questionnaire

A few questions help us match and prepare your assistant quickly:

- Which EHR / phone / portal systems do you use?
- Which tasks would you hand off first?
- What are your busiest hours and time zone?
- Who will provide the assistant's day-to-day direction?
- What are your documentation and communication preferences?
- Any practice-specific privacy or access rules we should know?

8. Why Practices Choose SereneHealth

- Clinician-led, healthcare-focused support model
- HIPAA-trained assistants — some are licensed registered nurses
- Supervised office model with IT monitoring and 30-day reviews
- Backup power, internet redundancy, and privacy-focused policies
- Flexible assistant options; affordable support with structure and accountability

Ready to talk? Book a free 15-minute Practice Support Audit at serenehealthva.com/hire-va.