CUSTOMER CASE STUDY · MULTI-STATE TELEHEALTH

One nurse practitioner. 28 licenses. 13 patient states. Every visit on record.

How a multi-state family nurse practitioner confirms where each patient is located, during the visit, across a fast-moving phone-based practice.

Provider identity withheld at publication. Figures from the provider's TeleVerify dashboard, July 9 – November 9, 2026.

123
telehealth visits
verified since July 2026

13
patient states
across a 28-license footprint

97%
compliant
last 30 days (38 of 39 checked)

14
visits flagged
in 5 states, each at visit time

THE PROVIDER

A family nurse practitioner who sees established patients by telehealth, mostly audio-only phone visits. She holds direct licenses in 28 states and is not enrolled in any interstate compact.

THE CHALLENGE

Licensure follows the patient: what counts is the state the patient is in during the visit, not the address on file. For a clinician with licenses in 28 states, most visits are routine. The hard part is the handful that aren't: the patient who's at a relative's house in another state, on a work trip, or wintering somewhere warmer.

Phone visits make this harder. There's no video background, no clinic waiting room, and no reliable way to know where the patient is calling from unless you ask, and remember to write the answer down, every single time.

WHAT SHE DOES NOW

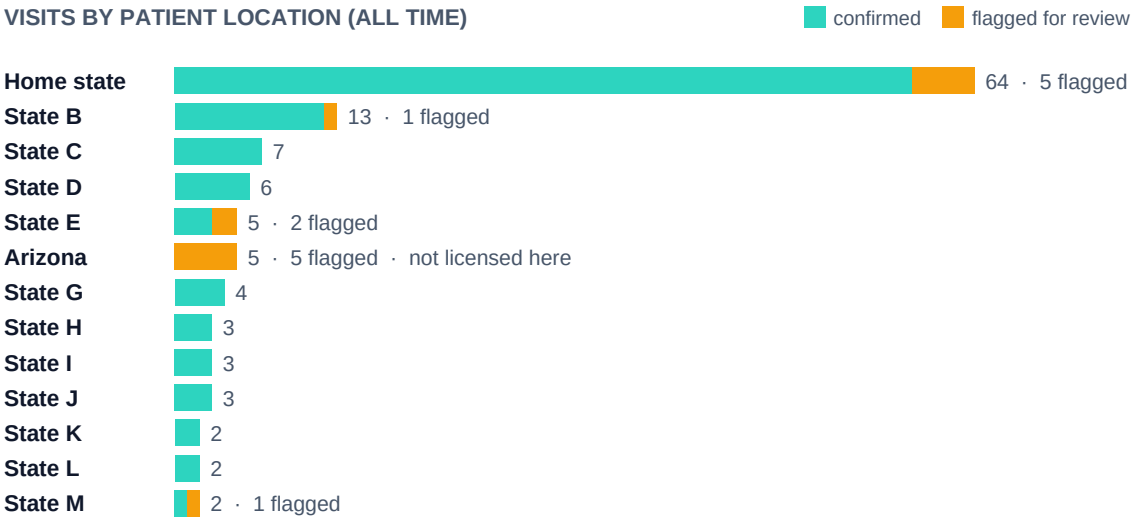
Before each phone visit, the patient gets a TeleVerify link by text. There is nothing to download: one tap shares their location, and TeleVerify checks it against her licenses and shows the result on her dashboard within seconds.

- **Compliant**: she proceeds, and a signed Compliance Verification Record is saved automatically.
- **Review needed**: she sees it at the time of the visit and chooses what to do: discontinue, reschedule, or continue with a documented exception. Her choice is recorded.
- **No location shared**: the visit is marked so nothing silently slips through.

Her Zoom account is connected too, so video visits are checked automatically when a meeting starts.

THE RESULTS

Four months, 13 states, one clear picture



State names other than Arizona withheld to protect the provider's identity. Totals include 8 visits where no location was shared.

Every visit is logged. 123 visits since July 9, each with a time-stamped result: the patient's verified location and the license it was checked against, or a clear note when no location was shared (8 visits).

14 visits flagged, in 5 states. Arizona (5) is outside her licenses entirely. The other 9 were in states she is licensed in (5 in her home state, 4 across three others) and went to review rather than being passed automatically. Four of the five home-state flags came in her first week of setup.

Fewer flags lately. Across all visits, 88% were confirmed compliant on first check (101 of 115). In the most recent 30 days it was 97% (38 of 39), with one visit flagged.

WHY IT MATTERS FOR MULTI-STATE CLINICIANS

Even with 28 licenses, the one state you don't hold is the one that matters, and you can't see it from a phone number or a chart address. TeleVerify checks where the patient actually is, at the moment of care, and keeps the receipt.

It also shows where an added license would pay off: for this provider, an Arizona license would have covered all five Arizona visits. And when a flag turns out to be routine, the review and the decision are on the record too.

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TeleVerify's compliance determinations are an automated aid based on the data available at session time. They verify licensure status only and do not check restrictions, scope, or disciplinary actions. They are not a substitute for professional legal or licensing advice; providers remain responsible for confirming their own authority to practice. Figures come from one provider's TeleVerify dashboard (July 9 to November 9, 2026), shared with identifying details removed. A flagged visit was routed to review; it is not a finding of a violation. One provider's experience; individual results vary.