Telehealth Triage: How To Use Telehealth During COVID-19

April 23, 2020
Welcome and Introduction to the Webinar

Mei Wa Kwong, JD
Executive Director
Center for Connected Health Policy
About the California Telehealth Policy Coalition

Please visit our website for more information or if you are interested in joining.
Educate stakeholders on telehealth basics and how it can be used for triage and treatment during and beyond COVID-19

- Share family, patient and provider perspectives on how telehealth can facilitate care delivery, particularly during the COVID-19 pandemic
- Increase attendee interest in using telehealth to meet patient, health plan member and other constituent needs
- Enhance attendee knowledge of telehealth modalities, use cases, and key considerations during COVID-19
Agenda and preliminary announcements

Introduction to telehealth, moderator
- Mei Wa Kwong, JD, Executive Director, CCHP

Family and patient perspectives
- Ginger Moyles
- Julie Bates, MS, Gerontologist, Associate State Director, AARP of California

Provider perspectives
- Sean Johnson, MHA, BSN, RN, Vice President of Applications and Analytics, Sansum Clinic
- Kate Williamson, MD, Pediatrician and Primary Care Informaticist, Children’s Hospital of Orange County; President, AAP Chapter of Orange County
- Misty D. Humphries, MD, MAS, RPVI, FACS, Associate Professor, Vascular and Endovascular Surgery, UC Davis Health

Facilitated question and answer
- Timi Leslie, Founder and President, BluePath Health

Attendees will remain muted during the webinar.

Please submit any questions you have during the webinar in the Q&A box, not the chat box.
Fact sheets will be sent out with a copy of today’s materials and are available on our website.
Many thanks to the sponsors of today’s webinar

California Health Care Foundation

AARP Real Possibilities California

National Consortium of Telehealth Resource Centers
What telehealth is, and how it can improve care

**Increase Access to Specialists**

- **Patient - Specialist**
  - **Live Video**
  - Live, two-way video between patient with remote PCP and tele-specialist

**Improve Patient-Centered Care**

- **Patient - PCP**
  - **Direct to Consumer**
  - Live, two-way video between patient and generalist or PCP

**Reduce Specialty Referrals**

- **PCP - Specialist**
  - **Distance Learning**
  - Videoconference-enabled training of PCPs by specialists

**Synchronous (Live)**

- **Store and Forward**
  - Transmission of history and images to specialist for diagnosis and treatment

**Asynchronous**

- **Remote Patient Monitoring**
  - Remote monitoring of patient with video and peripheral devices

- **E-Consult**
  - Electronic message exchange, including clinical question and related patient information
Scott Valley- Siskiyou County
Just south of the Oregon Border
Ginger Moyles – Siskiyou County
Telehealth and the Older Adult

Julie Bates MS
Gerontologist
Associate State Director
AARP, Telehealth and Our Members

Coronavirus Tele-Town Hall
TELEHEALTH

Andrew Gottinger, M.D.
Chief Clinical Officer,
Office of the National
Coordinator for Health
Information Technology

Tricia Neuman, Sc.D.
Senior Vice President,
Henry J. Kaiser Family
Foundation

Joe Kvedar, M.D.
President-Elect,
American Telemedicine
Association

Jean Setzfand
Moderator,
Senior Vice President, AARP

Jesse Salinas
Organizer,
Vice President, AARP
The Centers for Medicare & Medicaid Services (CMS) broadened access to telehealth services in response to the coronavirus public health emergency.

Medicare pays health providers to offer many telehealth services to Medicare beneficiaries for evaluating and managing your health, including mental health counseling, common office visits, and preventative health screenings.

For private insurance, most insurance providers are expanding coverage for telehealth services during the coronavirus pandemic and waiving cost-sharing like copays, deductibles and coinsurance.
Health insurance companies across the country have taken action to remove cost barriers to getting care through telehealth services.

For those with Medicare, beginning March 6, 2020, and for the duration of this public health emergency, Medicare can pay for office, hospital and other visits via telehealth for all beneficiaries. Generally, beneficiaries will pay the same out-of-pocket costs for telehealth as they would for an in-person visit.

The Department of Health and Human Services has offered flexibility for health care providers to reduce or waive cost-sharing for telehealth visits paid by Medicare.
Preparing your Patients for a Telehealth Visit

- Provide clear instructions on how to access the visit, at what time and what to do if they need to wait.

- Make sure they are tech-ready. They will need a decent smartphone, tablet or PC for a remote consultation, along with a reliable broadband or cellular connection to the internet, especially for video.

- Let them know if they need to visit the practice's patient portal. Do they need download an app? Will you email or text 10 minutes before your designated appointment time.

- Remember this is new for most of your older patients!
AARP resources for older adults

https://www.aarp.org/health/conditions-treatments/info-2020/how-telemedicine-works.html?intcmp=AE-HP-BB-LL1
Telehealth
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/13/2020</td>
<td>Communicated Cancellation of Clinics</td>
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<tr>
<td>3/15/2020</td>
<td>Built Basic Telehealth Encounter</td>
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<tr>
<td></td>
<td>Enrolled All Providers with Zoom Basic Accounts (we already have licensed HIPAA version for administrative purposes)</td>
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<tr>
<td>3/17/2020</td>
<td>Went Live with Telehealth 1.0 (Encounter in EHR and Separate Scheduling in Zoom)</td>
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<td>Licensed from Zoom Epic MyChart Integration Functionality (App Orchard)</td>
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<td>3/31/2020</td>
<td>Went Live with Full MyChart Zoom Integration</td>
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<td>Non-MyChart visits Occur with Separate Zoom Schedule</td>
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<tr>
<td>4/13/2020</td>
<td>Revamped Patient Text Reminder System to help with patient prep (links to Zoom Test, links to support sites)</td>
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<tr>
<td>4/28/2020</td>
<td>Going Live with Non-MyChart Zoom Integration (can SMS or Email Patient Zoom URL directly from Epic)</td>
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Telemedicine Volumes by Week

- 3/16/20 - 3/22/20: 683
- 3/30/20 - 4/5/20: 2943
- 4/6/20 - 4/12/20: 3459
- 4/13/20 - 4/18/20: 3413

Total:
- 3/16/20 - 3/22/20: 683
- 3/30/20 - 4/5/20: 2943
- 4/6/20 - 4/12/20: 3459
- 4/13/20 - 4/18/20: 3413
Providers – Average Visits/Week

- Mar 21: 110 Unique Providers, 6.7 Avg Visits/Provider
- Mar 28: 138 Unique Providers, 13.5 Avg Visits/Provider
- Apr 4: 175 Unique Providers, 18.2 Avg Visits/Provider
- Apr 11: 187 Unique Providers, 19.8 Avg Visits/Provider
- Apr 18: 184 Unique Providers, 19.8 Avg Visits/Provider
Providers – Average Visits/Week

MyChart Zoom  Standalone Zoom  Other (phone, etc)

Apr 4  Apr 11  Apr 18
MyChart – Active Patients/Month

January
February
March
April

102,176
Total Visits by Week (blue Telemedicine)

- **2/9-2/15**: 12,044
- **2/16-2/22**: 11,633
- **2/23-2/29**: 12,704
- **3/1-3/7**: 11,894
- **3/8-3/14**: 11,536
- **3/15-3/21**: 729
- **3/22-3/28**: 1,870
- **3/29-4/4**: 2,394
- **4/5-4/11**: 2,605
- **4/12-4/18**: 2,483

**Legend**:
- **Face to Face**
- **Telemedicine**
- **Average**
- **50% Avg**
Marketing

Online House Calls Available Now

Sansum Clinic is open and providing care to patients— and we’re offering it in a new way to slow the spread of COVID-19.

Sansum Clinic Telehealth

Stay home and have an online visit with your Sansum Clinic provider.
We are now accepting new patients for Telehealth visits when appropriate.

Community Health is Our Commitment

WE ARE OPEN
- In-clinic appointments as needed
- Urgent Care for unplanned medical conditions
- Telehealth visits for primary & specialty care

Balancing the needs of all our patients with promoting the best course for public health, we are trying to reserve in-clinic appointments for patients who need to be seen in person. Many appointments are being conducted via Telehealth, allowing you to see a Sansum doctor from the safety of your home.

Please call (805) 681-7500, or visit telehealth.sansumclinic.org, and we can help you determine if a Telehealth visit is medically appropriate for you.

Urgent Care at 215 Pescetas Lane is open daily from 9:00 am to 4:00 pm for unplanned medical conditions.

Text #COVID to (805) 681-7500 for immediate information about COVID-19 symptoms, Telehealth appointments, and more.

200 Doctors. 30 Specialties. 23 Locations.
Working together to get our community through this challenging time.
Questions?
Kate Williamson, MD

President, AAP-OC Chapter & Governing Board of AAP-CA
Primary Care Informaticist, CHOC Children’s
Pediatrician
A successful virtual physical exam

Providing a virtual physical exam is a new skill for most physicians and advanced practice professionals. These tips are designed to help you make the virtual physical evaluation more effective and efficient.

**Tips for success**

1. Ensure the patient is comfortable and privacy is respected, particularly if clothing will need to be removed during the exam:
   - Ask non-essential staff/family members to leave the respective rooms, when appropriate.

2. Assure the best possible video experience:
   - Ask for window blinds to be closed before beginning the visit.
   - Check lighting for optimal visualization of the patient.

3. Explain that the video visit is not recorded, meets HIPAA requirements, and cannot be posted or forwarded.

4. Talk the patient/parent throughout the exam:
   - Be engaging and encourage cooperation from the patient and parent throughout the exam.
   - Acknowledge that, at first, the exam will "feel" different than an in-person exam.
   - Be comfortable asking the patient and/or parent to adjust lights, move closer or farther from the camera, remove objects obstructing your view, speak more loudly, etc.
   - Direct them to remove clothing as necessary, and remember to tell them when it is OK to put their clothing back on.

5. Ask the patient and their parent to help you perform exam maneuvers, when appropriate, to encourage their participation:
   - Tell them how to palpate to localize pain.
   - Explain how to perform range of motion maneuvers.
   - Describe the landmarks you use in clinic to find the right location for an exam component, such as ribs or pelvic bone.

6. Watch carefully and ask them to repeat anything that appears questionable.

7. Verbalize what you think you are seeing, allowing the patient and their parent to clarify as needed.

8. Refer to in-person care if the video exam is not adequate to provide high-quality medical decision-making.
Telemedicine for Specialty Services and Triage of Urgent Issues

Misty D. Humphries, MD, MAS, RPVI, FACS
Why Expand Telemedicine

- Minimize Patient Risk of Exposure But Still Take Care of Them
  - Postoperative Patients
  - Surveillance Patients
  - Chronic Patients with New Complaints
  - New Patients Triage
- Keep You and Your Staff Working
- Maintain A Revenue Stream
- Bring Quality Care to Everywhere
Access to Specialty Care
Who to See When

- **Triage**
  - Patients with nonurgent needs, but with high concerns (fear of life-threatening complications)
    - **Schedule Procedure after Phase 3 reopening**
  - Patients with urgent needs, and physician concerns
    - **Schedule Procedure NOW, COVID testing prior**
  - Patients with intermediate needs, but can likely wait until Phase 2 reopening
    - Call and schedule in 4-6 weeks
Pick Your Platforms: Integrate EMR and Billing

- Doxy.me, Google G Suite Hangouts Meet, GoToMeeting, InTouch Health,
- Mend, Mundaii
- Skype for Business, swyMed, Teladoc, Updox, Vsee, Zoom for Healthcare
- iPhone, Android

- Coordinate with Billing/Back Office
Specialty Needs to do Telemedicine Long Term

- Improved image sharing between facilities
  - All radiographic images able to be shared through cloud-based software

- Increased provider willingness to do telemedicine in rural primary care setting
  - Either by the Provider
  - Or as a hub for patients to come for good Internet Access

- Improved Electronic Medical Record sharing
  - Ability to speak to each other seamlessly

- Better broadband access in rural areas
Facilitated question and answer

Timi Leslie
Founder and President
BluePath Health

Please submit your questions in the Q&A box.
Thank you again to today’s sponsors

Please visit our website for more information: https://www.cchpca.org/about/projects/california-telehealth-policy-coalition.