

July 20th “Clinical Best Practices for Telemedicine” Webinar Questions

1. Capturing feedback, including complaints. How are you currently doing that?

Currently we have a two prong system – one passive and one more active.

The passive system exists for all patient complaints and is called the Patient Safety Network. Anyone who works at our organization can make this anonymous report of an adverse event or “near miss.” The active part of our feedback is with patient and provider surveys. For patient surveys, we use Press Ganey, a national patient survey company.

2. Have you been able to get interpreter assistance during telemed visits for clients that don’t speak English? Yes,

interpreter services were built into our platform for video visits, which was outlined in our contract with them.

However, most video platforms also have a call in/call out option where an interpreter from your existing system could call in. That being said, we have found video interpreters to be extremely helpful with capturing the nuance of a visit. You will want to have your most frequently spoken languages available, which for us include Somali, Cantonese, Mandarin, Vietnamese, Cambodian, Korean, Amharic, Spanish, and Oromo.

3. What is the most important issue on QI on telehealth?

Providers need to know what’s appropriate and what’s not appropriate for telehealth visits.