

MWAETC Implementing Telemedicine Webinar Series

Session #5: Telehealth Clinical Best Practices

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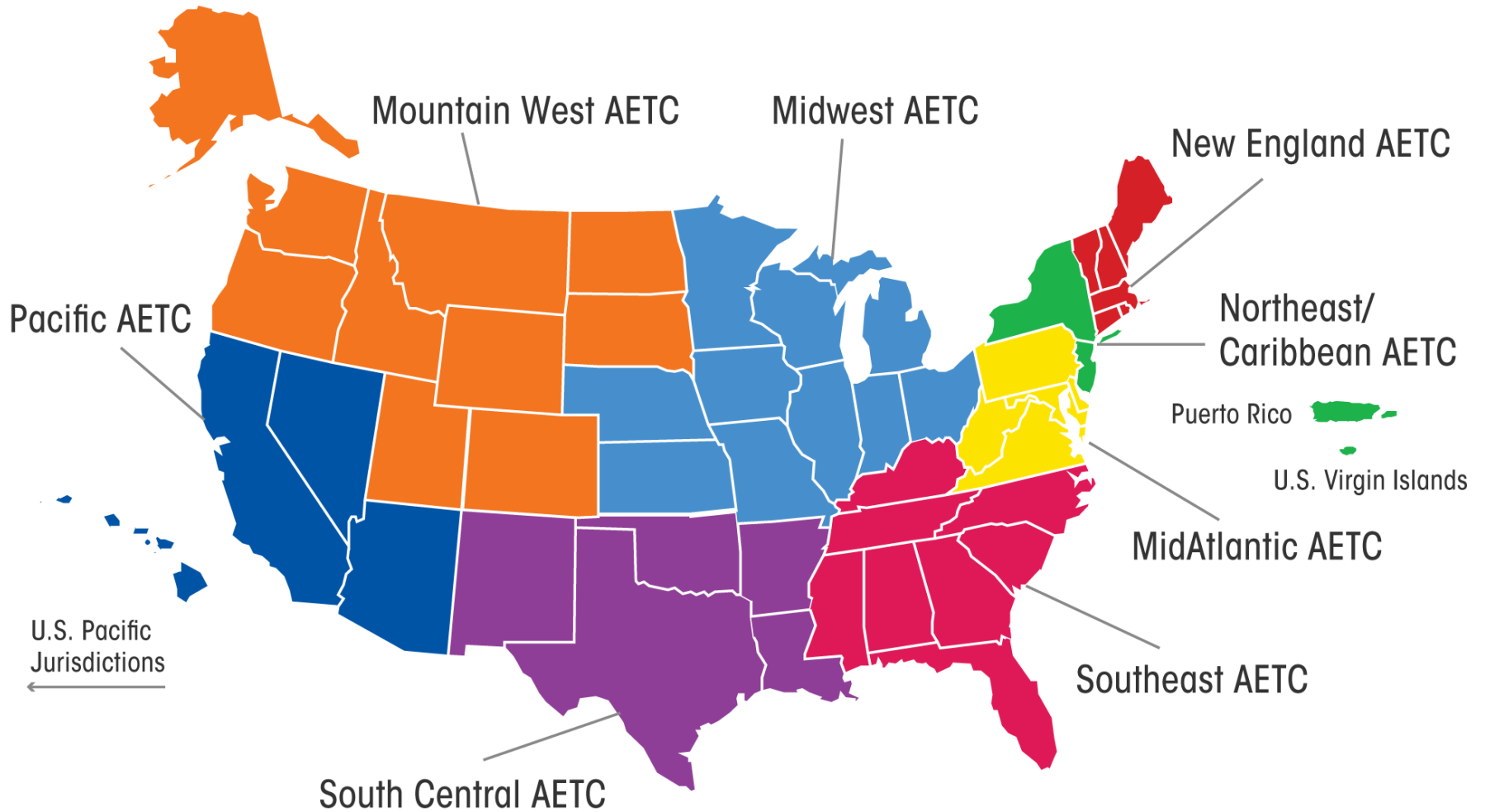
Acknowledgement

- This telemedicine webinar series is being supported with federal resources from the Coronavirus Aid, Relief and Economic Security Act, otherwise known as the CARES-ACT and the HRSA Ryan White Program.

Logistics

- This webinar is being recorded.
- All participant microphones are muted.
- Type in questions or comments through the chat box to **Everyone** or to **Laurie Sylla**. Laurie Sylla, our director, will be compiling the questions and sharing them with our presenter during the Q&A portion of the program. Please do not submit your questions directly to the presenter. He will be not be monitoring the chat box.
- After today's session you will receive an email with a link to an evaluation for today's session- we would appreciate you filling this out, and another link to a portal where you will be able to submit questions for an FAQ that we will post on our website, or request an individualized technical assistance session with our presenter and his team members.

AETC Regional Training Centers



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SESSION #5: TELEHEALTH CLINICAL BEST PRACTICES

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Disclosures

In the last year, I have served as a consultant to Gilead Sciences and Premera.

Format for webinar and office hours

- Theme of the week
 - Quality Improvement, Health Equity, and IT Infrastructure and Support (Jul 20)
- 15-20 min didactic
- Q&A for remaining time: Please type in questions into Q&A now!
- Posting of recording and Q&A to AETC website
- Request 15 min block on Tue or Wed for technical assistance

Objectives

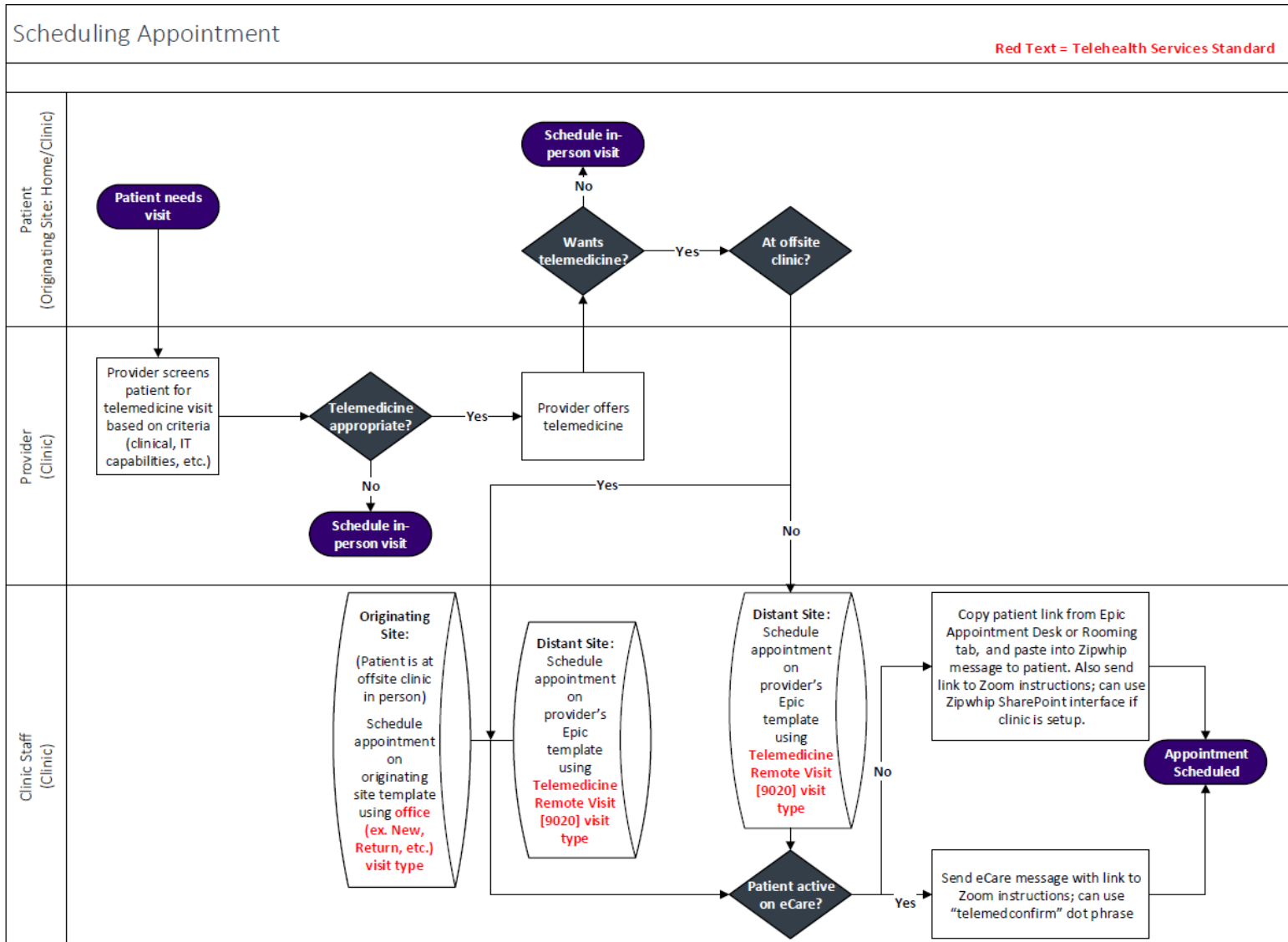
- To list the best practices for platform workflows, scheduling, and support

Create a Playbook

- Consistent experience for staff and patients
- Create efficiencies
- Create safe and excellent patient experiences
- Build in contingencies for emergencies



Example



Scheduling

Determine approach to scheduling & communicating access-link

- Designated telemedicine blocks can be helpful
 - Ex: 4 hours telemedicine visits, 4 hours in person.
- Having a designated telemedicine visit type can help schedulers, help with clarify in reminder information (i.e. don't send directions to the clinic) and with back-end billing/coding support
- Identify how providers and patients will get the information needed to access the telemedicine visit
 - Who generates this link & gets it to the provider/patient & how?
- Standard procedure for transition to in-person care if needed

Preparing Patients for Visit

- Develop materials and videos walking patients through the visit, including what to do if they are disconnected
- Encourage patients to test their equipment on your platform 24 hours before their first visit
 - Highlight device and internet speeds needed
- Have a plan for low-bandwidth areas
 - Identify low cost internet/phone programs in your area
- Offer a support line if patient run into issues.
- Offer all resources in different languages

Example: Preparing Patients for Visit

What is a telehealth appointment?

A telehealth visit is similar to an in-person wellness appointment with your own doctor. During the visit you'll talk about your current health concerns and learn what to do.

- Your visit can take place from a location that is the most convenient for you.
- Your provider will use a video-based platform to talk with you by computer, tablet or smartphone.
- Our telemedicine platform is secure and HIPAA compliant.
- Your photo and voice will not be recorded or stored.
- Your privacy and rights will be respected and ensured.

Preparing for your telehealth video-based appointment

After scheduling your appointment by phone or [eCare](#), you will be sent a link with information about your appointment. When it is time for your appointment to begin, you'll click on this link to be connected with a provider.

Please review the [instructions about how to join your doctor in a video-based visit](#).

If you need help setting up your phone or computer, please call **206.520.5100** for assistance.

Instructions in other languages:

- [Arabic \(العربية\)](#)
- [Chinese \(中文\)](#)
- [Japanese \(日本人\)](#)
- [Korean \(한국어\)](#)
- [Russian \(Русский\)](#)
- [Spanish \(Español\)](#)
- [Vietnamese \(Tiếng Việt\)](#)
- [Somali \(Somali\)](#)
- [Tigrinya \(ትግርኛ\)](#)

How to get ready for your appointment:

Example of Video (from HHS)

- https://www.youtube.com/watch?v=XEcdpvhl_n0&feature=youtu.be

Technical Assistance?

- If patients are not able to connect, do they know who to call for assistance?
- Could be clinic or scheduling call center
- Make sure that you have a working phone number for patient when making appointment!
- Texting instructions ahead of time is super helpful!



Examples of Text Reminders Sent by Clinic

- ****Appointment Reminder****
- Hello Mr. Jones. This is Harborview Medical Center Liver Clinic. Your telehealth appointment with Dr. Scott is on Friday, 7/17/20 at 11 AM.
- Telehealth visit instructions:
 - Download the Zoom app to your smartphone, tablet or computer today
 - 10 minutes prior to your clinic time, click [insert specific Zoom link here]
 - Select “Join Meeting” and wait for the visit to start
 - Be sure to select “Call using Internet Audio” and “Join with Video”

Clarify Telemedicine Platform Workflows

- Familiarize yourself with the platform account customization/setup required, and workflows
- **Standardize workflows across organization**
 - Process for patients and support staff is easier if consistent across all providers/sites
 - Easier to train, do process improvement, etc. if workflows are consistent
- Clarify how interpreter services will join if needed (vendor service or in house?)
- How does the platform interact with the EMR & how will providers access the EMR during the visit?
 - How will providers order X-rays, labs or other ancillary service? visit?

Training and Support

- **Standardization is your friend** – telehealth is variable, make it easy to support!
- Train the trainer model – make sure at least one person well trained on workflows and basic troubleshooting
- Train clinic support staff
- Create job aids and FAQs specifically for providers
- Clear communication– billing, IT etc.
- Create plan when changes are made
- Have plan for where to direct questions troubleshooting guide for common issues
- On-site champions (staff & provider) to support troubleshooting, training, etc.
- Dry-runs before going live!

Preparing Providers for Visit

- Provide clear guidelines about where visits may be conducted and considerations for these sites (i.e. considerations for working off site, including device & connectivity requirements)
- In addition to at the elbow training, have providers practice in advance
- Ensure providers are comfortable with features of platform such as waiting room, screen sharing, etc.
- Include troubleshooting of common issues in training
- Prepare for variations in tech literacy and technology – Mac vs. PC, tablet, phone etc.
- Test lighting/audio/video before visit.

Best Practices During the Visit

- Consider camera placement and professional appearance to the patient
- Have badge visible on camera
- Obtain verbal consent and recognize limitations of telehealth
- Confirm patient has privacy or is comfortable continuing the visit with those present
- Do not use virtual backgrounds
- Be mindful of the microphone - minimize background noise
- Have patient data up for reference
- Obtain backup phone number in case of emergency
- Practice shared-decision making and give clear guidelines & recommendations; document these in materials available to the patient

Unique Challenges and Troubleshooting

- Suspected domestic violence
- Witnessed child or elder abuse
- Suicidal patient or patient emergency (backup number, confirm location before visit starts)
- Audio issues
- Plan for follow-up testing or need for in-person visit



Growing Your Telehealth Program

As your program develops:

- Develop clear guidelines for your practice on when and where telemedicine is appropriate
- Have a method for capturing patient complaints and feedback
- Integrate telehealth into your QI program

Questions?

Reminder

- Evaluation
- Submit Additional Questions
- Request Individualized Technical Assistance

Session #6: Telemedicine Potpourri: QI, Health Equity, IT and More

Monday, July 27, 2020

9:30 AM (AKDT), 10:30 (PDT), 11:30 (MDT), 12:30 (CDT)

REGISTER HERE

https://mwaetc.org/event/?ER_ID=39114

Acknowledgement

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THANK YOU!