Welcome to the Telehealth ECHO Workflow Best Practices/Integration

The session will start in less than 15 minutes
Funding

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For educational and quality improvement purposes, we will be recording this video-session.

By participating in this clinic you are consenting to be recorded – we appreciate and value your participation.

If you have questions or concerns, please use the chat or email shanna.peters@kansasaap.org.
Housekeeping

- This session will be recorded for educational and quality improvement purposes.
- Please do not provide any protected health information (PHI) during any ECHO session.
- IT Trouble? Chat with Amy Trollinger or email amy.trollinger@kansasaap.org

Please turn on your video!
Please enter your name and organization in the chat box.

Introduce Yourself

Please mute your microphone when not speaking.

Microphones

5 min: Introduction
25 min: Lecture
5 min: QI Review
20 min: Case/Discussion
5 min: Close

Agenda
Today’s ECHO Faculty

• Kristen Stuppy, MD, FAAP
• Kathy Farrell, MD, FAAP
• Stephanie Kuhlmann, DO, FAAP
Workflow: 
Best Practices / Integration

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Disclosure

• I have no relevant financial relationships with the manufacturers(s) of any commercial products(s) and/or provider of commercial services discussed in this CME activity.

• I do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.
Telemedicine

- Synchronous audio-visual means not solely email, phone call, or shared images.
Consider office workflow and base telehealth workflow on that.

Think of each staff’s role from scheduling through completion.

* Presumes request during office hours. Consider after hour options.
Get Staff Involved

• Survey staff for ideas
• Training
• Communication
• Revisit after a period of time and then regularly
Scheduling Considerations

Workflow can be very different
- Front office?
- Nursing?
- Can one person take over for another?

On call / after hours?

Telemedicine time block
- Patient scheduling online
- No in office patients scheduled
- Consider need and adjust as needed

Schedule telemed visit and well visit at same time
Preparing for telehealth visits

• When you’ll be available for telehealth appointments
• How patients can schedule appointments
• How will audio visual systems be tested prior to the visit
• Are any pre-visit questionnaires needed? How will they be completed and reviewed?
• Who will greet the patient first when they join the visit
  • Front office staff collect insurance and payment information
  • Nurse or medical assistant to ask some initial questions before you join
• How you will support patients with disabilities (hearing or visual impairment) or limited English proficiency
• How you will encourage patient privacy but allow caregiver input
• Notify what to do in case of equipment failure or video disruption
Conducting telehealth visits

• Identify yourself to new patients
• Confirm the patient’s identity
• Create a patient safety and emergency plan in case of a crisis
• Ask if the patient has the privacy they need
• Keep the visit as much like an in-person visit as possible
• Document in medical record, include that it was done through a telemedicine platform
Types of visits

Individualize for your practice

- Urgent care / acute care
  - URI, cough, COVID questions
  - Rashes, acne
  - Minor injuries
  - Parenting challenges (sleep, behavior, etc)

- Follow up of chronic conditions
  - ADHD
  - Anxiety
  - Asthma
  - Breastfeeding problems
  - Constipation
  - Depression
  - Sleep problems
  - Weight management

- Medication management
- Test results
- Pre-visit for curbside or in office exams to limit time in the building

http://ow.ly/w1xV50DglQ4
Workflow aides

Available in EHR or Telehealth Platforms

- EHR and telemed platform integration or workarounds
- Telehealth visit templates
  - Telehealth physical exam
- Availability for document sharing and surveys
  - Practice management
    - Advance Beneficiary Notice (ABN)
    - Insurance card
    - Credit card for co-pay
    - Consent forms
- Supporting medical management
  - Images
  - Depression/anxiety screens
  - Medication side effect sheet
  - Vanderbilt
  - Feeding surveys
  - Strengths and difficulties questionnaires
  - Social determinants of health
- Visit reminders and link to join visit
Patient Education

• Marketing:
  • Availability and how to schedule
  • How payment for co-pay will be handled
  • Insurance coverage
  • How to connect
  • Most visits require the patient to be present, just like in the office

• Pre visit:
  • Validate insurance
  • A/V pre-test
  • Pre-visit questionnaires

• After visit:
  • Consider sending resources through portal
  • Schedule follow up
Resources

- https://telehealth.hhs.gov/providers
- https://www.matrc.org/matrc-telehealth-resources-for-covid-19/
Coming soon…

Feb. 23 – Quality Care
March 23 – Platforms for Telemedicine (and Technical Issues)
March 30 – Billing, Coding, Reimbursement & Documentation
April 6 – Confidentiality, Privacy & Etiquette
April 20 – Practice Management Side (Forms)
Questions?
Case Presentation
Dr. Natalie Sollo, Wichita, KS

Reason for Case:

- How to increase patient and parent engagement:
  - Patients away from home
  - The parent forgot
  - Child is asleep or playing outside.

- How do we get them to treat this like a real visit?