Welcome to the Telehealth ECHO

Platforms for Telemedicine
(and Technical Issues)

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
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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.**	**Please mute your microphone when not speaking.**	5 min: Introduction 25 min: Lecture 5 min: QI Review **20 min: Case/Discussion** 5 min: Close
Introduce Yourself	**Microphones**	**Agenda**

Today's ECHO Faculty

- Stephanie Kuhlmann, DO, FAAP
- Kristen Stuppy, MD, FAAP
- Kathy Farrell, MD, FAAP

Platforms for Telemedicine
(and Technical Issues)

Stephanie Kuhlmann, DO, FAAP

KAAP Telehealth ECHO

Disclosures

- 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.

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Objectives

- Understand COVID-19 impacts on the use of telehealth
- Review considerations when selecting a telehealth platform

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COVID-19 Impacts

- OCR at HHS: Notification of Enforcement for Telehealth Remote Communications during the COVID-19 Nationwide Public Health Emergency
  - https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html
- Covered health care providers may use in good faith popular non-public facing applications that allow for video chats
- Must notify patients and families of privacy risks and enable all encryption and privacy modes when using

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Vendors that will Enter into HIPAA BAA

- Skype for Business/ Microsoft Teams
- Updox
- Vsee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet
- Cisco Webex Meetings/ Webex Teams
- Amazon Chime
- GoToMeeting
- Spruce Health Care Messenger

This list does not constitute an endorsement, certification, or recommendation of specific technology, software, applications, or products.
Notification of Enforcement Discretion for Telehealth | HHS.gov

Getting started

- Define the needs and desired goals
  - Asynchronous vs synchronous
  - Remote monitoring
- Identify any technology that you have access to already
- Determine required elements needed for patient evaluation
- Plan for successful growth and expansion

Needs

- HIPAA Compliant platform with audio/visual components
  - Must notify patient and family if using a non-HIPAA compliant platform
- Maintains sufficient connectivity
- Adequate bandwidth to support platform
- Prompt speeds for upload and download capabilities

Equipment

- Full videoconferencing units
- Software based programs for mobile platforms
  - Physician needs: webcam and microphone
  - Patient needs: Computer with webcam and microphone or smartphone
- Peripheral medical devices
  - General examination camera
  - Stethoscope
  - Otoscope
  - Pulse oximeter

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Costs to Consider

- What is your budget?
- Upfront
  - Warranty hardware at originating and distance sites
  - Software
  - Licensing fees
- Services
  - Information technology support
  - Administrative
  - Training
  - Mobile app
- Upgrades and Updates

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Choosing

- Research potential vendors
- Build a Request for Proposal (RFP)
- Ask for references from similar practices
- Seek input on vendors strengths and weaknesses
- Compare platforms relative to competitors
- Worthy of a long-term partnership

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https://www.ama-assn.org/practice-management/digital/digital-health-implementation-playbook-step-4-evaluating-vendor

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Other Considerations

- Security measures
- EHR integration
- Billing integration
- ePrescribe
- Flexibility
- Ease of use
- Customer service
- Data

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Examples of Telehealth Vendors

Audio/visual platforms

- Doxy.me
- OhMD
- Mend
- Updox
- SimplePractice
- Zoom for Healthcare

Staffing extensions (multispecialty platforms)

- AccessPhysicians
- AmWell
- Drs on Demand
- Lemonaid
- MDLive
- PlushCare
- Teladoc

Examples of Telehealth Vendors

Remote Patient Monitoring (RPM) platforms

- InTouch
- mTelehealth
- Vivify Health

Telehealth Equipment/Software Packages

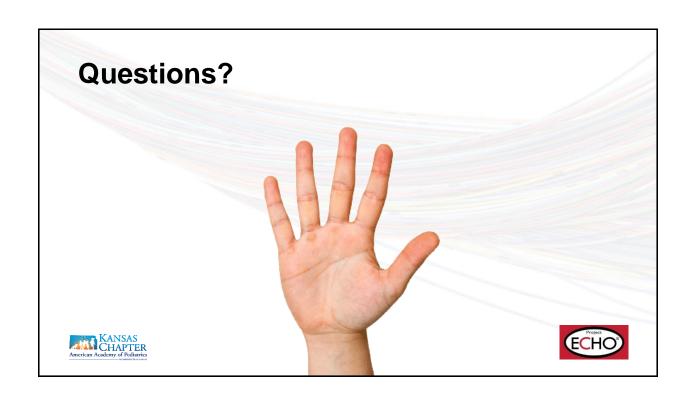- CureCompanion
- GlobalMed
- IronBow
- Let's talk interactive

References and Resources

- Getting started with telehealth | Telehealth.HHS.gov
- Digital Health Implementation Playbook Step 4: Evaluating the Vendor | American Medical Association (ama-assn.org)
- playbook-resources-step-4-selecting-vendor.pdf (ama-assn.org)
- Video Platforms: Resources – TTAC (telehealthtechnology.org)
- Telehealth-and-COVID-19-04.2020-UPDATE.pdf (telehealthresourcecenter.org)
- MATRC Telehealth Resources for COVID-19 Toolkit – MATRC
- https://www.aap.org/en-us/professional-resources/practice-transformation/telehealth/Pages/Getting-Started-in-Telehealth.aspx
- https://telemedicine.arizona.edu/servicedirectory

Questions?

Case Presentation

Kristen Stuppy, MD, FAAP

We initially started with a free telehealth platform because it was free and didn't require a lot of training. Using a free version helped to identify what we really wanted and needed. The free version did not have any of the bells and whistles that many platforms offered, but we didn't know what features we would appreciate until we tried it for a while.

- Work arounds
- Things we didn't need
- Problems to solve
- Things we really wanted to improve

Coming soon…

March 30 – Billing, Coding, Reimbursement & Documentation

April 6 – Confidentiality, Privacy & Etiquette

April 20 – Practice Management Side (Forms)