**Telehealth ECHO: Practice Management Tips and Forms**

**4/20/21 at Noon**

**Speaker – Dr. Stephanie Kuhlmann**

Practice Management Tips:

-Ensure all staff are trained and aware of how to arrange appt/troubleshoot IT

-Clarify roles and expectations with staff

-Find Champions and Enthusiastic ’Super Users” within staff

-Provide open communication and feedback

-Ensure goals align with stakeholders

Utilize QI metrics

-Track outcomes

-DNKA rates

-delay time/waiting time prior to visit

-transportation time saved

-encounter duration (shorter/longer)

Examples of Workflow

-swimlanes

-Recruitment letter

[Https://www.aap.org.en-us/professionalresources/practice-transformation/telehealth/Pages/Documents.aspx?](https://www.aap.org.en-us/professionalresources/practice-transformation/telehealth/Pages/Documents.aspx)

-seek Malpractice Carrier legal approval

-AAP forms ok to use and modify for individual practice use

-example of Agreement “TH Consent” form form AAP

Questions regarding Transition

-originating site was expanded during pandemic to include Home/School

-how and where providers will be able to use technology to be determined

Need more answers regarding credentialing, licensing, HIPAA privacy, broadband connectivity, reimbursement, health plan use

The increased use of TH current crisis both a challenge and opportunity to assess its impact on access to care, quality of care and financial impact of health system

Where do we go?

Coverage parity, providing fair payment for service, increasing digital literacy, addressing geographical and broadband access barriers

List of Additional Resources

* [TELEHEALTH (healthit.gov)](https://www.healthit.gov/sites/default/files/telehealthguide_final_0.pdf)
* [MATRC Telehealth Resources for COVID-19 Toolkit – MATRC](https://www.matrc.org/matrc-telehealth-resources-for-covid-19/)
* <https://youtu.be/J_Fr-eMtv20>
* [Heartland Telehealth Resource Center | Telehealth Solutions (heartlandtrc.org)](http://heartlandtrc.org/)
* [Telehealth\_2\_rev.pdf (aap.org)](https://downloads.aap.org/DOPA/Telehealth_2_rev.pdf)
* [Sample-Telehealth-Policies-and-Procedures.pdf (matrc.org)](https://www.matrc.org/wp-content/uploads/2020/04/Sample-Telehealth-Policies-and-Procedures.pdf?2c4bc8&2c4bc8&e3e490&e3e490)
* [AMA® Telehealth Implementation Playbook | AMA (ama-assn.org)](https://www.ama-assn.org/system/files/2020-04/ama-telehealth-playbook.pdf)
* [Trends in the Use of Telehealth During the Emergence of the COVID-19 Pandemic — United States, January–March 2020 | MMWR (cdc.gov)](https://www.cdc.gov/mmwr/volumes/69/wr/mm6943a3.htm?s_cid=mm6943a3_e&ACSTrackingID=USCDC_921-DM41453&ACSTrackingLabel=This%20Week%20in%20MMWR%20-%20Vol.%2069%2c%20October%2030%2c%202020&deliveryName=USCDC_921-DM41453)

Case presentation

Ways to utilize portal, EHR to complete ASQ, Depression, Vanderbilt, Teen prior to visit very important.  Look at work around with portal if have secure upload and storage capabilities to SCAN copy and fill out and upload prior to visit