



Transitioning to Virtual Care

GETTING STARTED

MARCH 23, 2020

Home Office Set Up



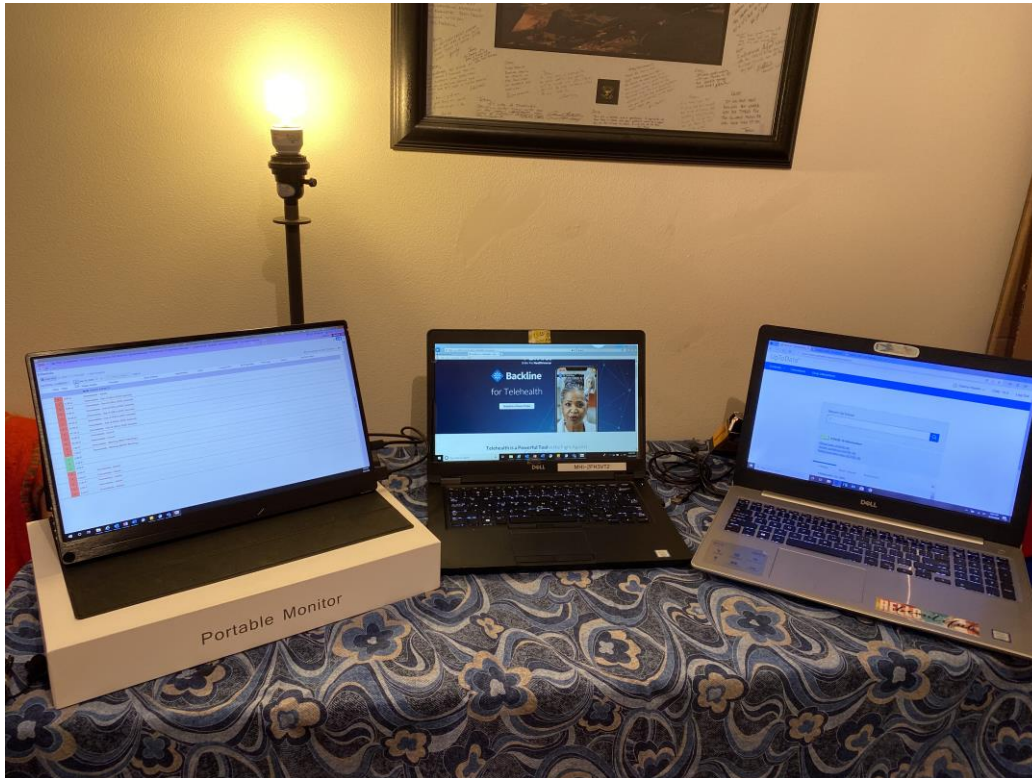
Optimize the quality of the encounter

- Ensure adequate privacy and HIPAA compliant
 - Prevent unauthorized entry during a video encounter
- Minimize visual and auditory distractions
 - Backdrop—don't show anything you don't want to be seen behind you; consider a backdrop that creates a professional atmosphere
 - Background noise—free of TV, pets, children, etc.
- Both provider and patient should be visible and easily heard
- Cameras should be placed on a secure, stable platform
- Cameras should be placed at the same level as the eyes and the face clearly visible to other person

Be Comfortable

- Seating and lighting should be designed for comfort and professional interaction
- **Dress professionally**

Monitor Setup



Left side of the picture: EMR (EPIC)

Middle of picture: Telehealth Platform (Backline)

Right of picture: Resources (UpToDate)

Lamp without shade helps the patient see you better on the video call

Establishing a Provider-Patient Relationship

- If provider agrees to diagnose & treat the patient & patient agrees to be so treated then relationship can be established by:
 - Verifying of the patient's location
 - Disclosing of the provider's identity & credentials
 - Obtaining consent & acknowledgement
- Relationship must comply with federal & state regulatory guidelines
- In the event the patient does not have a PCP, the provider should recommend continuity of care options for the patient.

Considerations for an Informed Visit

Obtain informed consent or acknowledgement

- Obtain verbal consent and document
- Describe the mode of service delivery and what it entails
- Share HIPAA policy on privacy and security
- Contingencies for technical failure
- Consent to forward PHI to 3rd parties
- Communication with patient (visit summary, satisfaction survey)
- Procedures for coordination /continuity care
- Procedures for contact between visits
- Conditions under which telemedicine visit may be terminated & referral made to in person care

Obtaining Consent

Do I need to use a special consent form prior to a Telehealth visit?

No. However, just as patients consent to be seen and treated in the traditional health care delivery settings, patients should consent prior to being seen via Telehealth.

It is not always necessary to have a *special* signed document just for a Telehealth visit. However, it is best practice for informed consent for Telehealth to include: (i) reasonable understanding by all parties of the enabling technologies utilized, their capabilities and limitations, and a mutual agreement that they are appropriate for the circumstances; and (ii) the credentials of the practitioner.

You may consider adding Telehealth language in your general consent to care document.

Example: “You have chosen to receive care through the use of Telehealth. Telehealth enables health care providers at different locations to provide safe, effective and convenient care through the use of technology. As with any health care service, there are risks associated with the use of Telehealth, including equipment failure, poor image resolution and information security issues”.

Do you understand the risks and benefits of Telehealth as I have explained them to you? {Yes/No/Unknown}

Have your questions regarding Telehealth been answered? {Yes/No/Unknown}

Do you consent to the use of Telehealth in your medical care today? {Yes/No/Unknown}

I, Dr @ME@ have reviewed and discussed the information above with the patient, {Yes/No}”

*Washington Telehealth Collaborative
content/uploads/Frequently-Asked-Questions-about-Telehealth-for-Providers-Dec-2018.pdf

<http://www.wsha.org/wp->



Facilitating The Virtual Visit

Setting Expectations

- Introduce yourself and provide your credentials
- If there is another person in the room with you disclose that to the patient
- Ask if patient is able to see and hear you ok
 - Help troubleshoot any audio/visual issues
- Do you need an interpreter or signer?
- Instruct the patient to be in a safe and private place
- Ask if there is anyone in the room with the patient and do they consent
- Are there cultural considerations?
- Notify the patient that you may be looking away intermittently to look at your monitor
- Inform the patient to have any of their home thermometers or blood pressure cuffs handy and a scale if needed
- Ask if the patient or representative can participate in a provider-directed self-examination

Gathering important information

- Confirm patient identifiers
- Obtain patient's current location/address
- Reconfirm callback phone number

A Mock Virtual Visit Acute Care

Starting the Visit

- Setting expectations
- Gathering important information
- Chief complaint: pruritic rash x 5 days
- History of Present Illness
- Past Medical history
- Current Medications
- Allergies
- Pertinent Social History
- Focused ROS



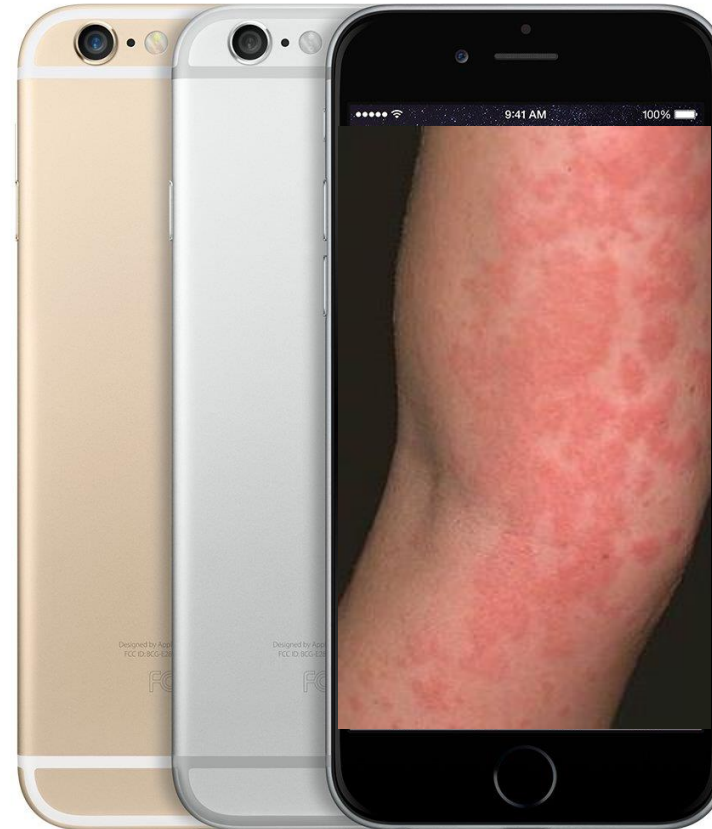
A Mock Virtual Visit Acute Care

Facilitating a provider directed self exam

- Ensure adequate lighting
- Consider using patient's personal devices
 - Thermometers
 - Blood pressure cuffs

Document

- General appearance
- Pulmonary status
 - Speaking in full sentences
 - Wheezing noted



A Mock Virtual Visit Acute Care

Patient disposition

- Treatment: prednisone
 - Confirm the dispensing pharmacy
- After visit summary via EMR
 - Assist with enrolling in EMR if indicated
- If this was a medical emergency, call 911, and notify dispatch that you are conducting a telehealth visit. Stay online with the patient until paramedics arrive.



Virtual Visit Chronic Care—Established Patient

Use peripheral devices if available

- Blood pressure monitors
- Glucometer
- Scale

Medication Refill

- Consider 90-day refill during social distancing

Labs

- Consider outside labs if it is an option

Referrals

- Submit urgent referrals at this time
- Routine referrals can be done at follow-up visit



Virtual Visit Chronic Care—NEW Patient

Use peripheral devices if available

- Blood pressure checks
- Glucometer for random blood glucose level
- Scale

Medication Refill

- Consider 30-day refill during social distancing
- Check Care Everywhere for recent labs and vitals

Labs

- Consider outside labs if it is an option

Referrals

- Submit urgent referrals at this time
- Routine referrals can be done at follow-up visit



Virtual Visit Wellness Visit

Providers will be able to offer the following preventive health services delivered via discussion over a live video.

Cancer screening discussions and recommendations

- Discussions around colorectal, breast, lung, cervical, prostate, skin

Behavioral Health screenings

- PHQ-9
- GAD-7

Immunization reviews and recommendations

Nutritional counseling

Exercise and lifestyle counseling

Smoking cessation

Alcohol misuse screenings

Intimate partner violence screenings

