

Direct-to-Patient Virtual Follow Up Care



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Virtual Care Value Proposition

- Patient convenience
- Improved satisfaction
- Reduced travel, time & expense
- Continuity of care



Implementing a Direct-to-Patient Program

- Identify program objectives
- Verify staff / patient interest and capacity
- Identify scope of service
- Confirm payor reimbursement
- Review technology requirements
- Develop complimentary workflow
- Plan for implementation and support
(Provider & Patient)
- Establish key performance indicators



Technology Needed for Virtual Care

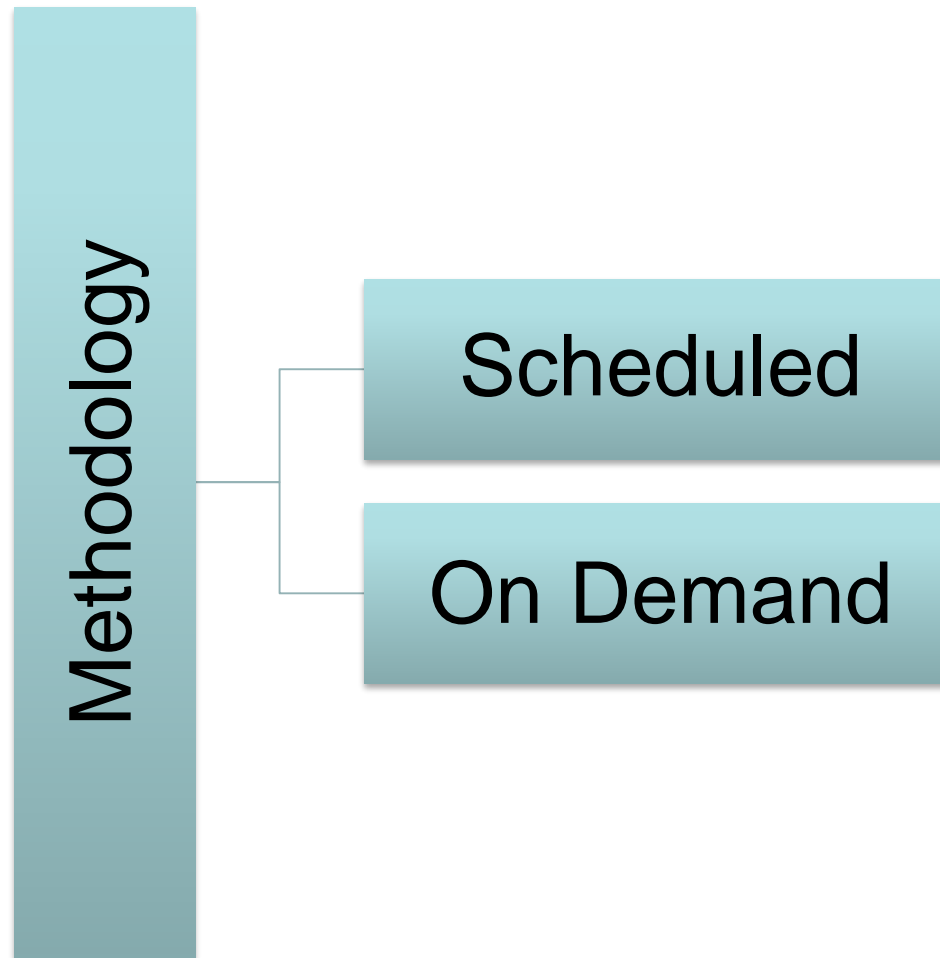
- Internet access:
 - ✓ Broadband: wired or wireless, 3G or 4G LTE
- Device capable of using interactive technology:
 - ✓ Camera
 - ✓ Microphone
 - ✓ Display
 - ✓ Speaker / Headphones (Provider)
- Secure video conference software



HIPAA Considerations

- Establish BAA with Vendor
- Software management
- Protocols for telehealth application
 - Consent
 - Scheduling
 - Distribution of consult links
 - Measures to ensure patient privacy
 - Locking conference
 - Waiting room

Direct-to-Patient Delivery Models



Direct-to-Patient Programs

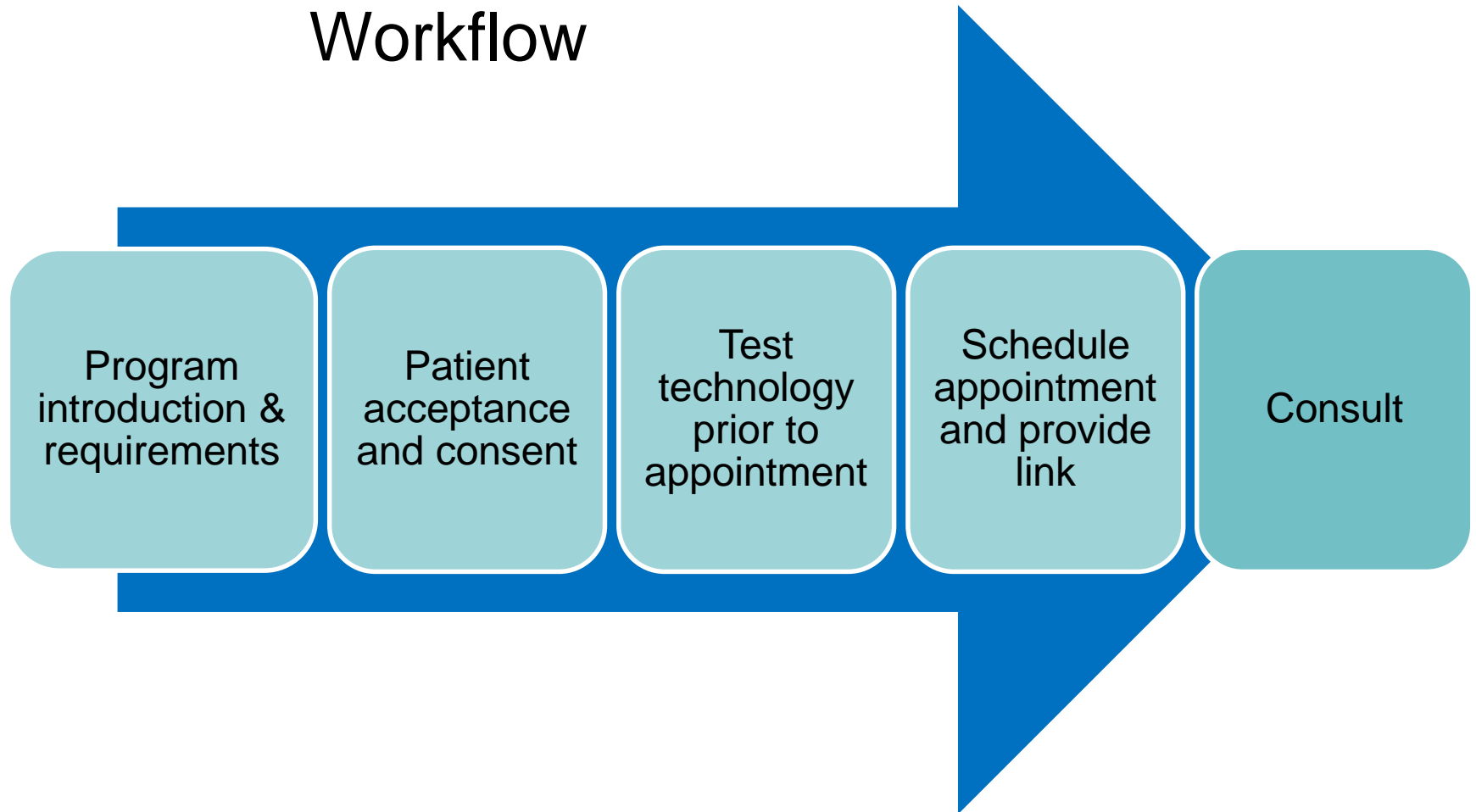
Scheduled

- Primary Care
- Pediatric Neurology
- Oncology Support
- Rehab

On Demand

- Peds Endocrinology
- Peds Single Ventricle
- Peds Nurse Triage

Workflow



Considerations

How will patient access link?

- ✓ Patient portal
- ✓ Secure email
- ✓ Phone instructions

How will provider access link?

- ✓ EMR
- ✓ Desktop icon
- ✓ Landing page

Who will schedule appointments?



Placing Link in EPIC / MyChart

- 1) Scheduler will place link in EPIC Notes.
 - 2) Open Provider Schedule in EPIC
 - 3) Appointment note will say “TELEHEALTH”
 - 4) From appointment note, copy the link associated with the visit and paste into your browser.
- 1) From In Basket click the **Patient Msg** button. The system will launch the Patient look up page.
 - 2) Lookup your patient and select the patient from the results and click **Accept**.
 - 3) Enter your subject and message in the fields provided.
 - 4) Provide consult directions and copy/paste video link into message box:
<https://nwth.videolink>
 - 5) Once you’ve completed the message click **Accept and Send**

Patient Certification

Patient technology is verified prior to consult

- Internet connection
- Hardware: device with appropriate camera, microphone and speakers
- Software: downloaded on device if required.
- Live video test:
 - Opportunity to orient patient to software
 - Identify appropriate home environment for consult
 - Confirm how patient will receive link to consult
 - Builds patient competence and confidence

Our Experience

- Simplify process
- Mirror existing workflow
- Facilitate patient experience



Questions?



Thank you!

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