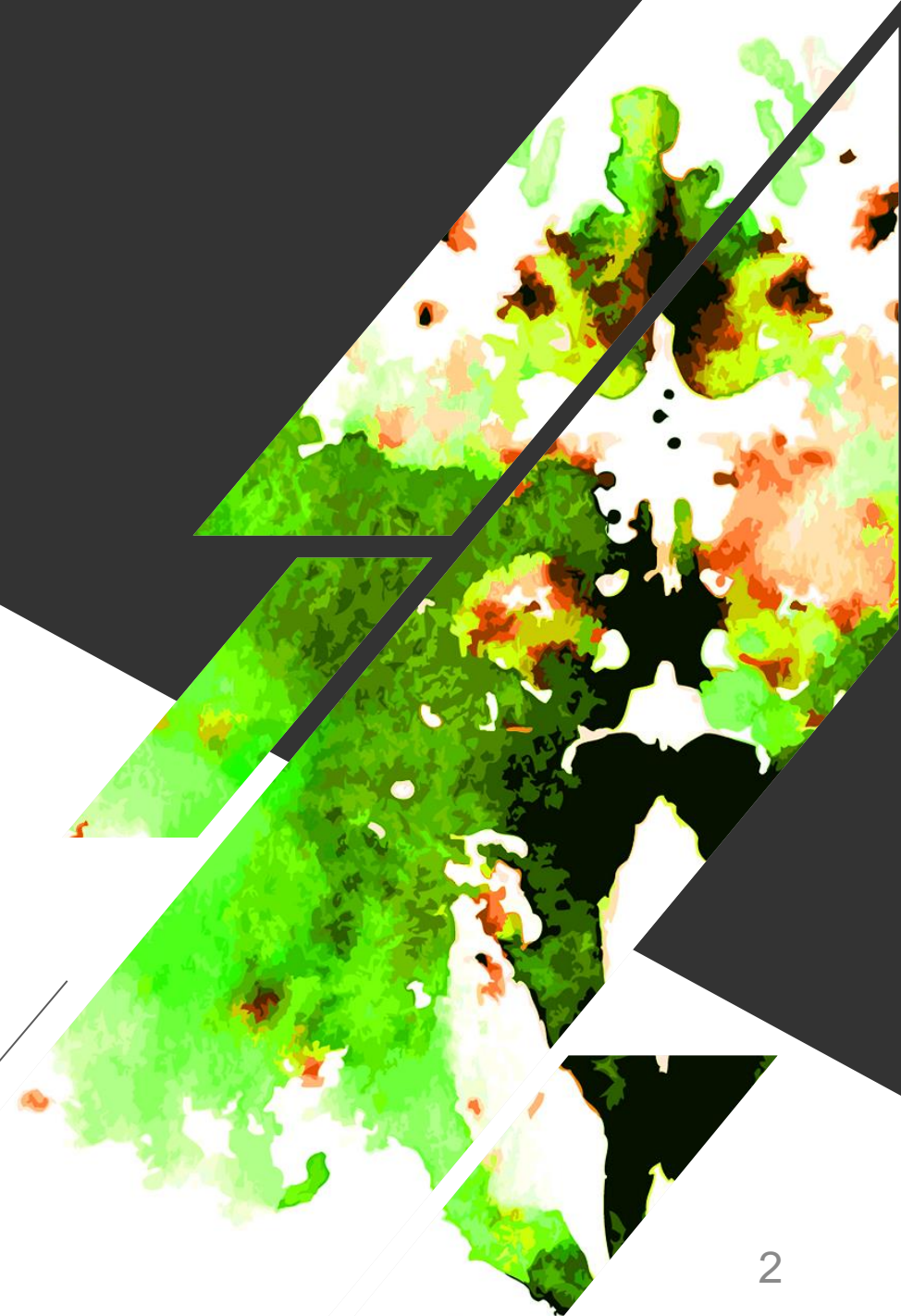


telepsychiatry 101

Krysten Cosway
Iris Telehealth

about me

- BSc in Physiology from McGill University
- Post-Baccalaureate Pre-Medical Program at Cornell University
- 3 years in specialty pharmaceuticals
- 1 year at Iris Telehealth

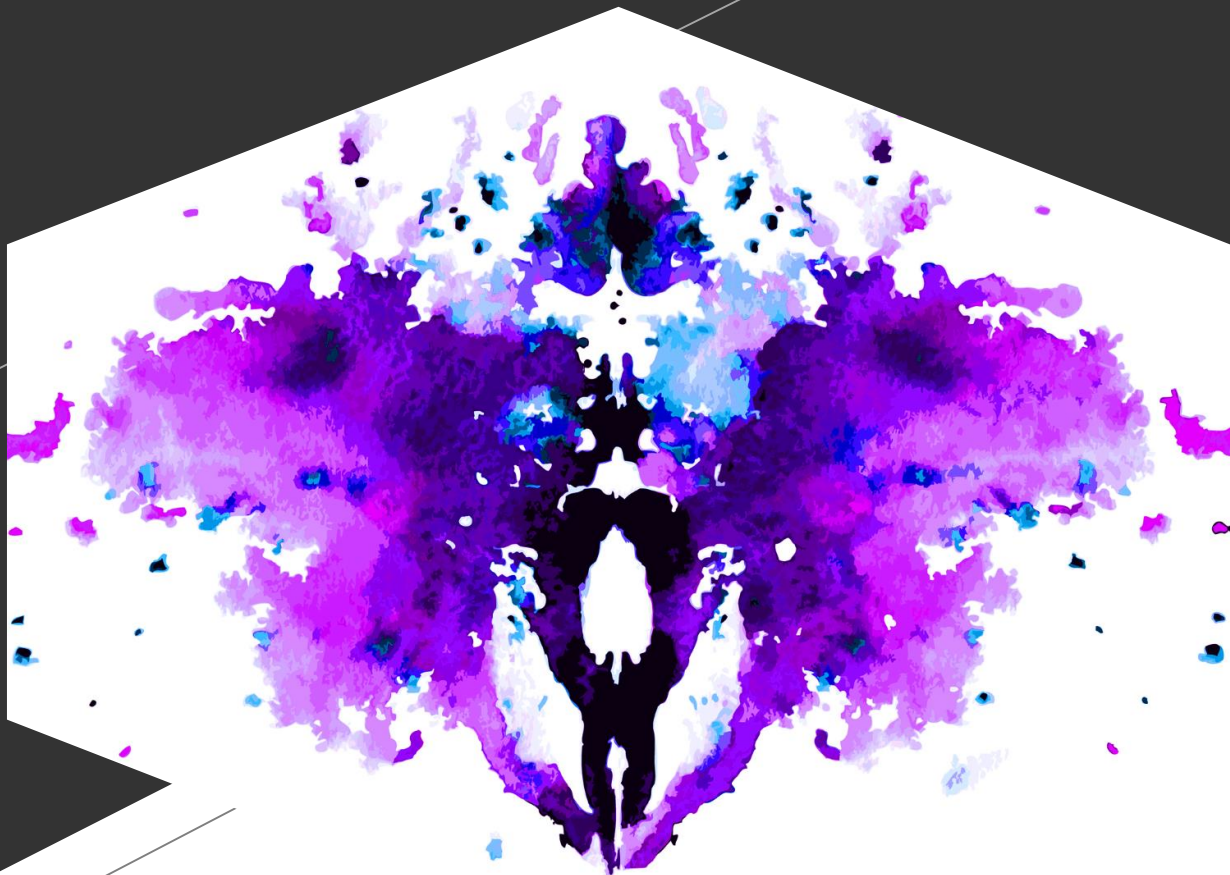


today's objectives

- What is telemedicine?
- Who makes a great telepsychiatrist?
- How do you create a telepsychiatry program?

key terms

- Telemedicine / Telehealth / Telepsychiatry
- Provider / Psych / Doc
- Clinician
- Client / Patient
- Vendor / Provider Service Organization
- Behavioral Health / Mental Health



what is telemedicine?

“tele” + care

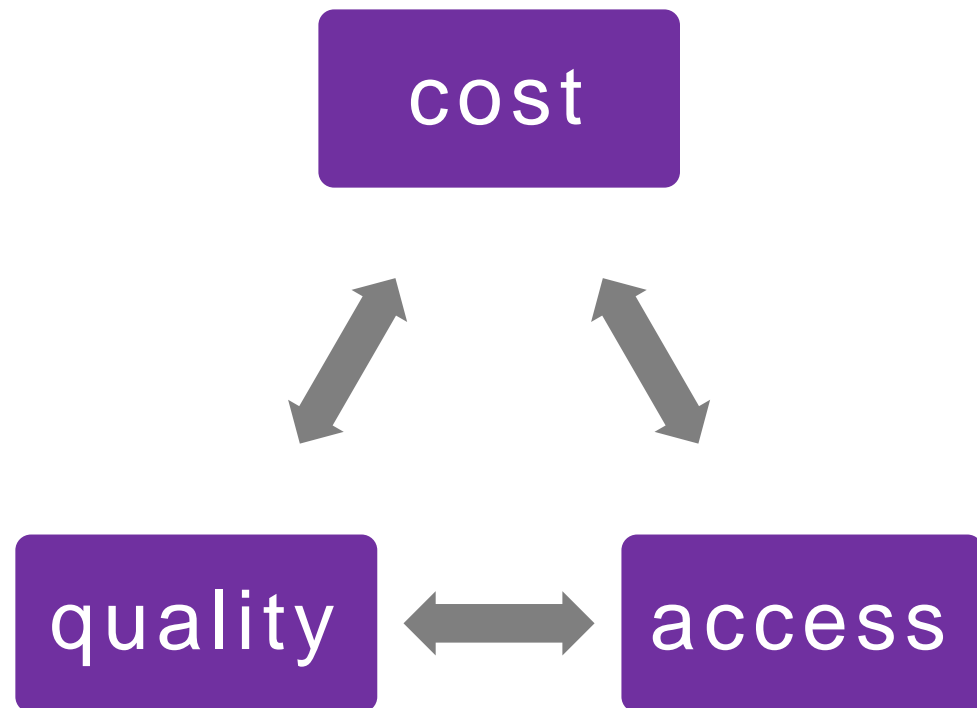
what comes to
mind when you
hear **telemedicine**?

- Apps
- Telephone / Video Conference
- Equipment
- Temporary
- Complicated

what challenges do you encounter when providing **psychiatric care?**

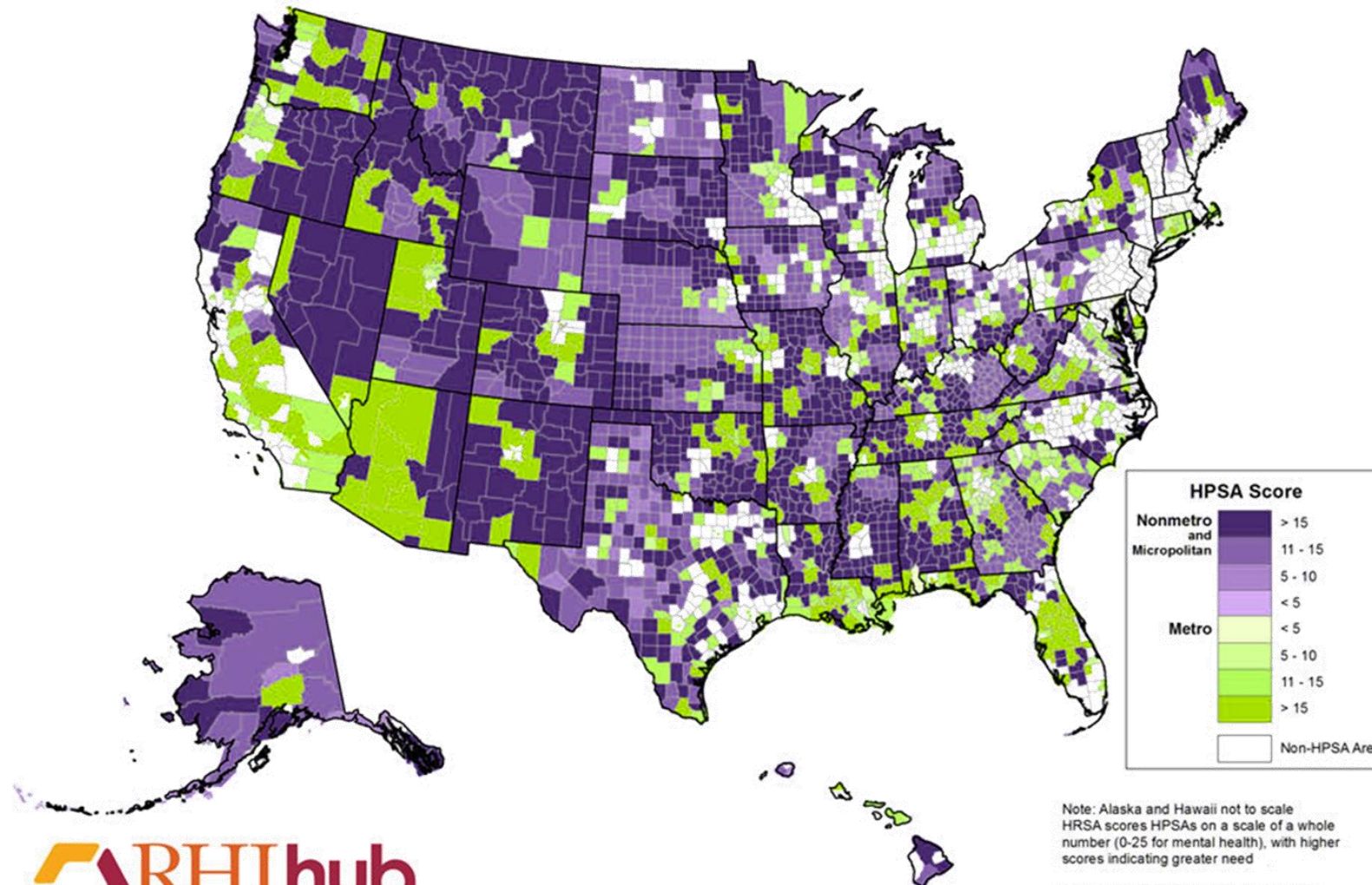
- Provider Turnover
- No Shows
- Lack of Providers
- Continuity of Care

iron triangle



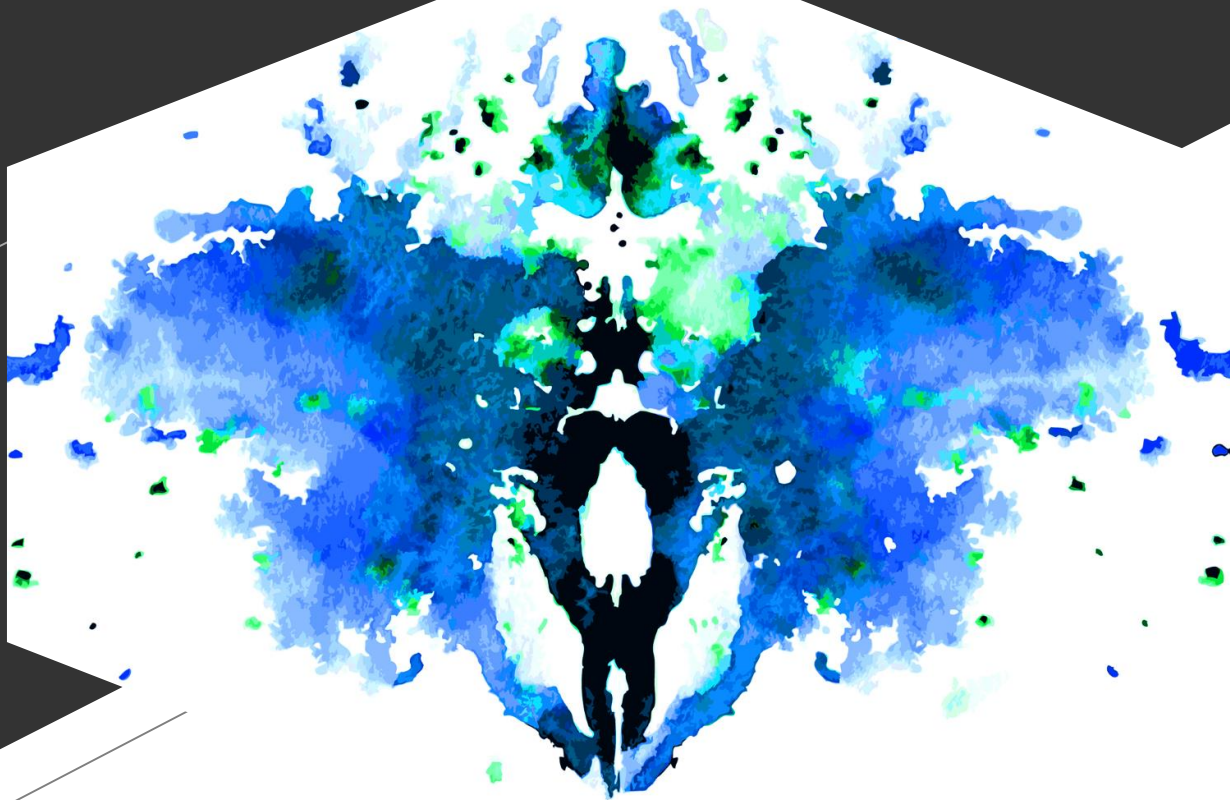
access to providers

Health Professional Shortage Areas Mental Health



“tele” + care

- Innovative way to deliver quality care that is cost effective and accessible
- “Tele” is just a tool
- Requires a shift in our belief system
- Care is about people – more specifically, patients



who makes a great telepsychiatrist?

the provider your patients
deserve


finding a ~~tele~~psychiatrist

Ask yourselves some questions...

- What does our ideal psychiatrist “look” like?
 - Provider type
 - What qualities do we want them to have?
 - Team-based methodology
 - Highly communicative
 - Respects and trusts clinicians
 - What are our expectations for them?
 - Care team meetings
 - On-call
 - Concurrent documentation

the best provider vs
the best provider
for you

psychiatrist does not a
telepsychiatrist make

The background features a dark grey and black geometric design on the left, transitioning into a vibrant, abstract splatter of blue, green, and white on the right. The text is positioned on the left side, over the dark background.

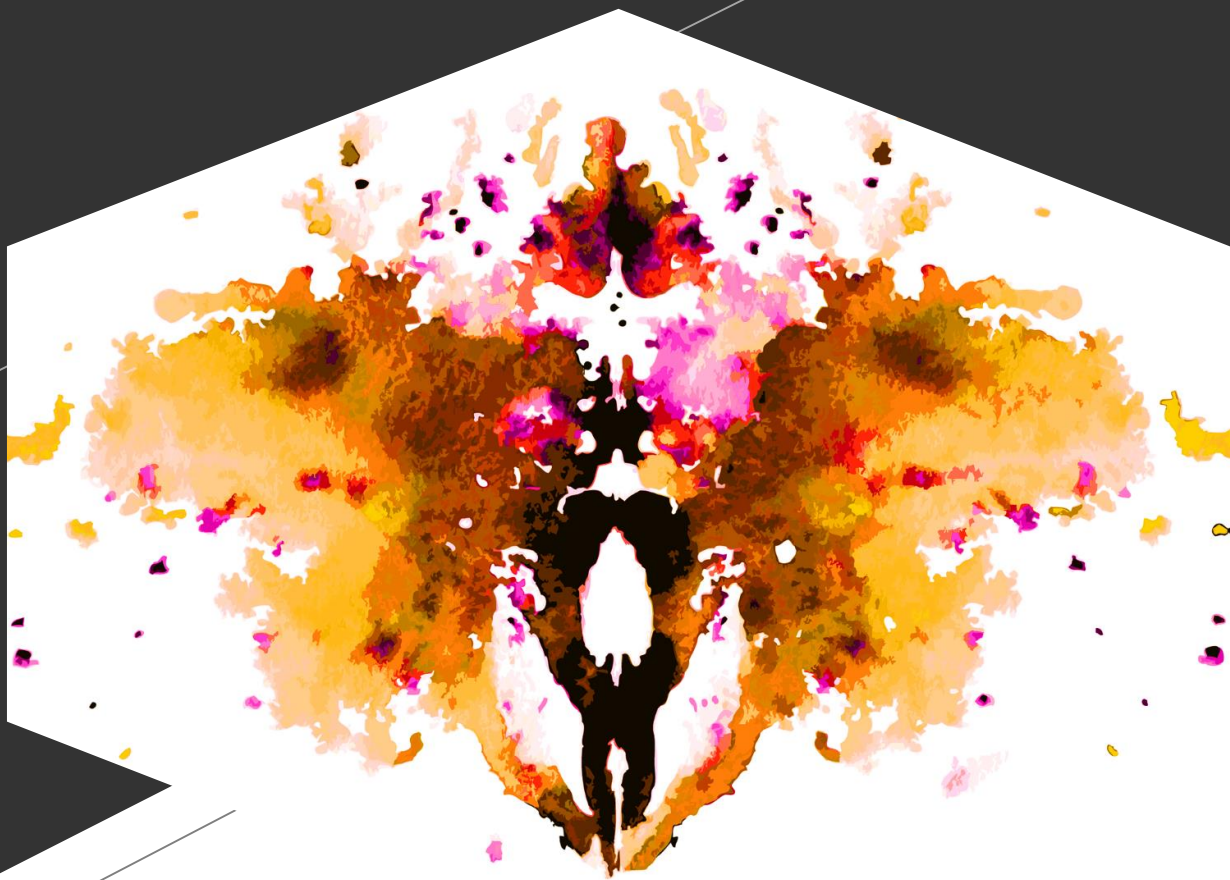
when your provider
is passionate about
& interested in
your patients...

continuity of care follows

vendor insider info

- W2 / “career” telepsychiatrists?
- How many FT providers do they have?
- Do they have experience in your setting?
- How many organizations does each doc work with?
- What are their selection and matching processes?
- What do their references say about the providers?
- What is their typical implementation timeline?

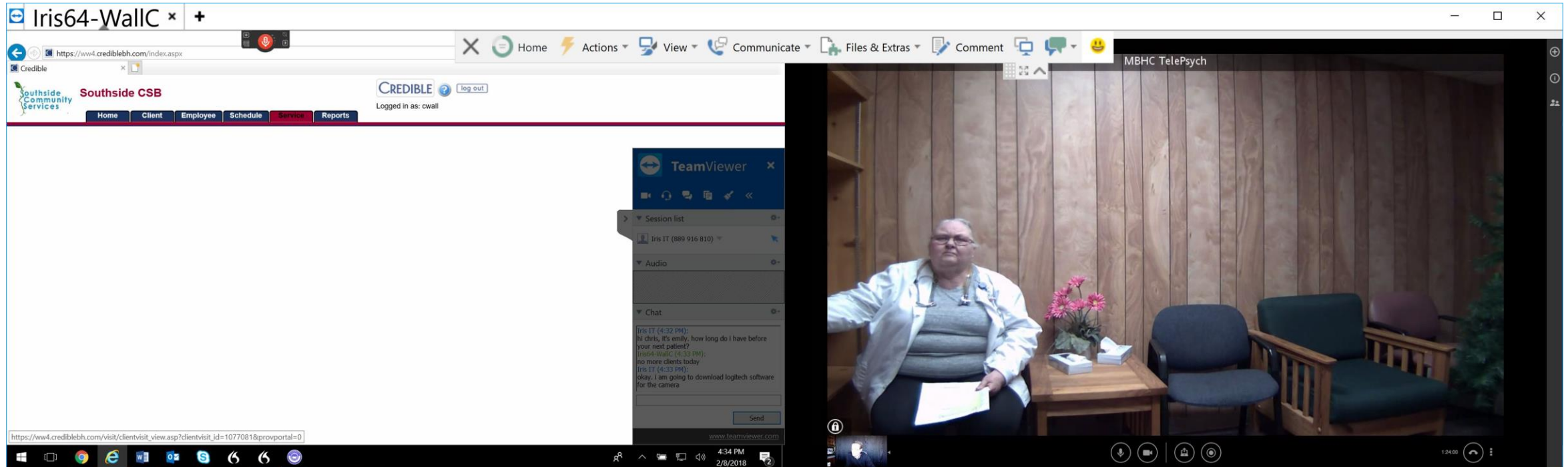
a trustworthy vendor will be **transparent** and **welcome** these types of questions



how to build your telepsychiatry program

it's easier than you think

keep it simple



have a dedicated
telepsychiatry room
environment is everything

it recommendations

don't be forced into using proprietary solutions

software

- Vidyo
- Skype for Business
- VSee

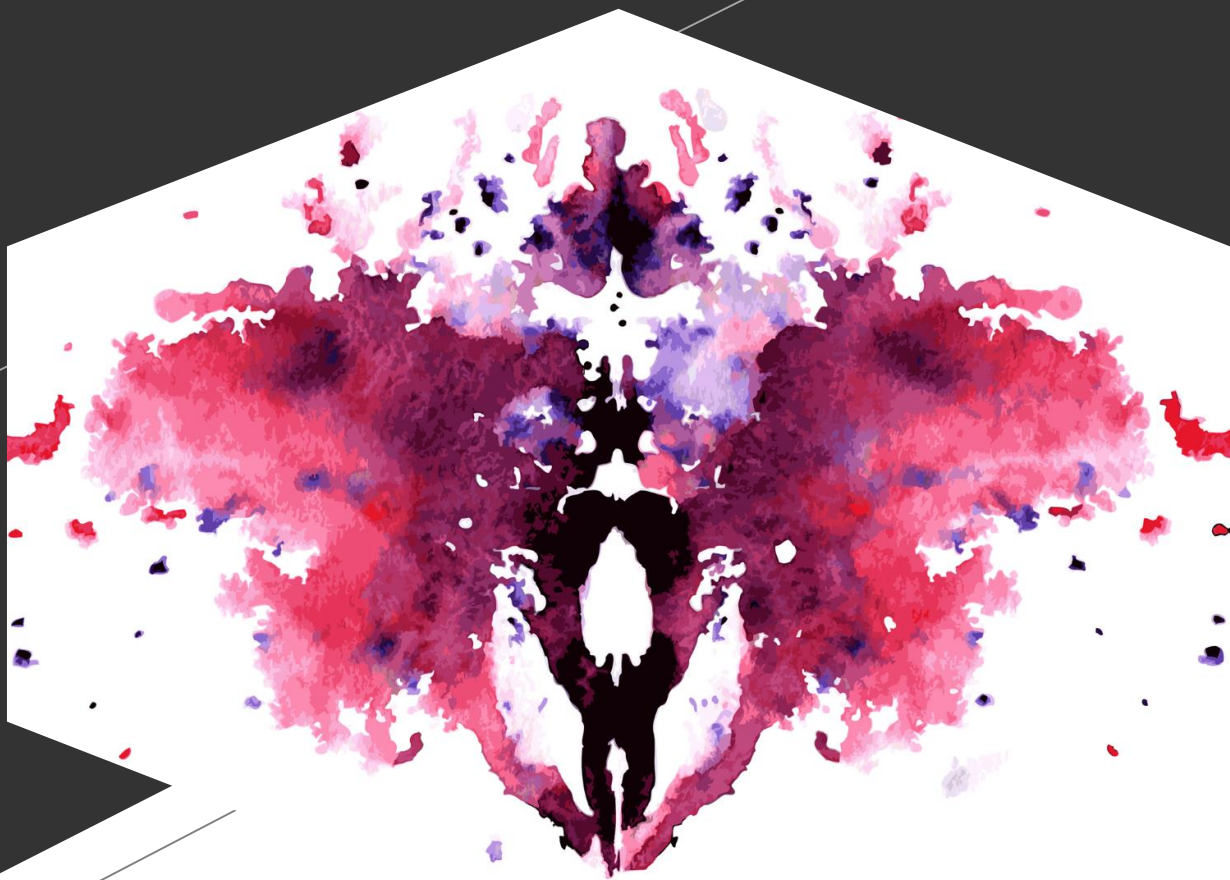
hardware

- HD Monitor
- Computer
- HD Mic/Speaker

stay neutral

Telemedicine Ready Laptop

| Equipment | Recommended Make and Model |
|--------------------------------|---|
| Telemedicine-Ready Computer | Dell Inspiron 15" 7000 series <ul style="list-style-type: none">• I5 core processor• 8gb DDR4 Ram• 256 gb SSD |
| USB Type-C to Ethernet adapter | Dell Adapter - USB Type-C to HDMI / VGA / Ethernet / USB 3.0 |
| External Camera | Logitech C930e |
| External Microphone/Speaker | Pheonix audio duet MT-202 |
| TV | 27" or greater depending on room size |
| Teleconference software | Skype for Business or VSee |



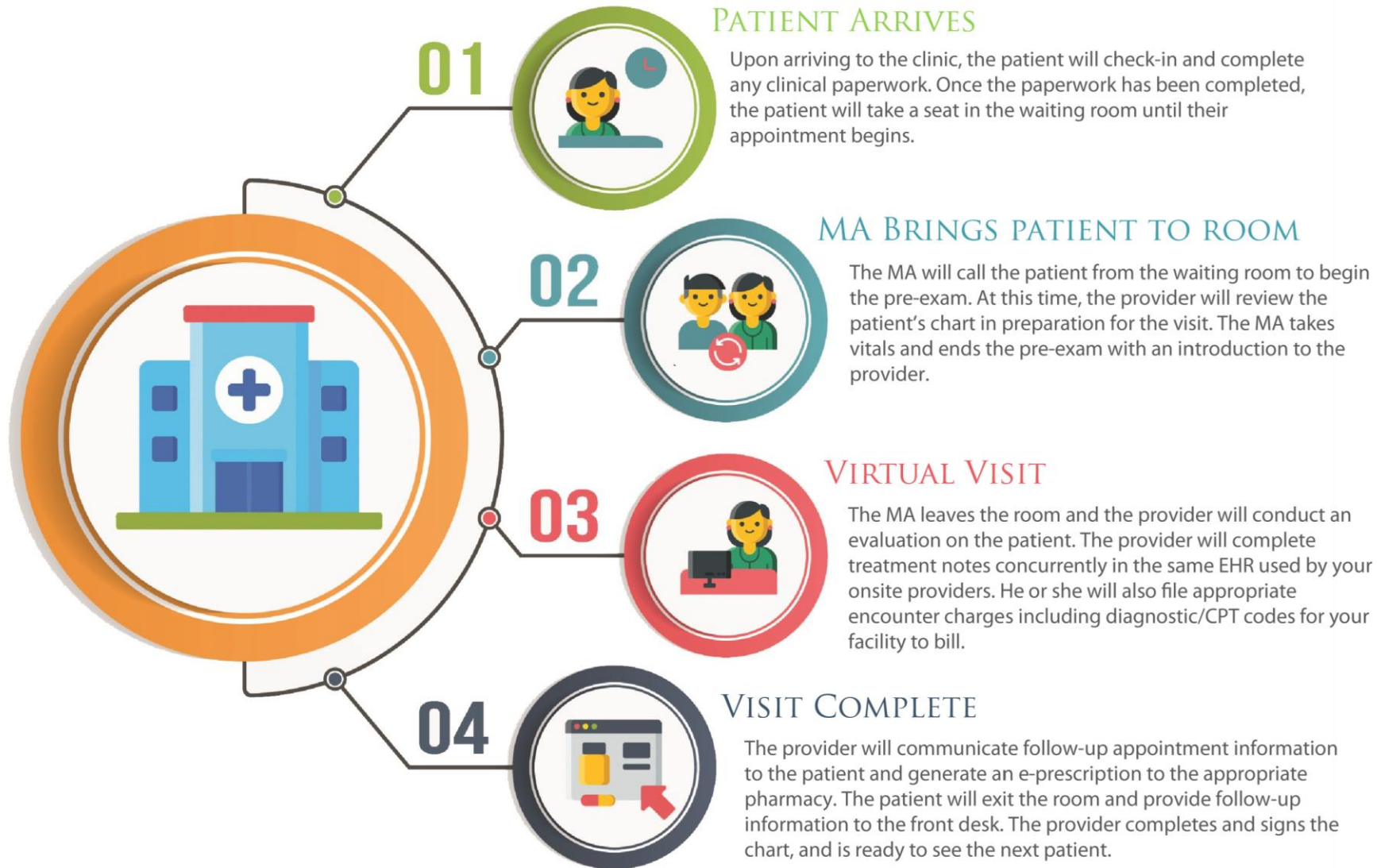
telepsychiatry best practices

things we've learned so you
don't have to

every telepsych program is **unique**

- Tailored to your needs and mimics your existing workflow
- Seamless integration
- Designated telepsychiatry staff onsite
- Communication, communication, communication!

virtual visit workflow



know your resources

- NRTRC
- American Telemedicine Association
- Center for Connected Health Policy
- Medicare MAC Provider Rep
- Medicaid MCO Provider Rep
- Me!

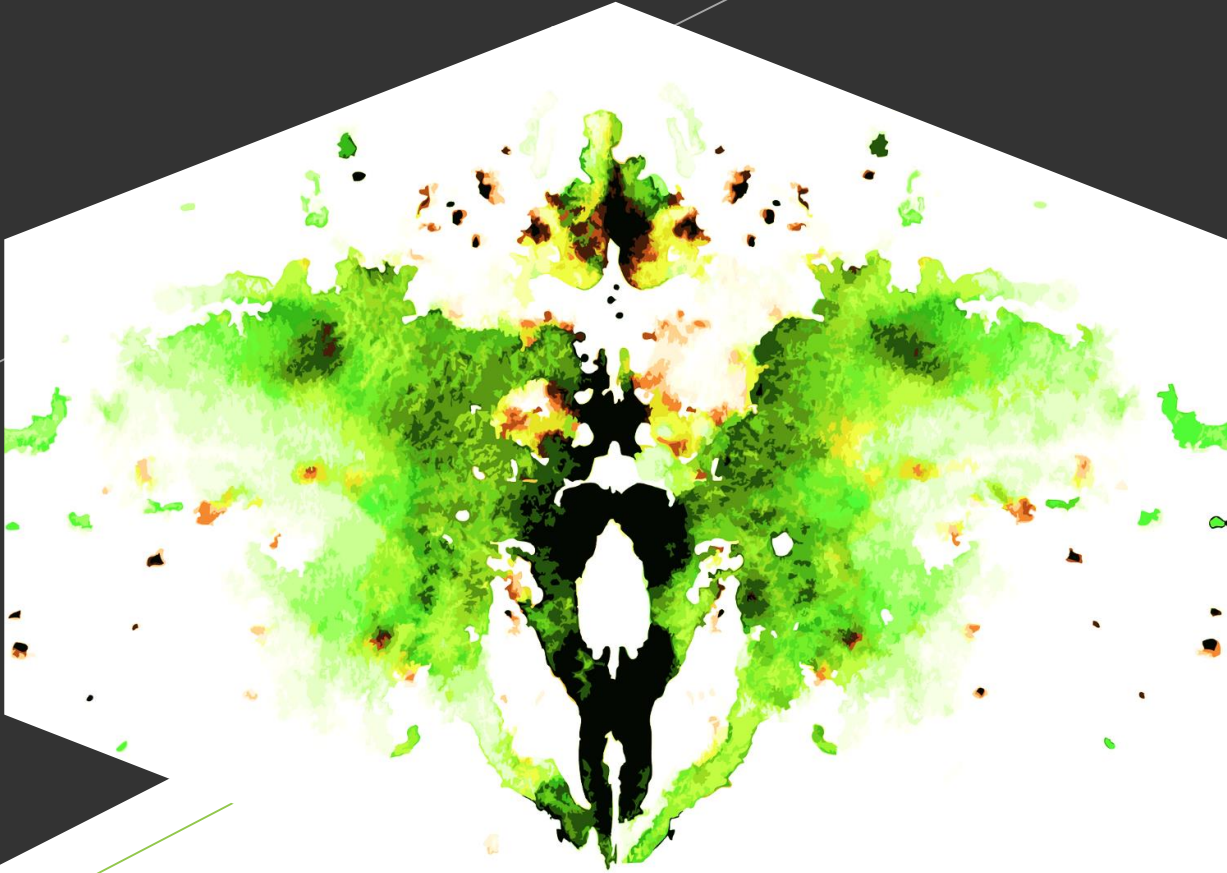
recap

what we've learned

- “tele” is just a **tool**
- The best doc is the best doc for **you, your staff and most importantly, your patients**
- **Less is more** when it comes to IT and virtual visit workflow

any questions?

- How many providers do you have licensed in my state?
- Can your MD supervise our onsite NPs?
- How does billing work?



thank you.



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