

Northwest Regional Telehealth Resource Center and the Telehealth Alliance of Oregon Welcome You



Pacific Northwest University of Health Sciences

University of Utah Health Clinical Neuroscience



- Audio and video are muted for all participants
- Use the Q&A feature to ask questions
- Moderator will read questions to the speaker
- Presentation slides are posted at <u>https://nrtrc.org/sessions</u>. Recordings will be posted after the conference.



Telehealth 101 Workshop



- Moderator: Deb LaMarche
- Presenters:
 - Cindy Roleff, Telehealth Program Development Manager, Alaska Native Tribal Health Consortium
 - Cara Towle, Associate Director, Psychiatry Consultation & Telepsychiatry, University of Washington
 - Cathy Britain, Executive Director, Telehealth Alliance of Oregon
 - Deb LaMarche, Program Director & Principal Investigator, Northwest Regional Telehealth Resource Center
 - Jennifer Erickson, Acting Assistant Professor, University of Washington
 - Tammy Arndt, Director, Northwest Telehealth

Telehealth Technology Basics





Value Proposition



"Correct, and in the case of cardiac arrest, every second counts. Who can tell me why? Anyone? Clock's ticking!"





Modalities

• Synchronous (Live Video)

Live, two-way interaction between a person and a provider using audiovisual telecommunications technology.

• Asynchronous (Store and Forward)

Electronic transmission of medical information, such as digital images, documents, pre-recorded videos through secure communications system.



Modalities

• Remote Patient Monitoring (RPM)

Uses digital technologies to collect personal health and medical data collection from an individual in one location, then transmitted to a provider in a different location.

• Mobile Health (mHealth)

The use of mobile and wireless devices to improve health outcomes, healthcare services and health research.



What problem are you trying to solve?





Let the service define the technology

Emergent Care:

- ✓ Stroke
- ✓ Hospitalist
- ✓ Psych



Primary / Urgent Care

✓ Specialty Care

✓ Triage opportunity



Where patient is located

- ✓ Common ailments
- ✓ Follow-up Care
- $\checkmark\,$ Remote patient monitoring





Technology for Emergent Care

Designed for high-acuity care with features that include portability, pan-tiltzoom cameras, integrated medical peripherals, imaging, analytics, and documentation.

Typically FDA Class 2 devices.

Sometimes integrated into rooms, such as in ERs and ICUs

Platform Sampling: GlobalMed InTouch







Technology for Ambulatory Care

Carts designed to support in-patient and out-patient services to manage both high and low acuity care.

Typically FDA Class 1 Registered Medical Device

Platform sampling <u>American Well</u> <u>Polycom</u>







Peripherals









Desktop / Web-based Options

Integrated Audio/Video

- ✓ iPad
- ✓ Laptop

✓ Tablets

USB Cameras (integrated microphone)

Web-based Video Conference Software
✓ Browser-based
✓ Software download
✓ Encryption / Security

Sampling

<u>Vidyo</u>

<u>Zoom</u>

VSee







Technology for Direct to Patient Care

Internet access:

✓ Broadband: wired or wireless, 3G or 4G LTE

Device capable of using interactive technology:

- ✓ Camera✓ Microphone
- ✓ Display
- ✓ Speaker/Headphones



Secure video conference software



HIPAA Considerations

- Establish Business Associates Agreement with Vendor
- Software management
 - Administrative oversight
 - Features
- Protocols for telehealth application
 - Consent
 - Scheduling
 - Distribution of consult links
 - Measures to ensure patient privacy





Decisions

How will patient access link?

- ✓ Patient portal
- ✓ Secure email
- ✓ Verbal instructions (phone)

How will provider access link?

- ✓ EMR
- ✓ Desktop icon

 \checkmark Landing page

Who will schedule appointments?

Who will provide technical support?





Facilitate the Patient Experience

Patient technology is verified prior to consult

- Internet connection (necessary bandwidth)
- 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 access virtual care
 - Builds patient competence and confidence



[&]quot;I have to use this call button?! I'm too old to learn new technology. Why can't I just scream when I need you?"



Zoom Software Instructions

To participate via video, you must have internet access (broadband, wired or wireless) and one of the following devices:

- Laptop Computer with a Display, Speakers, Built-In or External Camera and Microphone
- Desktop Computer with a Display, Speakers, External Camera and Microphone
- Tablet with a Camera and Microphone

We are using an internet-based video application called Zoom to host the meeting. The software must be able to run on your device for audio and video connections to occur. Prior to joining, please complete the following:

- On a **Desktop** or **Laptop** computer, we recommend you "run" the software instead of a full download to access the updated version each time you connect. Please note that in some cases Apple laptops and desktop computers may require you to install the software instead of running it.
- On Tablet or iOS, download the free app (application) by going to the App Store or Google Play to access Zoom
 Cloud Meetings by Zoom.

Test your internet connection by clicking on the following link: <u>https://fast.com/</u>

• The bandwidth used by Zoom will be optimized for the best experience based on the participant's network. It will automatically adjust for WiFi or Wired environments. The minimum bandwidth required is 1.5 Mbps If you do not have adequate bandwidth, your connection quality will be compromised, resulting in poor audio and video.

Test your device by clicking on the following link: <u>https://zoom.us/test</u>

- Tablet or iOS: Follow the prompts to confirm camera, microphone and speakers are working
- Laptop or Desktop computer:
 - Click "Join" button
 - o Your camera is working if you can see yourself
 - o Hover your mouse over the bottom of the screen to access the toolbar
 - Right click on the up arrow next to the microphone icon on the left side of the tool bar. Choose Test Speaker and Microphone, and follow prompts to confirm your microphone and speakers are working
- Ensure the correct name is associated with your image. To edit, right click on your image, click rename, type in correct name and clickok.



This space is available to place contact information for scheduling or support

Self Test Option





Remote Patient Monitoring (RPM)

- Monitor patients with chronic conditions
 - Blood Pressure
 - Blood Oxygen
 - Blood Glucose
 - Weight
 - Temperature
- Various levels of user interaction







mHealth

- Basic components
 - Mobile phone/device
 - Software "app"
 - Peripheral medical devices
 - Centralized server for storing and sharing data







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Technology Considerations

- What technology do you currently use?
- What is the impact to patients/providers
- Interoperability (hardware/software)
- Integration (EMR)
- Support
- Affordability





Market consolidation is leading to comprehensive solutions





Review the options

- Telehealth technology options are expanding, offering a range of features, tools, and price points to match needs and budgets.
- TTAC has technical assessment tool kits to help guide the selection process:

✓ Clinician's Guide to Video Platforms:

http://telehealthtechnology.org/toolkit/clinicians-guide-to-video-platforms/

✓ TTAC Toolkits: <u>http://telehealthtechnology.org/toolkits/</u>

✓ TTAC Innovation Watch: <u>http://telehealthtechnology.org/innovation-watch/</u>





Toll-Free (844) 242-0075 www.telehealthtechnology.org

National Telehealth Technology Assessment

Resource Center

- Toolkits
- User reviews
- Innovation watch
- Cardionics E-Scope II

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- One-on-one assistance

Special thank you to: Doris Barta, TTAC Director, and Jordan Berg, TTAC Technology Assessment Specialist





Thank you!

Tammy Arndt, Director Northwest TeleHealth <u>arndtt@inhs.org</u>

