LTSS Telehealth 101
Basics to Help You Use Telehealth for Your Patients and Residents

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OVERVIEW

Benefits of Telehealth

Policy Update

What do you need to do telehealth?

1

2

3
BENEFITS OF TELEHEALTH

1. Safety for Patients, Staff, and Providers
2. Continued Medical Care
3. Access to Urgent Care

Healthy Patients/Residents, Staff, and Providers
Lion’s Share of Adults Unlikely To Seek Non-COVID-19 Treatments Amid Pandemic

Adults were asked, in light of the pandemic, how likely they were to visit the following for appointments or treatments unrelated to the coronavirus:

<table>
<thead>
<tr>
<th>Service</th>
<th>Likely</th>
<th>Don’t know/No opinion</th>
<th>Unlikely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary doctor</td>
<td>39%</td>
<td>13%</td>
<td>48%</td>
</tr>
<tr>
<td>Dentist</td>
<td>22%</td>
<td>14%</td>
<td>64%</td>
</tr>
<tr>
<td>Hospital</td>
<td>21%</td>
<td>17%</td>
<td>62%</td>
</tr>
<tr>
<td>Emergency room</td>
<td>21%</td>
<td>20%</td>
<td>59%</td>
</tr>
<tr>
<td>Walk-in clinic</td>
<td>19%</td>
<td>16%</td>
<td>65%</td>
</tr>
<tr>
<td>Emergency clinic</td>
<td>19%</td>
<td>20%</td>
<td>61%</td>
</tr>
<tr>
<td>Specialists</td>
<td>19%</td>
<td>17%</td>
<td>64%</td>
</tr>
<tr>
<td>Optometrist</td>
<td>17%</td>
<td>17%</td>
<td>66%</td>
</tr>
<tr>
<td>Mental health</td>
<td>14%</td>
<td>19%</td>
<td>66%</td>
</tr>
</tbody>
</table>

Poll conducted April 29-30, 2020, among 2,201 U.S. adults, with a margin of error of +/-2%.
Morning Consult Survey Results

• Nearly a **quarter of adults (23 percent)** in the survey said they have **used telehealth services** for an appointment with a doctor, hospital or specialist in light of the pandemic.
CAN YOU DO TELEHEALTH?

UPDATE ON POLICIES
Medicare Highlights for Facilities

Skilled Nursing Facilities/ Nursing Homes

• Physician/eligible non-physician may provide services to residents by TH as appropriate; # limits waived

Hospice

• Hospice physician or nurse practitioners may use telehealth technologies to conduct the Medicare-required (face-to-face) recertification of terminal illness. CARES Act (Section 3706)

• CMS permits telehealth for routine home care if feasible and appropriate, must be included in plan of care, patient specific needs

https://www.cchpca.org/resources/covid-19-telehealth-coverage-policies
TODAY 4/30: Highlights of CMS Updates!

Type of Provider

• Now Open to other practitioners to provide telehealth services, including PT, OT, ST

• Outpatient settings – PT and OT can delegate “maintenance therapy services” to PT/OT assistants

Payment for Telehealth

• Increase in payment for telephone consults for docs, clinicians: from $14-$41 to $46-$110, (3/1/20 retro.)

Suspension of Formal Telehealth Rulemaking

• New services will be added by sub-regulatory basis, will speed up process of adding new services

https://skillednursingnews.com/2020/04/cms-opens-telehealth-waivers-to-include-physical-occupational-speech-therapy
What do You Need to do Telehealth?
Workflow

Staffing

Space and Scheduling

Visit Workflow

Planning

Documentation and Follow-up
Planning
Planning

1. Provider directory
2. Registration
3. Consent
4. Medical History Summary
5. Insurance Details
## Provider Listing

Mrs. Telehealth Patient

<table>
<thead>
<tr>
<th>Provider</th>
<th>Specialty</th>
<th>Telehealth Platform Used</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Ben Wong</td>
<td>Primary Care</td>
<td>Queens MyChart</td>
<td>373-8094 to make an appt</td>
</tr>
<tr>
<td>Dr. Stella Fujimoto</td>
<td>Endocrinologist</td>
<td>Zoom</td>
<td>Email <a href="mailto:stella.fujimoto@gmail.com">stella.fujimoto@gmail.com</a> to schedule an appt</td>
</tr>
<tr>
<td>HMSA On-Line Care</td>
<td>Urgent care</td>
<td>HMSA On-Line Care</td>
<td>HMSA On-Line Care</td>
</tr>
</tbody>
</table>
Registration

- Your patients/residents will need to register to use certain platforms.

For example:
- Queen’s MyChart
- Hawaii Pacific Health MyChart
- HMSA On-Line Care

- It is better to get them registered before you need the service so you can troubleshoot any issues with registration.
Consent

• Hawaii does not have a law mandating consent for telehealth
• Hawaii does have a requirement for consent before provision of medical services (HRS 671.3) but is silent on verbal or written.
• Find out what type of consent your providers might need.
• Prepare to get consent prior to the appointment especially if a guardian needs to give consent.

SAMPLE TELEHEALTH CONSENT LANGUAGE
(can be added to existing patient consent or used as a rider)

NOTE: You don’t have to use all the items. Pick what fits your telehealth situation.

1. I understand that my health care provider wishes me to engage in a telemedicine consultation.

2. My health care provider has explained to me how the video conferencing technology will be used to affect such a consultation will not be the same as a direct patient/health care provider visit due to the fact that I will not be in the same room as my health care provider.

3. I understand there are potential risks to this technology, including interruptions and technical difficulties.

4. I understand that my health care provider or I can discontinue the telemedicine consult/visit if it is felt that the videoconferencing connections are not adequate for the situation.

5. I have had the alternatives to a telemedicine consultation explained to me, and in choosing to participate in a telemedicine consultation. I understand that some parts of the exam involving physical tests may be conducted by individuals at my location at the direction of the consulting health care provider.

6. In an emergent consultation, I understand that the responsibility of the telemedicine consulting specialist is to advise my local practitioner and that the specialist’s responsibility will conclude upon the termination of the video conference connection.
Medical History Summary

- It’s good to have a medical history summary ready for the telehealth provider if they are not familiar with the patient/resident.
- Information to include:
  - Chronic medical conditions
  - Major illnesses
  - Surgeries
  - Allergies
  - Medications
  - Current medical issue if there is one
- Have just a summary of recent medical history and current medical issue, if there is one, when the provider is familiar with the patient.
Insurance Details

➢ Services that you have not registered for before will probably require the patient/resident’s medical insurance information.
Staffing
Staffing

- Will you have a dedicated person to take care of telehealth visits or will you have several staff providing services to facilitate telehealth?

**Staffing needs:**

- Planning activities
- Determining need for telehealth visits
- Scheduling
- Setting up for the visit
- Facilitating the visit
- Follow-up activities
Space and Scheduling
Space

Offices

Residences

Bedside
Space Considerations

- Privacy
- Lighting
- Sound
- Internet Connection
- Disinfection Protocol
Scheduling

- Providers can set a day or part of day for appointments for a facility.
- Providers can set individual appointments.
- Facilities can set “telehealth” days or part of days.

- Some examples of web based scheduling tools (all have free versions):
  - Setmore (Android, iOS, macOS, Web, Windows)
  - Appointy (Android, iOS, macOS, Web, Windows)
  - Calendly (Android, iOS, macOS, Web, Windows)
Workflow

- Preparing the patient/resident.
- Preparation time for facilitator.
- Testing device and connection.
- Needed Information is ready before the start of the telehealth visit.
- Vitals taken before the visit if needed.
- Launch the app and connect to the provider.
- Do the visit.
- Cleaning devices/room between and after visits.
Documentation

➢ Do you need to document the visit in your records?

➢ How will you document the visit and follow-up recommendations?
Follow-Up

- Additional tests
- Prescriptions
- Referrals
- Follow-up appointments
RESOURCES

WWW.PBTRC.ORG

➢ Patient Resources
  What is telehealth
  How to get a telehealth visit
  What to expect
  What does telehealth cost

➢ Provider Resources
  Telehealth Billing and Reimbursement Policies
  Quick start guides
  Best Practices Video
Discussion