GETTING STARTED IN TELEHEALTH OR TELEMEDICINE

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CLINICAL CONSIDERATIONS

Questions to ask when creating a telehealth program:

► What services are needed and available in your area?

► How does it happen?

By creating & obtaining protocols, policies and procedures (Available on the MTN website)

► Who does what?
  (Define roles and responsibilities within your organization)

► Integrate telehealth into regular clinic operations!
CLINICAL SERVICES AVAILABLE

SEE WEB SITE: TELEHEALTH.MUHEALTH.ORG

- Autism and Neurodevelopmental Disorders
- Burn/Wound Care
- Dermatology
- Endocrinology
- Family Medicine
- Hematology/ Oncology
- Infectious Diseases
- Nephrology
- Neurology
CLINICAL SERVICES AVAILABLE

- Orthopedics
- Physical Medicine and Rehabilitation
- Psychiatry
- Rheumatology
- Urology
- Others as requested - please ask
PEDIATRIC SPECIALTIES

- Adolescent Medicine-Eating Disorders
- Autism
- Dermatology
- Infectious Diseases
- Metabolic Genetics (Newborn screening)
- Endocrinology/Diabetes
- Nephrology
- Physical Medicine and Rehabilitation
- Pulmonary – Asthma
- Other services per request
USEFUL TERMINOLOGY FOR A CLINICAL ENCOUNTER

- **Patient Site** – *(Originating Site, Spoke Site)*:
  Site where patient goes to be seen by provider on video

- **Provider Site** – *(Distant site, Hub Site)*:
  Site where provider goes to see patient on video

- Other terminology: Near/Far
PATIENT SITE ROLE

Designate a telehealth site coordinator

- Equipment usage/testing
- Scheduling/referrals
- Point of contact, for provider site staff
- Patient presentation
- Join listserv – receive and disseminate info
- Raise awareness – be a telehealth champion!
PATIENT SITE ROLE

Ensure training of your staff

- MTN provides initial and on-going training
- Educate staff on telehealth
- Create roles and responsibilities

- **Remember:**

**Communication** is key to success and integration
PATIENT SITE ROLE

- Refer appropriate patients
  Ask yourself: when would the patient benefit?
- Collect needed data from the patient and provider: demographic, payer, etc.
  ▸ Consultation request form
- Schedule telehealth visit:
  ▸ Coordinate with provider site and patient
  ▸ Reserve your telehealth room
PATIENT SITE ROLE

- No shows for telehealth can be high:
  So patient reminders are vital!

- Obtain signed patient consent
- Include privacy practices

Which MTN has available on the MTN Website:

telehealth.muhealth.org
DURING THE APPOINTMENT THE PATIENT SITE ROLE WILL …..

- Obtain vitals, fax patient info, labs etc. per protocol
- Take photos if needed
- Presenting the patient:
  - Set camera view
  - Accept the telehealth call
  - Show who is in room
  - Follow directions for exam
  - Be aware of confidentiality and HIPAA
THE PROVIDER SITE ROLE

- Provide clinical services to the patient site
- Educate the patient site - develop and maintain the protocols
- Ensure training of clinical staff
- Help Maintain Communication
  - This is vital for the patient and patient site
PROVIDER SITE ROLE

- Schedule appointment
  - In your system, with patient site and patient
  - Appointment reminders
- Receive consent, payer information and other data from patient site
- Reserve the provider telehealth room
- Send patient site updated list of appointments prior to clinics
Place “call” to patient site.

Inform patient of others in room

Communication is key – ask don’t assume

Providers are always first to initiate the call for Telehealth clinic appointments

And Control cameras as necessary.
EXAMPLE PATIENT

- Lets say there is a patient named Ben:

Ben lives in Albany, Missouri, is 24 years old and is suffering from a itchy rash on his chest, arms and face that he has had for the past several years. He has used aloe and Benadryl in the past with unsuccessful results.

Ben would go to his local clinic, explain his symptoms and the clinic provider would refer Ben to University of Missouri Dermatology for a Telehealth appointment.

The rural clinic staff would then coordinate the appointment with University Hospital Dermatology, fax needed patient records, medication lists, and insurance information and proceed with scheduling the appointment.
HOW DOES ALBANY PREPARE?
HOW DOES IT HAPPEN? ....

OBTAIN/CREATE A CLINICAL PROTOCOL
WEBSITE: TELEHEALTH.MUHEALTH.ORG

- Asthma Ready Communities
- Autism
- Cardiology
- Dermatology
- Endocrinology
- Genetics
- Orthopaedic
- Physical Medicine & Rehabilitation
- Psychiatry
- Teleradiology
EXAMPLE PROTOCOL

The protocols consist of procedures for:

- Scheduling
- Faxing patient documents to the provider's clinic
- Telehealth room preparation
- Patient presentation directions
- Why use a protocol?

The creation of protocols is necessary in delegating job duties concerning telehealth appointments and making sure the appointment goes according to plan!
PATIENT APPOINTMENTS

- A Telehealth appointment should follow the same format as an in person visit
- Communication and preparation are key
- Not every clinic appointment is appropriate for Telehealth
Ben arrives at the Albany clinic (originating Site, Patient Site) and the clinic nurses arrive Ben in the telehealth room.

The nursing staff takes photos of the symptom areas and hook the dermatology camera back onto the telehealth unit.

Meanwhile at University Hospital Dermatology (Hub Site, Provider Site), Dr. Edison enters into the Telehealth Unit’s Directory function and calls the Albany telehealth clinic site.

Then Dr. Edison will request the Albany Nurse to present the Dermatology photos on the screen so she may review and conclude the patient's condition.
DIAGNOSIS & TREATMENT

- Dr. Edison will review the Dermatology photos, patient information, and patient question responses.
- Dr. Edison will make her diagnosis and inform the patient.
- Example Diagnosis:
  Photosensitivity (Polymorphous light eruption)
- Dr. Edison will ask the patient what pharmacy they would like their prescription to be sent to and then the order will be filled that day.
- Before the end of the call, Dr. Edison and the rural site nurse and scheduling staff will determine a follow-up appointment for the patient.
- The call will then be ended.
PATIENT SITE

After the encounter

- Schedule follow up appointments as directed
- Obtain orders and facilitate labs, follow up testing, etc.
- Can bill facility fee
- Documentation: consent will be sent to the provider and a copy will be made at the patient site
BILLING FOR THE FACILITY FEE IN MISSOURI

- Facilities fees are available for Medicare.
- In Missouri also Medicaid.
- The patient site will need to do extra paperwork to receive reimbursement for the facility fee.
- The Provider side will send the appointment notes to the patient site that will be necessary for Facility Fee Billing.
PROVIDER SITE ROLE

- Fax, call in, or mail prescriptions if necessary.
- Schedule follow up appointments.
- Physician billing.
  - Use GT modifier on all CPT codes.
- As a note:
  Provider site facility fees are not allowed.
KEYS TO SUCCESS

- Provider acceptance
- Staff acceptance
- Patient acceptance
- Integrating procedures:
  - Scheduling
  - Billing
  - Arriving Patients
KEYS TO SUCCESS

- Team approach: administrative, clinical, billing, and technical
- Appointing an effective Telehealth coordinator
- Initial and ongoing training
- Identifying and promoting Clinical champions
- Utilization of technical support
RESOURCES:
Missouri Telehealth Network
(573) 884-7958
www.telehealth.muhealth.org

Contact Us:
Heartland Telehealth Resource Center (HTRC)
Toll-free: 1-877-643-HTRC (4872)
www.HeartlandTRC.org