

Telehealth Triage: How To Use Telehealth During COVID-19

April 23, 2020



California
Telehealth
Policy
Coalition

Welcome and Introduction to the Webinar

Mei Wa Kwong, JD
Executive Director
Center for Connected Health Policy



About the California Telehealth Policy Coalition



CCHP Projects

CALIFORNIA TELEHEALTH POLICY COALITION



CALIFORNIA Legislation and Regulation Tracking

▶ [SEE FULL DETAILS](#)

In 2011 when AB 415, the Telehealth Advancement Act, was winding its way through the legislative process, an ad hoc group of statewide organizations supporting the bill formed. Including such groups as the [California Primary Care Association](#), the [California Hospital Association](#) and the [California Rural Health Association](#), these groups met in meetings convened by CCHP in order to be apprised of any developments around AB 415 and share information with each other.

With the successful passage of AB 415, the group continued to meet and eventually formed into the California Telehealth Policy Coalition. From a handful of organizations, the membership has grown to include over eighty-five entities that include consumer groups, medical systems, payers, providers, technology representatives and others. CCHP continues to act as the convener of the Coalition and hosts monthly conference calls with continued support from the [California Health Care Foundation](#) in this work.



California Telehealth Policy Coalition

COVID-19 STATE ACTIONS



ALL 50 STATES
[View Full List](#)

DATE OF NEXT MEETING



Friday
May 15

MORE INFO:
LAURAS@CCHPCA.ORG

CALIFORNIA LEGISLATIVE REPORT



LATEST UPDATE:
March 2020

Please visit [our website](#) for more information or if you are interested in joining.

Purpose and key objectives of today's webinar



Educate stakeholders on telehealth basics and how it can be used for triage and treatment during and beyond COVID-19

- **Share family, patient and provider perspectives** on how telehealth can facilitate care delivery, particularly during the COVID-19 pandemic
- **Increase attendee interest** in using telehealth to meet patient, health plan member and other constituent needs
- **Enhance attendee knowledge** of telehealth modalities, use cases, and key considerations during COVID-19

Agenda and preliminary announcements

Introduction to telehealth, moderator

- Mei Wa Kwong, JD, Executive Director, CCHP

Family and patient perspectives

- Ginger Moyles
- Julie Bates, MS, Gerontologist, Associate State Director, AARP of California

Provider perspectives

- Sean Johnson, MHA, BSN, RN, Vice President of Applications and Analytics, Sansum Clinic
- Kate Williamson, MD, Pediatrician and Primary Care Informaticist Children's Hospital of Orange County; President, AAP Chapter of Orange County
- Misty D. Humphries, MD, MAS, RPVI, FACS, Associate Professor, Vascular and Endovascular Surgery, UC Davis Health

Facilitated question and answer

- Timi Leslie, Founder and President, BluePath Health



Attendees will remain muted during the webinar.



Please submit any questions you have during the webinar in the Q&A box, not the chat box.

New Coalition fact sheets on telehealth

Telehealth and COVID-19

Overview of Telehealth's Role During the Pandemic

APRIL 2020

In response to the COVID-19 pandemic, health care delivery systems are seeking innovative solutions to deliver care while limiting patient and provider exposure to the virus. Public and commercial payers have implemented these major policy changes to address the increased demand for telehealth:

- Phone and video visits are now covered by Medi-Cal, Medicare, and commercial payers.**
- Phone and video visits are now paid at the same rate as in-person visits for Medi-Cal and commercial payers.**
- Geographic limitations prohibiting the use of telehealth were removed by Medicare.**

Systems are considering how they can implement solutions quickly, how these tools will be accepted by patients and incorporated smoothly into provider practice, and how to sustain telehealth over the long term.

Telehealth: What It Is, How It Improves Care

	INCREASE ACCESS TO SPECIALISTS PATIENT – SPECIALIST	IMPROVE PATIENT-CENTERED CARE PATIENT – PCP	REDUCE SPECIALTY REFERRALS PCP – SPECIALIST
LIVE VIDEO	SYNCHRONOUS (LIVE) Live, two-way video between patient and remote PCP and/or specialist.	DIRECT TO CONSUMER Live, two-way video between patient and specialist or PCP.	DISTANCE LEARNING Webconference, recorded training of PCPs by specialists.
STORE AND FORWARD	ASYNCHRONOUS Transmission of history and images to specialist for diagnosis and treatment.	REMOTE PATIENT MONITORING Remote monitoring of patient with video and peripheral devices.	E-CONSULT Electronic messages (e.g., including clinical questions and educational information).

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Telehealth and COVID-19

FAQ for California Patients

APRIL 2020

COVID-19, the disease caused by the novel coronavirus, is causing many patients to worry about their health. Getting an appointment to see a doctor should not add to this worry. You can get much of the care you need quickly through telehealth. Here are answers to some questions you might have about using telehealth to see your doctor.

What is telehealth?
Telehealth is a way to see your doctor through video, phone, email, and apps. Through telehealth, you can get health care without having to do to the doctor's office, for example, from your home. This is especially important during the coronavirus pandemic, when the law requires us to stay at home.

How can telehealth help me right now?
You and your doctor can use telehealth to make sure you get the care you need during this time. You can find out if you need to be tested for coronavirus, and where to get tested. You can have video and phone visits with your regular doctor, watch your health issues such as high blood pressure, diabetes, or heart disease, or schedule a visit with a doctor who you don't regularly see (specialist).

Does my doctor offer telehealth?
Your doctor is probably using telehealth because of the need for us to stay at home at this time. If you are not sure if your doctor offers telehealth, call their office, or visit their website.

How do I get ready for a telehealth visit?
If you have a phone or computer, ask your doctor if you will need to download or log in to an app before your visit. If you need help getting ready for the visit, call your doctor before your visit and their team can help you.

CALIFORNIA TELEHEALTH POLICY COALITION

Telehealth and COVID-19

How to Choose a Telehealth Solution

APRIL 2020

In response to the COVID-19 crisis, many health care providers are turning to telehealth for the first time to connect with patients while minimizing virus exposure. This fact sheet outlines key considerations that organizations should understand before choosing a telehealth solution, as well as questions to ask telehealth providers.

COVID-19-Specific Key Considerations

- Find an immediate telehealth solution that you can also use post-COVID-19:** How long will it take to implement the solution before it can be used? Will it address today's business needs? How will it be used once the pandemic is over?
- Free or subsidized telehealth solutions:** What government, association, health plan, or foundation opportunities are available to help financially support hardware, software, or technical assistance costs? (We will link to a resource on CCHP website.)
- Reimbursement during COVID-19:** Are your payers reimbursing for virtual visits during COVID-19? Is there an end date to this reimbursement? Can your telehealth vendor produce the reports you will need for future reimbursement? (We will link to a resource on CCHP website.)

Questions for Telehealth Solution Provider

- Platform features:** Does the telehealth solution offer live video, patient chat, image sharing, and/or messaging with other providers?
- Privacy and security:** Is the telehealth platform HIPAA compliant? Will the vendor sign a business associate agreement, and are the data securely stored, archived, encrypted, and anonymized? Are patients identifiable, or are visits anonymous? (See HHS page "HIPAA for Professionals.")
- Consent:** Do the telehealth solution providers obtain consent from the patient at the beginning of each visit and capture it in the patient's medical record?
- Hardware requirements:** What equipment requirements must be met for the platform to function optimally? What, if any, peripherals/devices are supported for improved data flow between patients and providers — for example, glucometers, thermometers, blood pressure cuffs, etc.?
- Internet connectivity:** What bandwidth requirements must be met for optimal connectivity? Is the telehealth solution cloud-based only? What connectivity recommendations are made by the vendor that must be taken into account?

CALIFORNIA TELEHEALTH POLICY COALITION

Fact sheets will be sent out with a copy of today's materials and are available on our [website](#).

Many thanks to the sponsors of today's webinar



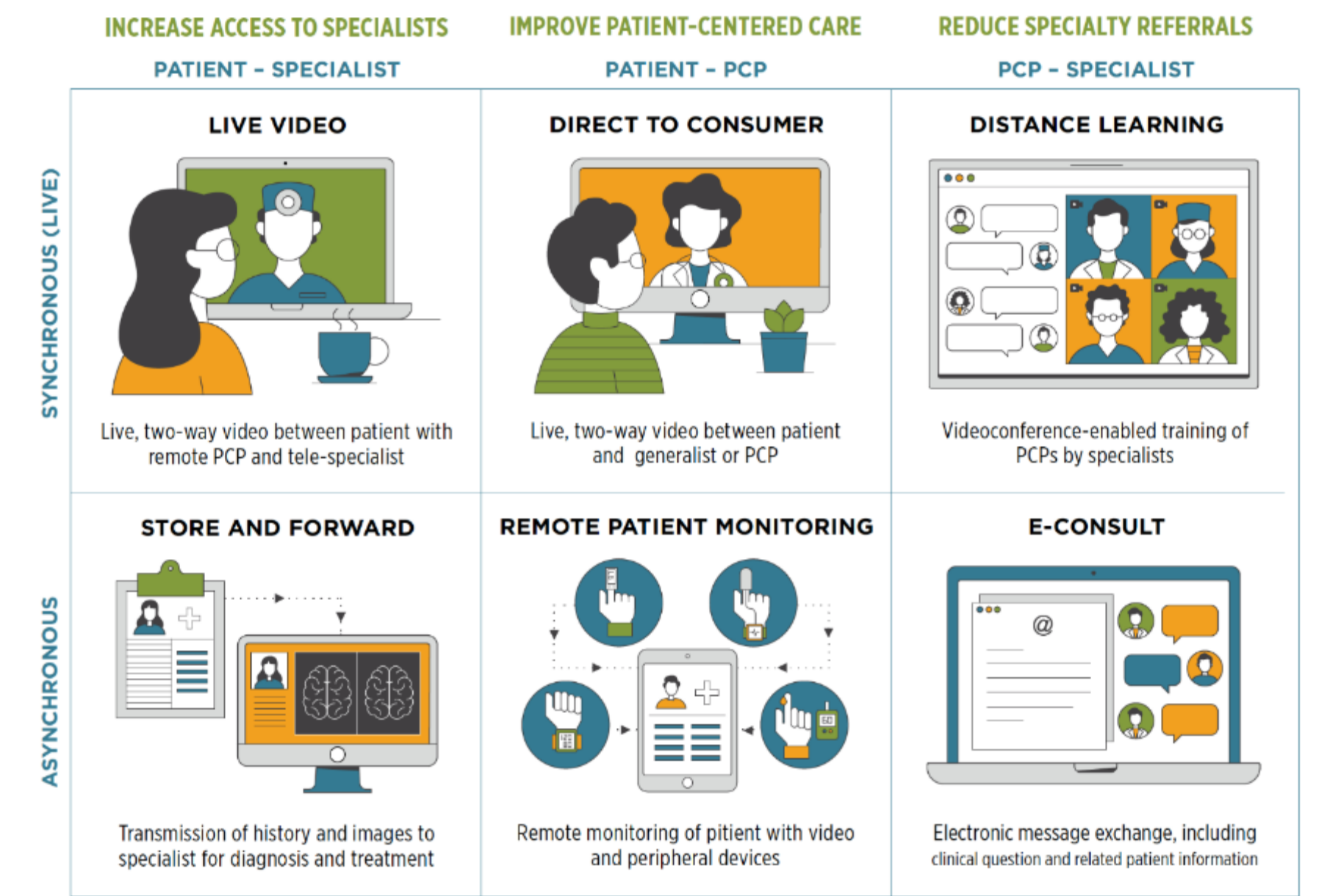
California Health Care Foundation
HEALTH CARE THAT WORKS FOR ALL CALIFORNIANS

AARP® Real
Possibilities
California



NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

What telehealth is, and how it can improve care

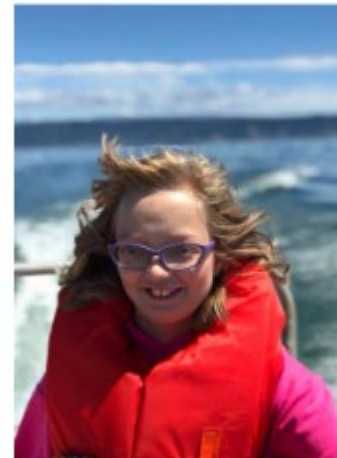


Ginger Moyles, Parent from Siskiyou County

Scott Valley- Siskiyou County Just south of the Oregon Border



Ginger Moyles – Siskiyou County



Telehealth and the Older Adult



Julie Bates MS
Gerontologist
Associate State Director

AARP, Telehealth and Our Members



Coronavirus Tele-Town Hall 

TELEHEALTH

 **Andrew Gettinger, M.D.**
Chief Clinical Officer,
Office of the National
Coordinator for Health
Information Technology

 **Tricia Neuman, Sc.D.**
Senior Vice President,
Henry J. Kaiser Family
Foundation

 **Joe Kvedar, M.D.**
President-Elect,
American Telemedicine
Association

 **Jean Setzfand**
Moderator,
Senior Vice President, AARP

 **Jesse Salinas**
Organizer,
Vice President, AARP

Do Medicare and private insurance cover telehealth?

- ▶ The Centers for Medicare & Medicaid Services (CMS) broadened access to telehealth services in response to the coronavirus public health emergency.
- ▶ Medicare pays health providers to offer many telehealth services to Medicare beneficiaries for evaluating and managing your health, including mental health counseling, common office visits, and preventative health screenings.
- ▶ For private insurance, most insurance providers are expanding coverage for telehealth services during the coronavirus pandemic and waiving cost-sharing like copays, deductibles and coinsurance.



How much does telehealth cost your patients?

- ▶ Health insurance companies across the country have taken action to remove cost barriers to getting care through telehealth services.
- ▶ For those with Medicare, beginning March 6, 2020, and for the duration of this public health emergency, Medicare can pay for office, hospital and other visits via telehealth for all beneficiaries. Generally, beneficiaries will pay the same out-of-pocket costs for telehealth as they would for an in-person visit.
- ▶ The Department of Health and Human Services has offered flexibility for health care providers to reduce or waive cost-sharing for telehealth visits paid by Medicare.



Preparing your Patients for a Telehealth Visit



- ▶ Provide clear instructions on how to access the visit, at what time and what to do if they need to wait.
- ▶ Make sure they are tech-ready. They will need a decent smartphone, tablet or PC for a remote consultation, along with a reliable broadband or cellular connection to the internet, especially for video.
- ▶ Let them know if they need to visit the practice's patient portal. Do they need download an app? Will you email or text 10 minutes before your designated appointment time.
- ▶ Remember this is new for most of your older patients!

AARP resources for older adults



<https://www.aarp.org/health/conditions-treatments/info-2020/telehealth-faq.html?intcmp=AE-HP-BB-LL3>
<https://www.aarp.org/health/conditions-treatments/info-2020/how-telemedicine-works.html?intcmp=AE-HP-BB-LL1>
<https://www.aarp.org/health/conditions-treatments/info-2020/telehealth-benefits-for-patients.html?intcmp=AE-HP-BB-LL2>



Sansum Enterprise Applications

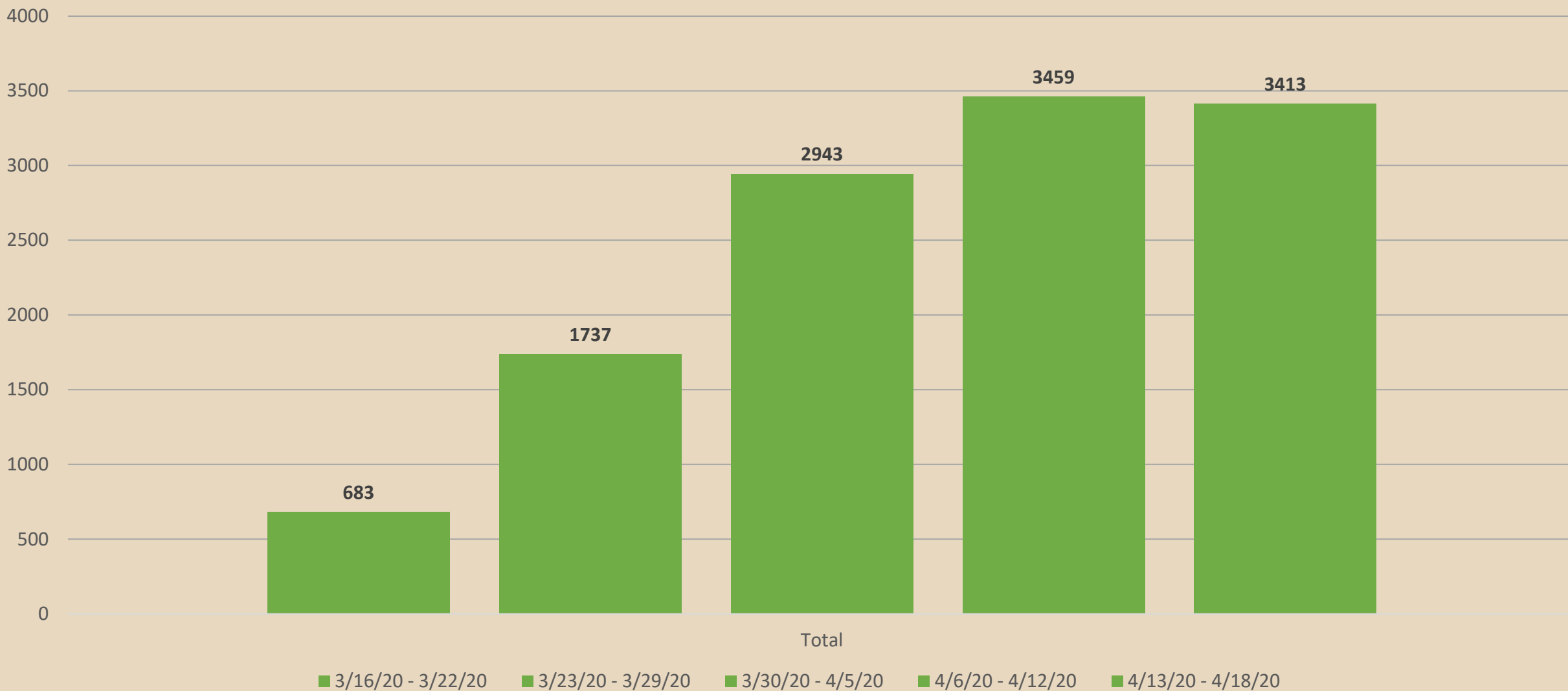
Telehealth



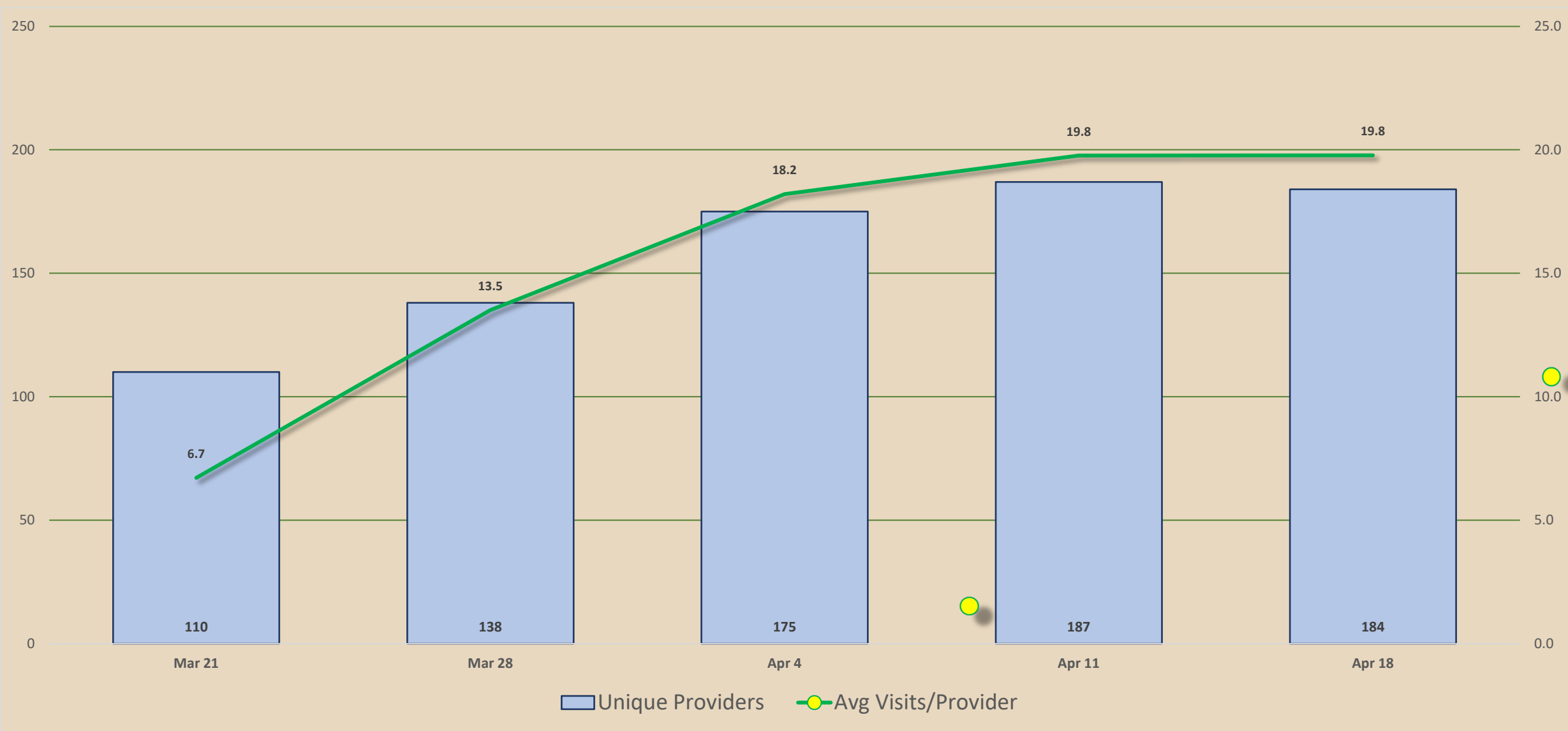
Telehealth Timeline

3/13/2020	<ul style="list-style-type: none">• Communicated Cancellation of Clinics
3/15/2020	<ul style="list-style-type: none">• Built Basic Telehealth Encounter• Enrolled All Providers with Zoom Basic Accounts (we already have licensed HIPAA version for administrative purposes)
3/17/2020	<ul style="list-style-type: none">• Went Live with Telehealth 1.0 (Encounter in EHR and Separate Scheduling in Zoom)• Licensed from Zoom Epic MyChart Integration Functionality (App Orchard)
3/31/2020	<ul style="list-style-type: none">• Went Live with Full MyChart Zoom Integration• Non-MyChart visits Occur with Separate Zoom Schedule
4/13/2020	<ul style="list-style-type: none">• Revamped Patient Text Reminder System to help with patient prep (links to Zoom Test, links to support sites)
4/28/2020	<ul style="list-style-type: none">• Going Live with Non-MyChart Zoom Integration (can SMS or Email Patient Zoom URL directly from Epic)

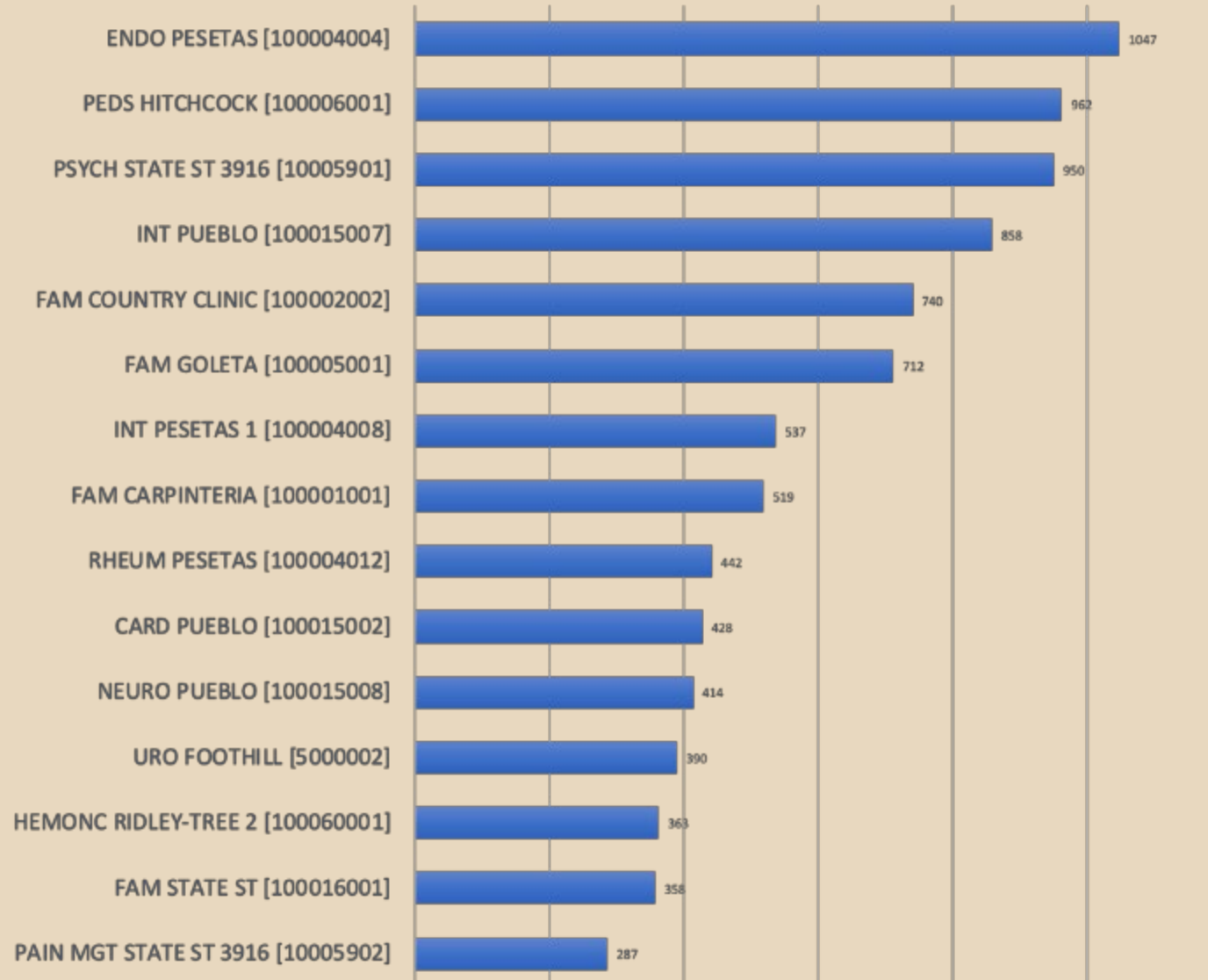
Telemedicine Volumes by Week



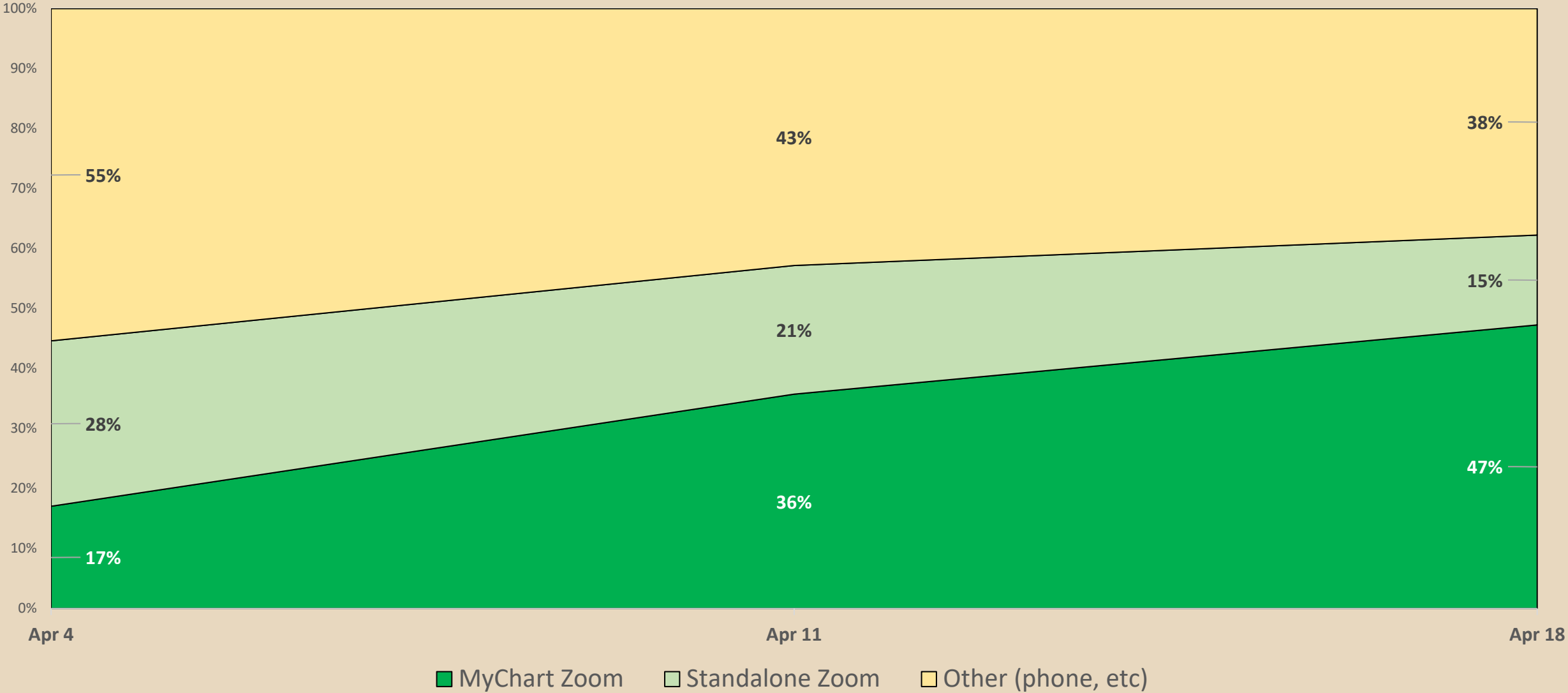
Providers – Average Visits/Week



Adoption by Department

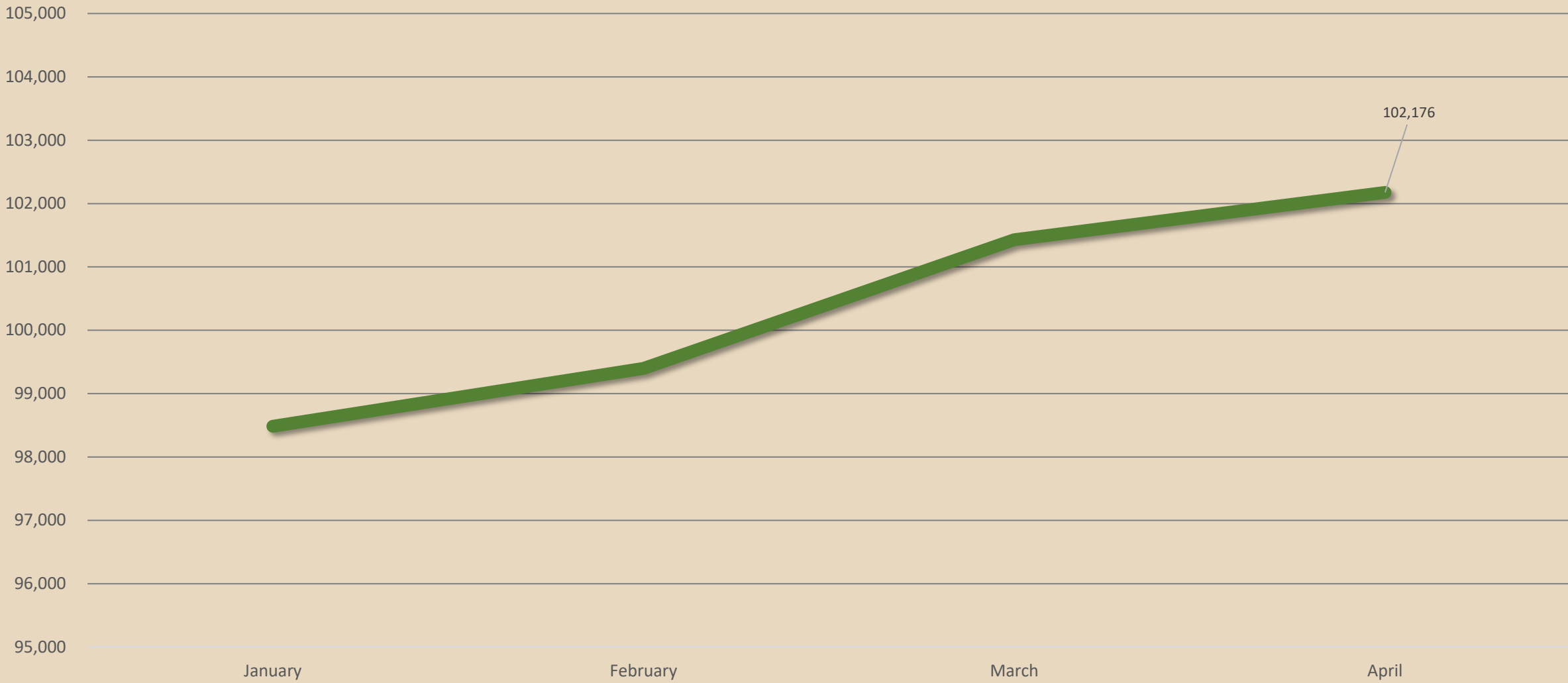


Providers – Average Visits/Week

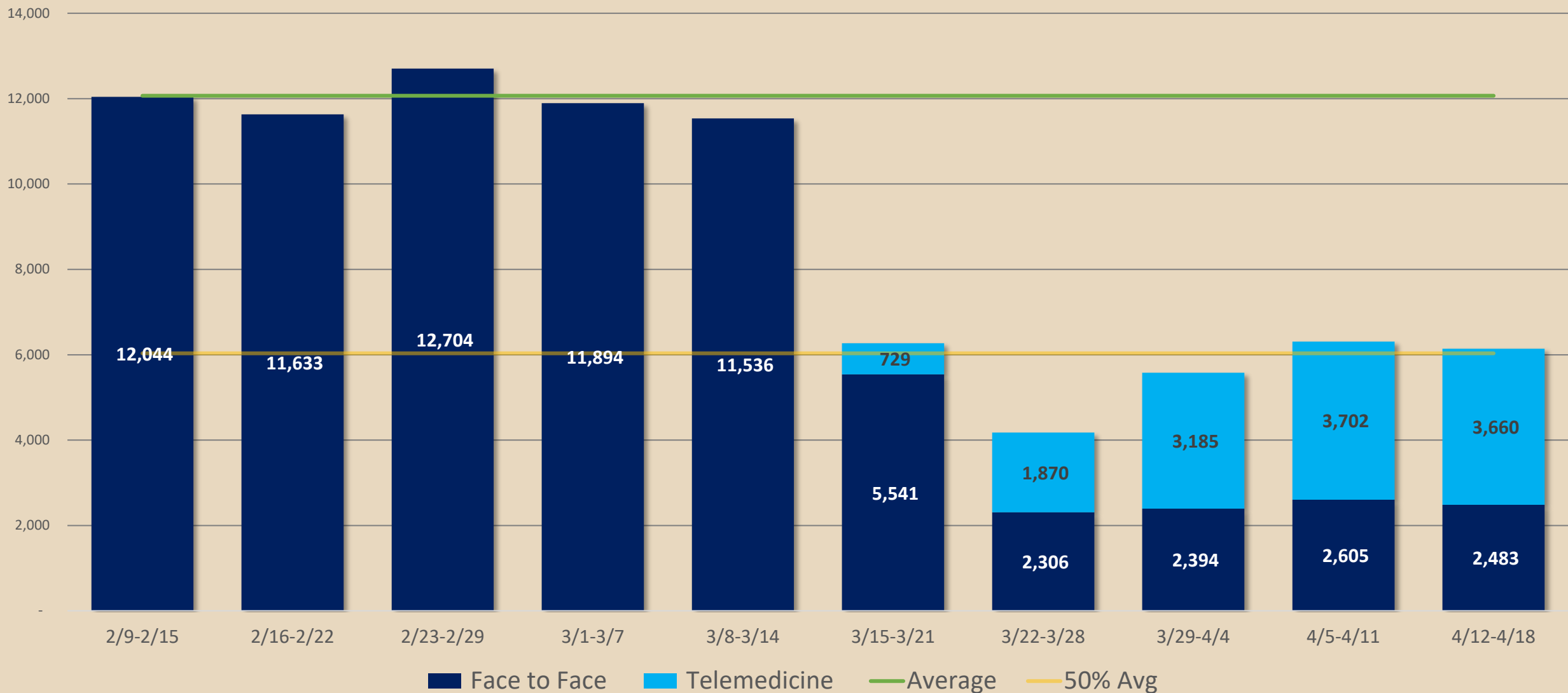




MyChart – Active Patients/Month



Total Visits by Week (blue Telemed)





Online House Calls Available Now

Sansum Clinic is open and providing care to patients – and we're offering it in a new way to slow the spread of COVID-19.

Sansum Clinic Telehealth

- Stay home and have an online visit with your Sansum Clinic provider.
- We are now accepting new patients for Telehealth visits when appropriate.

sansum CLINIC
for your good health

Telehealth
Your Online House Call

Community Health is Our Commitment



WE ARE OPEN

- In-clinic appointments as needed
- Urgent Care for unplanned medical conditions
- Telehealth visits for primary & specialty care

Balancing the needs of all our patients with promoting the best course for public health, we are trying to reserve in-clinic appointments for patients who need to be seen in person. Many appointments are being conducted via Telehealth, allowing you to see a Sansum doctor from the safety of your home.

Please call **(805) 681-7500**, or visit telehealth.sansumclinic.org, and we can help you determine if a Telehealth visit is medically appropriate for you.

Urgent Care at 215 Pesetas Lane is **open daily from 9:00 am to 4:00 pm** for unplanned medical conditions.

Text #COVID to **(805) 681-7500** for immediate information about COVID-19 symptoms, Telehealth appointments, and more.



200 Doctors. 30 Specialties. 23 Locations.

Working together to get our community through this challenging time.

SANSUMCLINIC.ORG

A close-up, underwater photograph of a sea turtle swimming towards the camera. The turtle's mouth is wide open, revealing a pale, fleshy interior. Its eyes are visible on either side of its head. The turtle's head and front flippers are in the foreground, while its body extends into the background. The water is a clear, vibrant blue, with some light rays visible. The text "-Questions?" is overlaid in the upper right corner.



-Questions?



Kate Williamson, MD

*President, AAP-OC Chapter & Governing Board of AAP-CA
Primary Care Informaticist, CHOC Children's
Pediatrician*

CHOC: Guidance For Providers On How To Have A Successful Visit



A successful virtual physical exam

Providing a virtual physical exam is a new skillset for most physicians and advanced practice professionals. These tips are designed to help you make the virtual physical evaluation more effective and efficient.

Tips for success

1. Ensure the patient is comfortable and privacy is respected, particularly if clothing will need to be removed during the exam:
 - Ask non-essential staff/family members to leave the respective rooms, when appropriate.
2. Assure the best possible video experience:
 - Ask for window blinds to be closed before beginning the visit.
 - Check lighting for optimal visualization of the patient.
3. Explain that the video visit is not recorded, meets HIPAA requirements, and cannot be posted or forwarded.
4. Talk the patient/parent throughout the exam:
 - Be engaging and encourage cooperation from the patient and parent throughout the exam.
 - Acknowledge that, at first, the exam will "feel" different than an in-person exam.
 - Be comfortable asking the patient and/or parent to adjust lights, move closer or farther from the camera, remove objects obstructing your view, speak more loudly, etc.
 - Direct them to remove clothing, as necessary, and remember to tell them when it is OK to put their clothing back on.
5. Ask the patient and their parent to help you perform exam maneuvers, when appropriate, to encourage their participation:
 - Tell them how to palpate to localize pain.
 - Explain how to perform range of motion maneuvers.
 - Describe the landmarks you use in clinic to find the right location for an exam component, such as ribs or pelvic bone.
6. Watch carefully and ask them to repeat anything that appears questionable.
7. Verbalize what you think you are seeing, allowing the patient and their parent to clarify as needed.
8. Refer to in-person care if the video exam is not adequate to provide high-quality medical decision-making.



UC DAVIS
HEALTH SYSTEM
Vascular Center

Telemedicine for Specialty Services and Triage of Urgent Issues

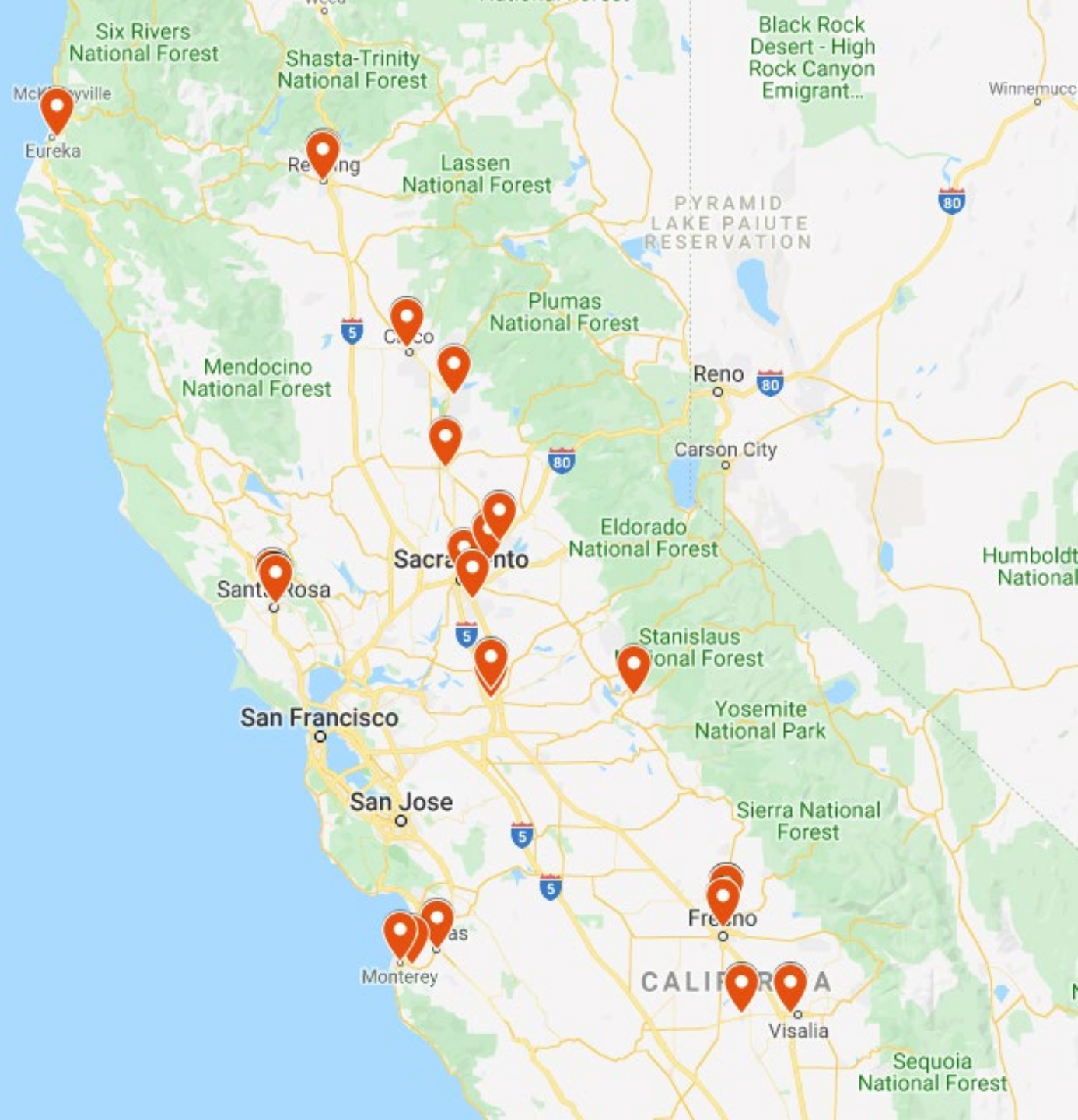
Misty D. Humphries, MD, MAS, RPVI, FACS

Why Expand Telemedicine

- Minimize Patient Risk of Exposure But Still Take Care of Them
 - Postoperative Patients
 - Surveillance Patients
 - Chronic Patients with New Complaints
 - New Patients Triage
- Keep You and Your Staff Working
- Maintain A Revenue Stream
- Bring Quality Care to Everywhere

UC DAVIS HEALTH

Access to
Specialty Care



Who to See When

- Triage
 - Patients with nonurgent needs, but with high concerns (fear of life-threatening complications)
 - **Schedule Procedure after Phase 3 reopening**
 - Patients with urgent needs, and physician concerns
 - **Schedule Procedure NOW, COVID testing prior**
 - Patients with intermediate needs, but can likely wait until Phase 2 reopening
 - **Call and schedule in 4-6 weeks**

Pick Your Platforms: Integrate EMR and Billing

- Doxy.me, Google G Suite Hangouts Meet, GoToMeeting, InTouch Health,
- Mend, Mundaii
- Skype for Business, swyMed, Teladoc, Updox, Vsee, Zoom for Healthcare
- iPhone, Android

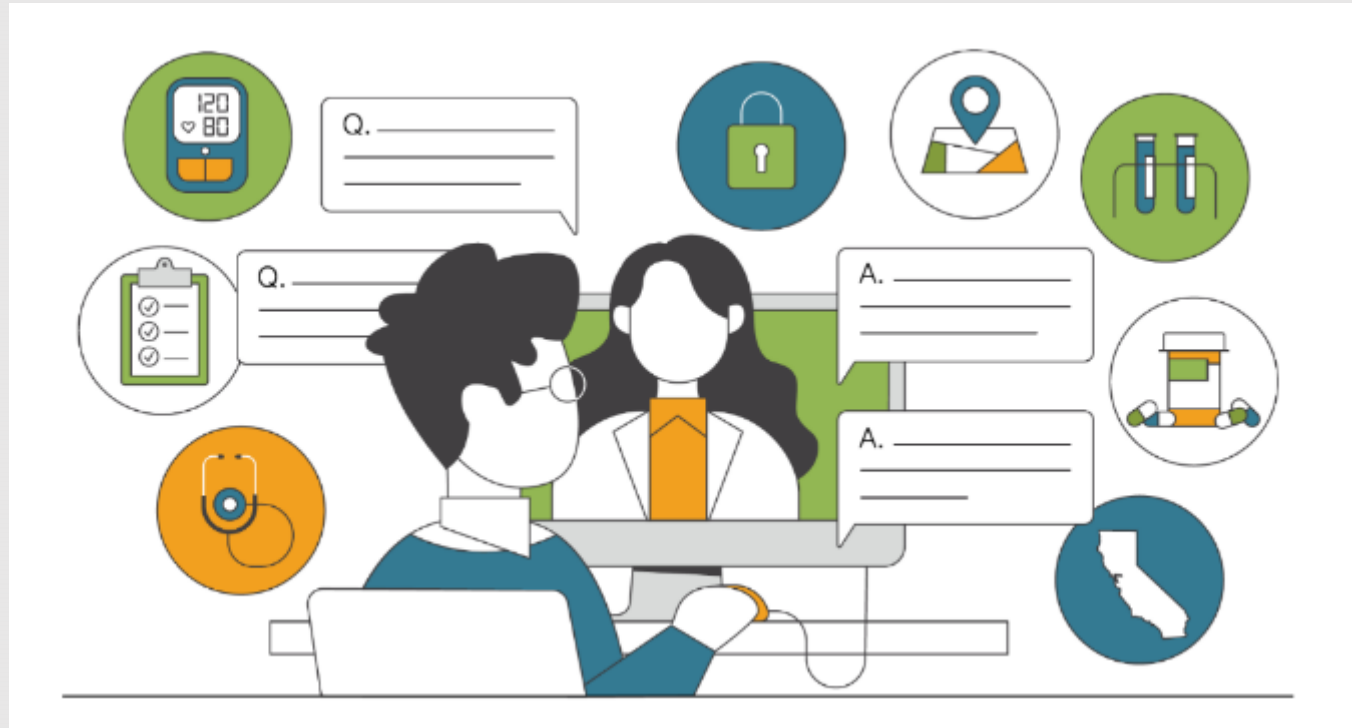
- Coordinate with Billing/Back Office

Specialty Needs to do Telemedicine Long Term

- Improved image sharing between facilities
 - All radiographic images able to be shared through cloud-based software
- Increased provider willingness to do telemedicine in rural primary care setting
 - Either by the Provider
 - Or as a hub for patients to come for good Internet Access
- Improved Electronic Medical Record sharing
 - Ability to speak to each other seamlessly
- Better broadband access in rural areas

Facilitated question and answer

Timi Leslie
Founder and President
BluePath Health



Please submit your questions in the Q&A box.

Thank you again to today's sponsors



California Health Care Foundation
HEALTH CARE THAT WORKS FOR ALL CALIFORNIANS



NATIONAL CONSORTIUM OF
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Please visit our website for more information: <https://www.cchpca.org/about/projects/california-telehealth-policy-coalition>.