



Telehealth 101



TMF[®]
Health Quality Institute

Today's Speakers



**Kari
Loken**



**Ami
Eimers**

Meet Our Colorado Practice Facilitation Team!



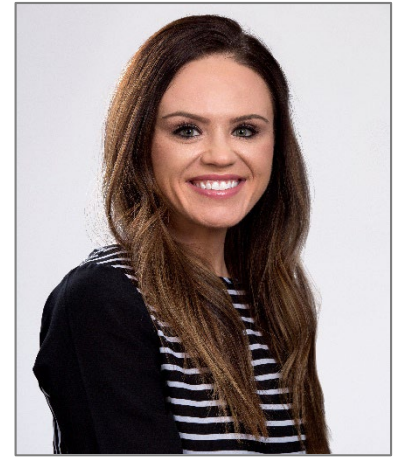
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Objectives

- Evaluate whether your practice is ready to deploy telehealth.
- Understand how requirements for telehealth have changed in response to COVID-19.
- Implement telehealth visits in your practice.

Compare Telehealth with Telemedicine



Telehealth

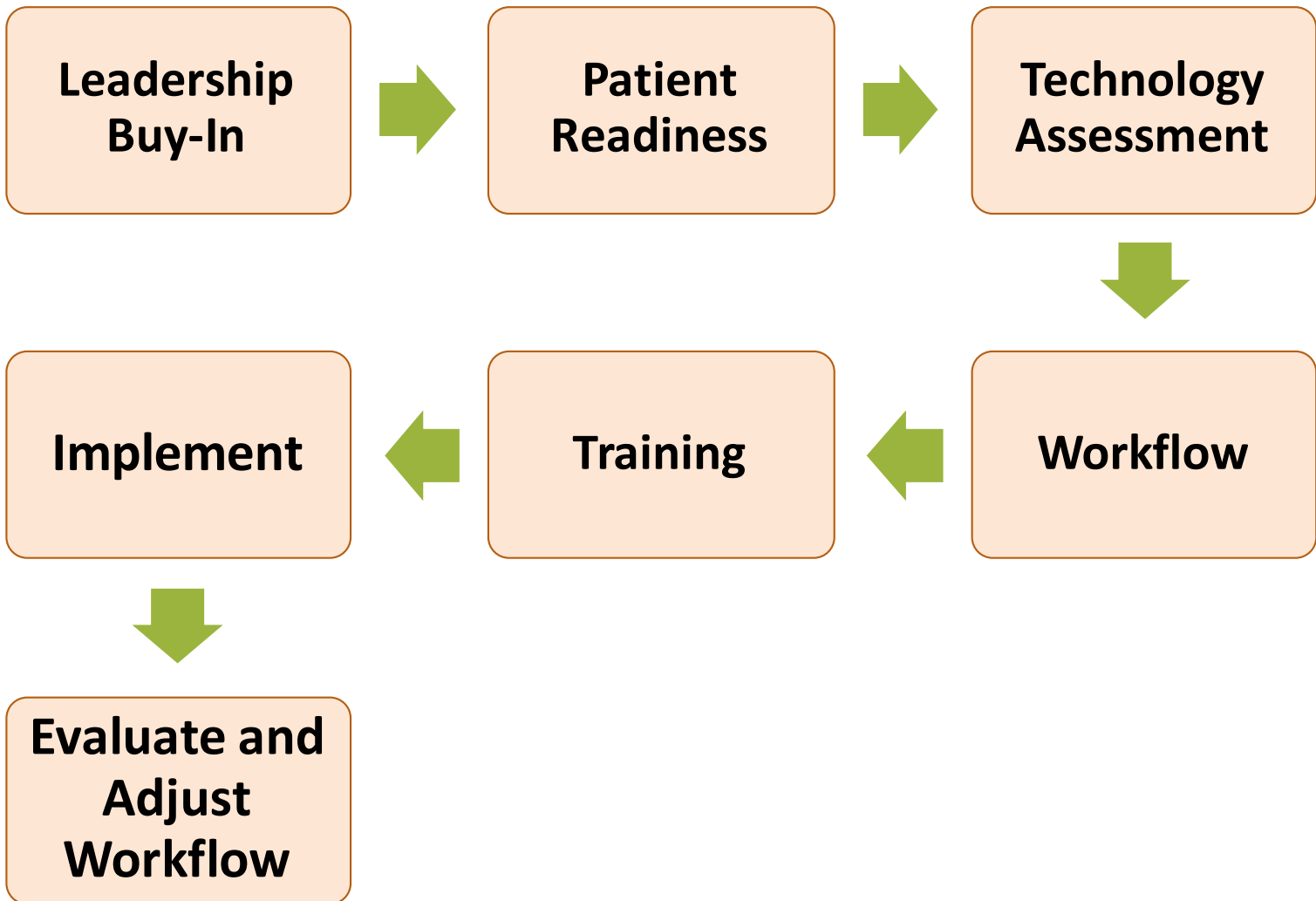
Broadly, telehealth refers to electronic and telecommunications technologies and services used to provide care and services at a distance.



Telemedicine

Telemedicine refers to the practice of medicine using technology to deliver care at a distance (i.e., a physician may use telecommunications infrastructure to deliver care to a patient at a distant site).

Telehealth Roadmap



Leadership



Share the Vision

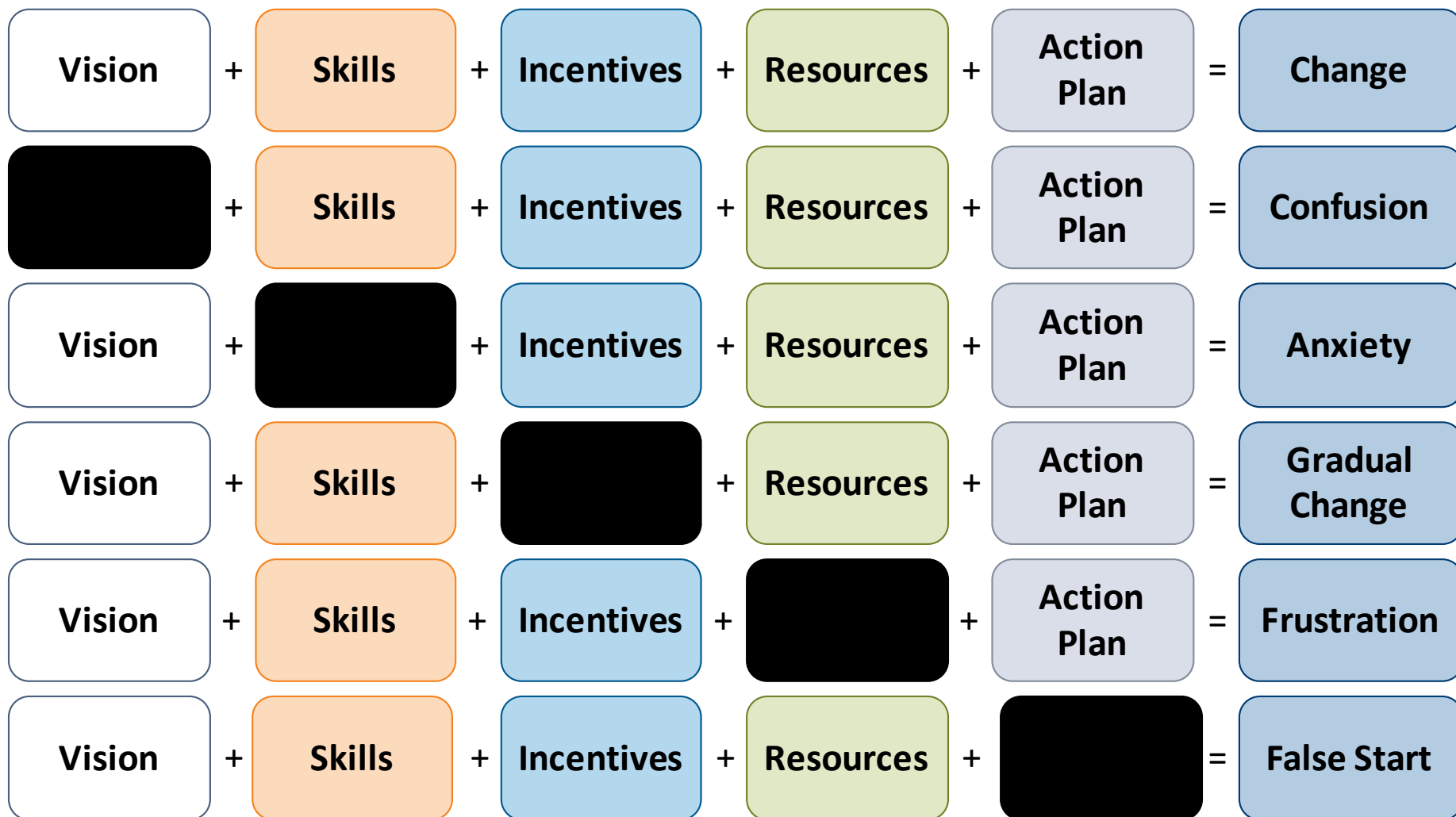


Provide Resources



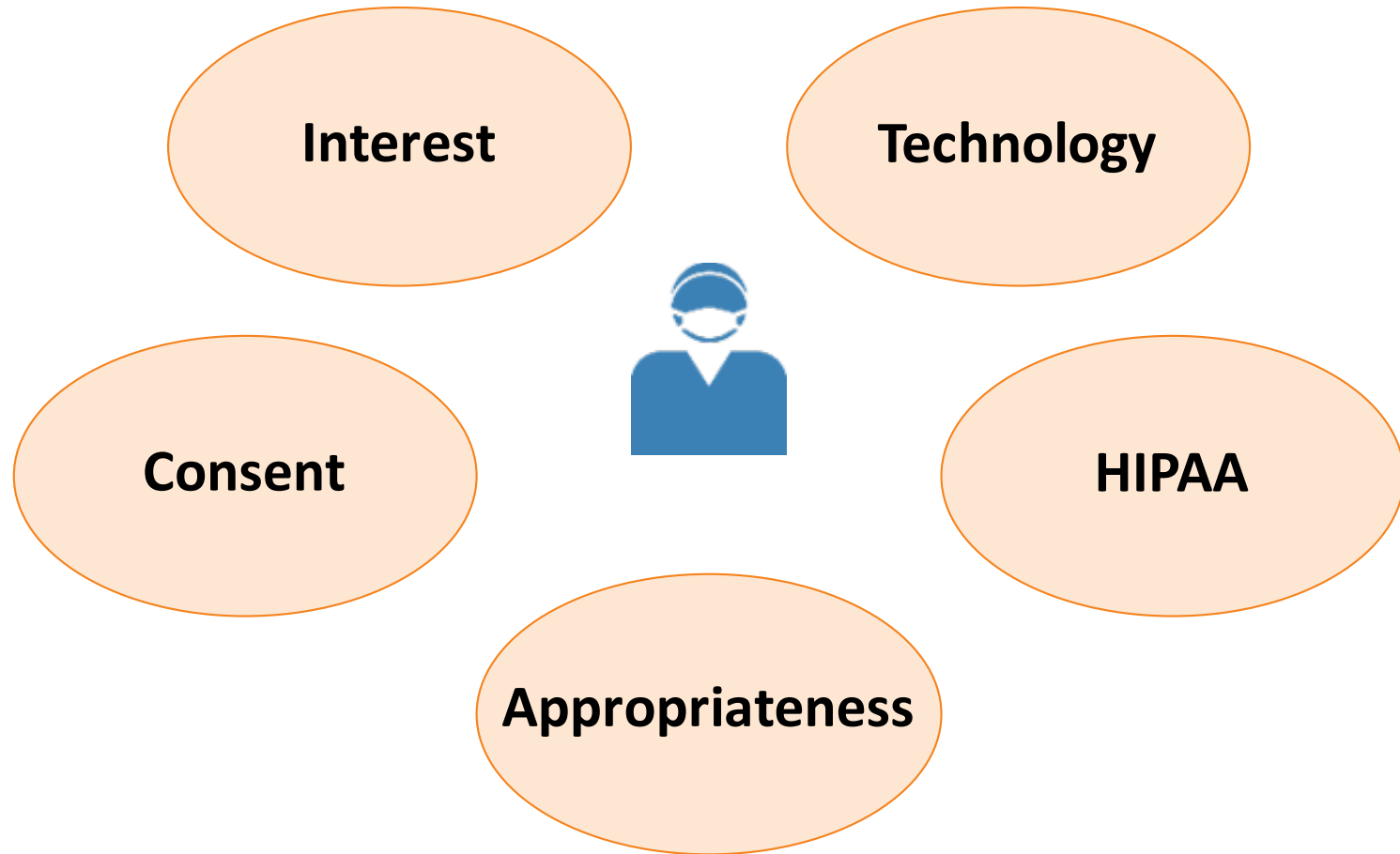
Champion the Cause

Managing Complex Change



Adapted from Knoster, T. (1991) Presentation in TASH Conference. Washington D.C. Adapted by Knoster from Enterprise Group, Ltd.

Patient Readiness



Health Insurance Portability and Accountability Act (HIPAA)

Technology Assessment

Before COVID-19

- Telehealth services were restricted to patients located in rural areas.
- Telehealth services were restricted to specific settings (such as a hospital or physician's office).
- The entity administering telehealth needed to meet the same HIPAA requirements that it would for in-person services.
- Telehealth only covered a limited number of services.
- Telehealth needed to be administered on HIPAA-compliant, real-time, two-way video conference software.

COVID-19

- The rural requirement has been discontinued.
- The origination site can now be a patient's home.
- There is now a HIPPA waiver, meaning "everyday communication technologies" can be used.
- Each visit type now has individual requirements.
- There are no longer audits to ensure that a prior relationship existed (this excludes virtual check-ins and e-visits).

Telemedicine: Pre-Visit

- Schedule the patient as a telehealth visit within the electronic health record (EHR).
 - Consider adding an appointment type, if needed.
- Verify the patient's insurance, along with an email address or cell phone number to which the appointment invite can be sent.
- Provide information about what to expect and how to connect to the telehealth visit.
- Establish the patient's consent with a signed form.
 - This needs to be completed prior to the visit.

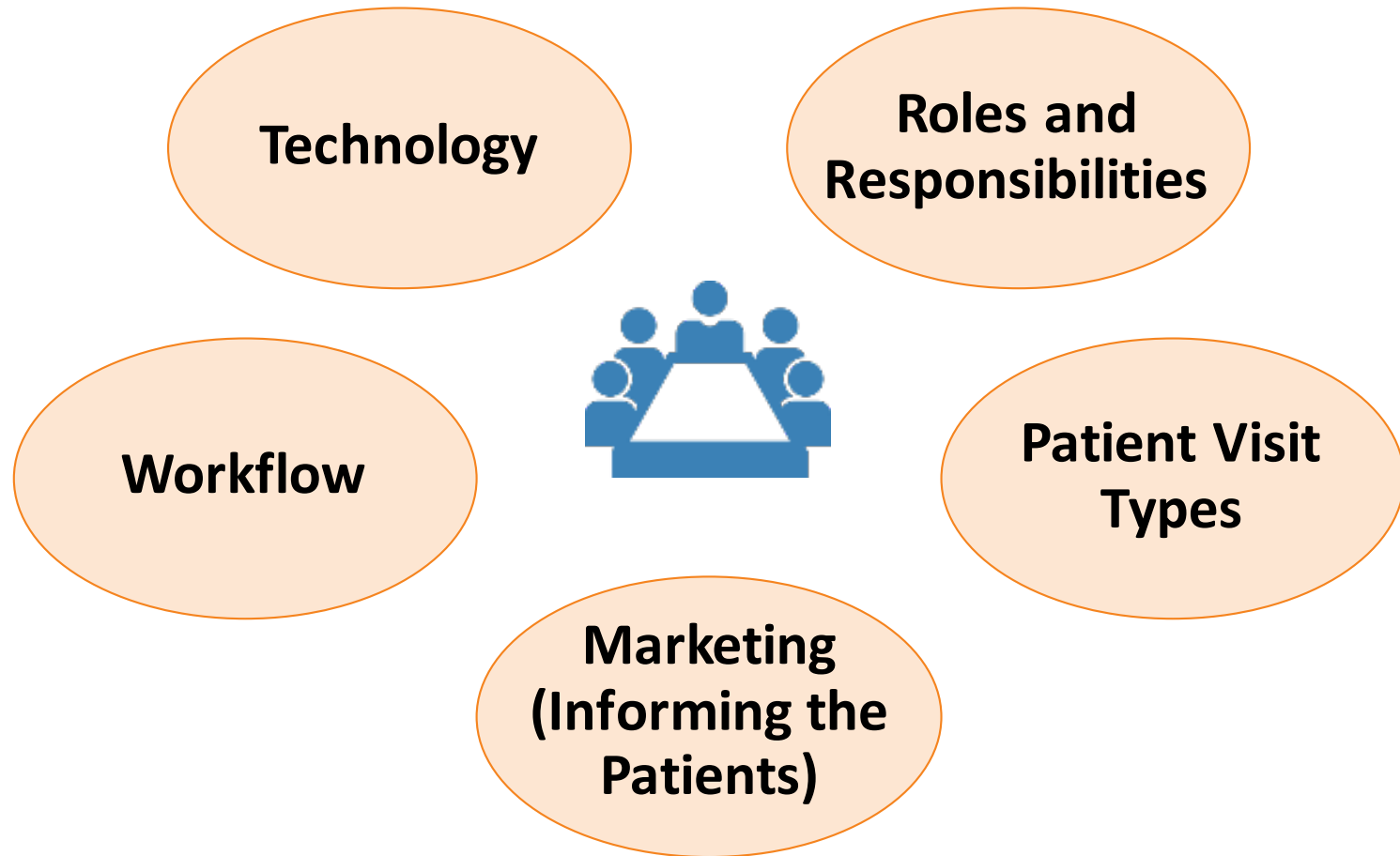
Telemedicine: During the Visit

- At the time of the appointment, pull up the patient's chart in the EHR.
- Call the patient to do any initial work-up and validate the patient's preferred contact method for the video visit.
- Initiate the video chat from the selected telehealth platform.
- Verify the patient's identity and obtain the patient's consent, if it has not already been obtained.
- Review the patient's chart and document the encounter within the EHR as usual.

Telemedicine: Post-Visit

- Enter the charges for the visit as usual.
- Save and sign the encounter note as usual.
- Process the claim for reimbursement.

Training



Implementation



Readiness for Complex Change

- Ensure your practice has all five components from the Model for Complex Change in place.



Utilize Plan-Do-Study-Act (PDSA)

- Use rapid small tests of change to refine your practice's workflow.



Remain Flexible

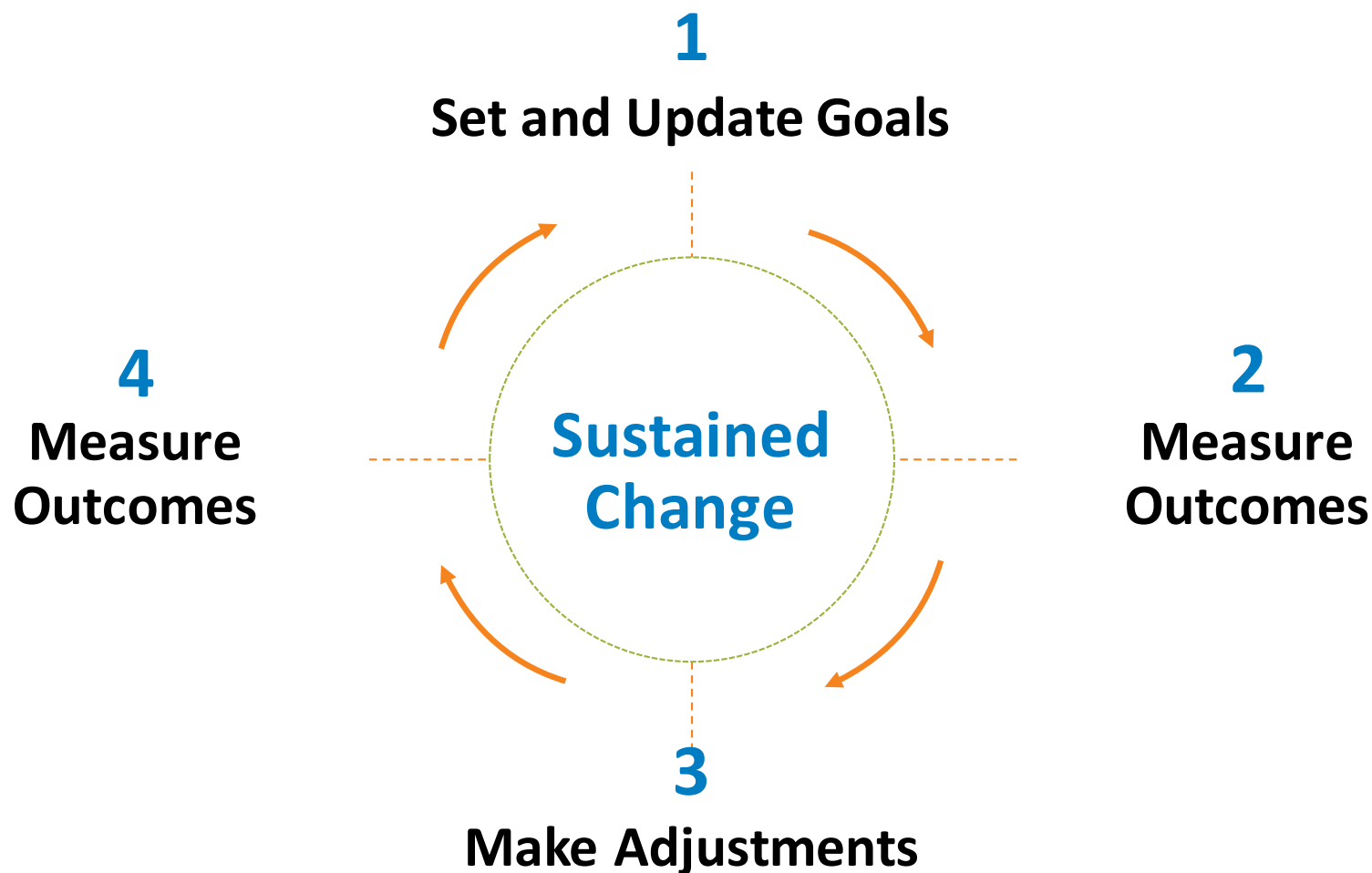
- Be open to changing your workflow based on the findings of your PDSA.



Purposeful Expansion

- As your practice refines its workflow, offer it to additional patients and/or additional care teams.

Evaluate and Adjust



Telehealth Resources

TMF Health Quality Institute Telehealth Resources

- [Patient-Facing “Telehealth for Patients” Brochure](#)
 - This two-page resource is a guide to introduce and educate your patients about how they can access telehealth services. This guide is editable, which will provide your practice the opportunity to customize it to meet the needs of your practice.
- [“Virtual Care: Providing Telehealth” Webinar](#)
 - Telehealth visits have become one of the primary methods to deliver health care services during the COVID-19 pandemic. During this recording, TMF staff discuss the various types of telehealth solutions.
 - [FAQ addresses questions received during the webinar](#)
- [Example Telehealth Workflow](#)

All resources can be found at
<https://tmfnetworks.org/Resources>

Recorded Webinars

- [“Telehealth During COVID-10: Ensuring Reimbursement” Webinar](#) (Note: The webinar recording and associated resources are listed under the “Telligen Events” section of this landing page)
 - This webinar is brought to you by Practice Innovation Program Colorado and Telligen Quality Innovation Network Quality Improvement Organization (QIN-QIO).
- [“Telehealth and COVID-19” Webinar](#)
 - This webinar is brought to you by the National Consortium of Telehealth Resource Centers.

The Centers for Medicare & Medicaid Services (CMS) COVID-19 Telehealth Resources

- [Telemedicine Toolkit for General Practices](#)
- [CMS COVID-19 Podcasts and Transcripts](#)

Additional Resources

- [Telehealth Resource Center](#)
 - This resource will provide (generally free of charge) assistance, education, and information for organizations that are actively providing or interested in providing health care at a distance.
- [PDSA Form](#)
 - This is a useful tool was shared by the Institute for Healthcare Improvement to develop and document a test of change.
- [American Medical Association Telehealth Playbook](#)
 - This playbook documents the most efficient path to implementing a new digital health solution, including key steps, best practices, and resources to accelerate and achieve digital health adoption.

THANK YOU!

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