



Integrating Telehealth

Enterprise-Wide



hello!



I am Colleen Hopkins  
From North Country HealthCare  
I am here because I love telemedicine

# North County Services

## Clinical

- X Primary Care Medical Services (FM, IM, OB/Gyn, Peds)
- X Dental
- X Behavioral Health
- X Prenatal Care
- X Breast & Cervical Cancer Screening
- X Diabetes Management Program
- X Integrative Medicine
- X Pharmacy
- X Physical Therapy

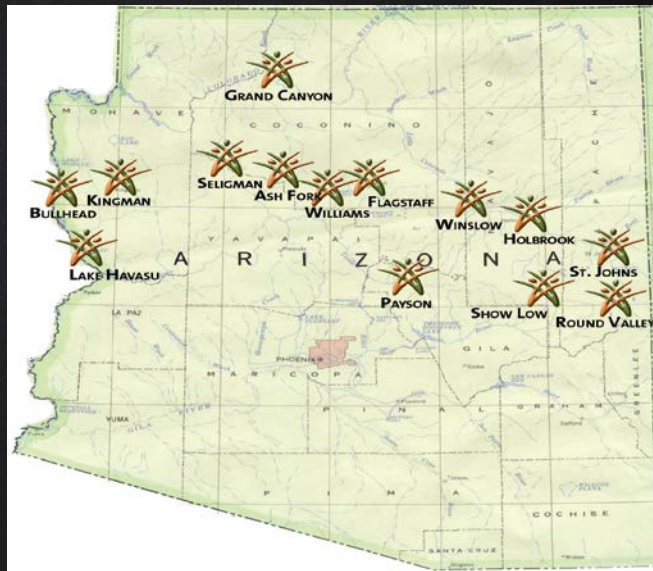
## Community Health

- x Well Woman & Fit At Fifty Health Check Programs
- x Prenatal & Well Child Programs
- x Diabetes Management
- x RESEP
- x HIV/ AIDS Program
- x NACASA
- x Hermosa Vida
- x NACASA
- x Hermosa Vida

## Educational

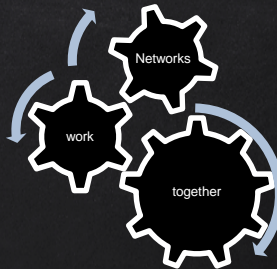
- x Youth Academic Preparedness, College Readiness, and Health Professions exploration
- x Health Professions Student Education and Training
- x Medical Education
- x Health Professional Continuing Education Programs
- x Community Health Education
- x Research

# North Country HealthCare Service area



# Vision

The North Country HealthCare Telehealth Program uses telehealth technologies to link healthcare providers, patients, educators, and consumers and their families to a comprehensive continuum of care, in order to reduce the isolation of providers and their patients within rural communities.



# Tel ehealth Clinical Services

- X Behavioral Health
- X Diabetes
- X Hepatitis C
- X HIV
- X INR Clinic
- X Nutrition Services
- X Pharmacy
- X Physical Therapy

# Virtual Clinic

- ✓ Telemedicine = Clinic 13
  - ✓ Telemed is an *ACTUAL* (virtual) clinic
    - ✓ Has needs similar to other NCH clinics
      - ✓ Clinical
      - ✓ Coordination
      - ✓ Budget
      - ✓ Space
      - ✓ Network
      - ✓ Tools
      - ✓ Ongoing training and support
      - ✓ Scheduling and billing
  - ✓ Unique challenge is that this clinic is enmeshed within existing clinics

# Challenges & Lesson Learned

- X Communication
- X Staff turn over
- X Infrequent telehealth services
- X Consistent education & training
- X Covered services

# Solutions

## X Internal Marketing Campaigned

- Uniform terminology
- Recurrent training
- Continuous testing



## *Menu:*

*What is Telehealth*

*Misconceptions*

*Benefits and  
Disadvantages*

*Uses and Services*

*Etiquette and  
Procedures*

*Scheduling*



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# Important Definitions:

- *Telehealth*
- *Telehealth Services*
- *Telehealth Education*
- *Telehealth Administrative Activities*
- *Telehealth Diagnostic Equipment*
- *Provider Site*
- *Patient Site*



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## ***Telehealth Definitions***

Patient Site (also referred to as  
Originating Site):

Location of the patient at the time the service is taking place via telecommunications encounter.



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The \_\_\_\_\_ is the location of the patient and the time the service is taking place via telecommunications

**Correct**

That's right! You selected the correct response.

Continue

- ☐ Telehealth Education      ☒ Patient Site



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# *References*

American Telemedicine Association, (n.d.). American Telemedicine Association. About ATA. Retrieved from <http://portal.americatelemed.org/page/aboutata>



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# Telehealth Misconceptions



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## *Fact or Myth?*

Physical exams aren't necessary to make a diagnosis.



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*Fact or Myth?*

**FACT**

Physical exams aren't necessary to make a diagnosis.



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## *Telehealth Primary Care*



Physical exams aren't always necessary for minor and urgent issues.



Diagnosis may only require a patient's medical history and reported symptoms.



Telehealth is a great tool for providing follow ups and post ops for check ins.



Drag and drop the each statement to its corresponding answer:

**Correct**

That's right! You selected the correct response.

Continue

**FACT**

Telehealth

needed for a diagnosis.

plement.

**MYTH**

Telehealth compensation is a problem.



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# Benefits and Disadvantages



**Objectives:**

Explore the Benefits  
of Telehealth

Explore the obstacles  
of Telehealth



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# Select all benefits of Telehealth:

Better patient quality care.

Saves on healthcare costs.

Requires technical training and equipment.

Convenient and accessible care for patients.

Increases patient engagement.

Reduces in person interactions.



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# Disadvantages



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A disadvantage of Telehealth is that it may require equipment and technical training.

What is the best option to overcome this barrier?

- ☐ Disrupt I.T. anytime there is a complication.
- ☐ Play with the equipment until you figure out what the buttons do.
- ☐ Eliminate the use of Telehealth all together.
- ☒ Offer free Telehealth equipment training to all employees.

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Another disadvantage of Telehealth is the notion that Telehealth reduces in-person interactions.

Write a response that would address this barrier.

type your text here



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# Etiquette and Procedures

## Objectives

*Guide to Telehealth  
Etiquette*

*Telehealth Room  
Assessment*

*Importance of  
Telehealth Etiquette*

*Telehealth Room  
Procedures*



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## ***Importance of Etiquette to the Patient***

By lending the patient your E.A.R you are able to let the patient:

**E.**

Feel Empathized with.

**A.**

Confidently use their Autonomy.

**R.**

Feel Respected.



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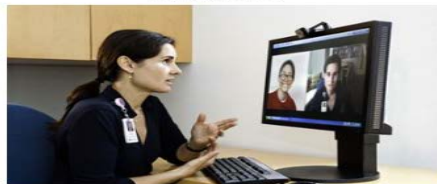
What is the difference in experience for picture A and picture B?

- ☐ Picture A is getting higher quality care than picture B.
- ☐ Picture B is getting higher quality care than picture A.
- ☒ There is no difference in quality care.
- ☐ They are both demonstrating poor quality care.

Picture A



Picture B



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## Camera Positioning

Position camera to allow the images of patient and provider to appear straight-on and centered in their respective monitors.

Example for one person:



Example for two people:



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t hanks!

Any questions?

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