Building Successful Telemedicine Programs
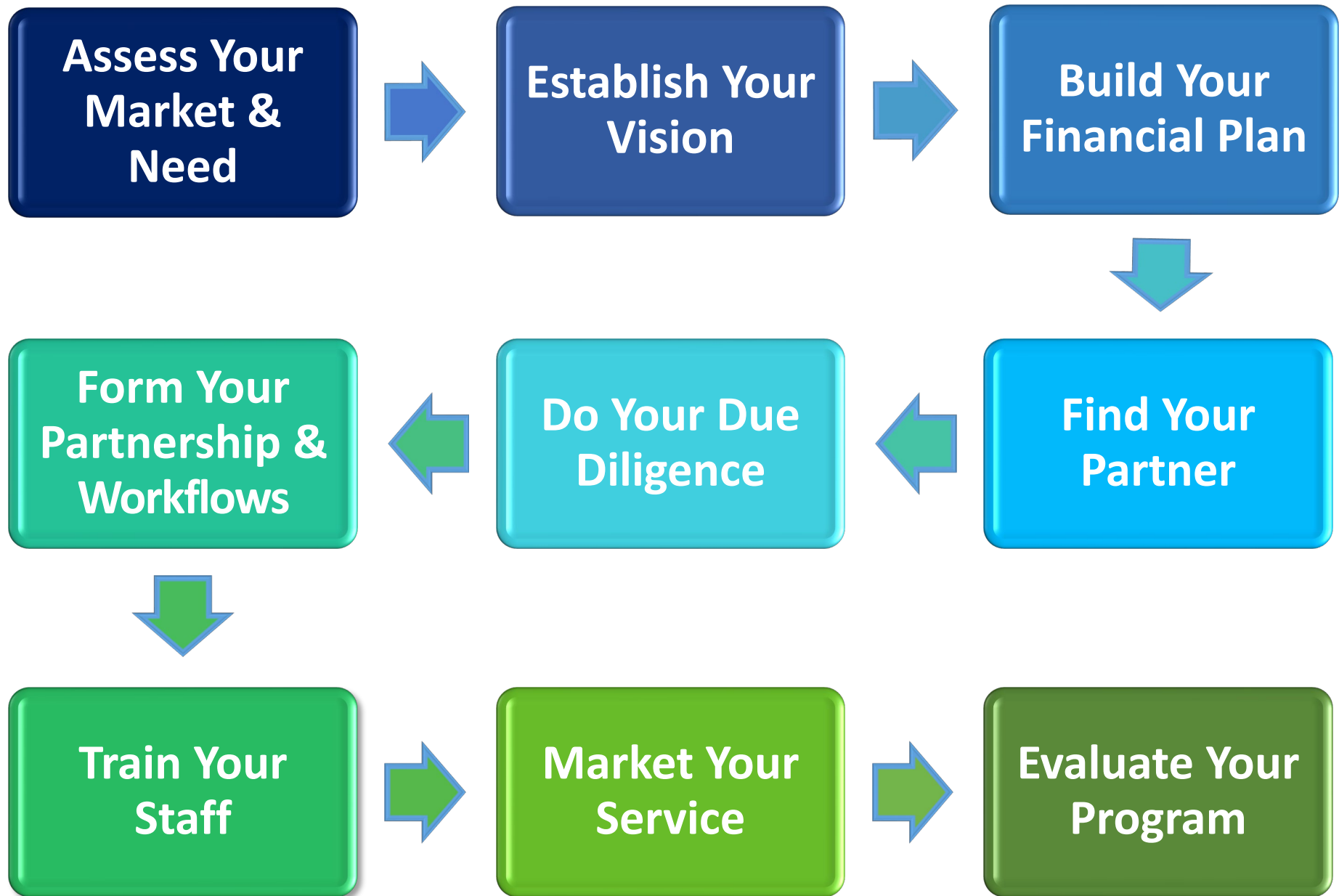# &
Guidelines and Standards

Elizabeth A. Krupinski, PhD, FSPIE, FSIIM, FATA, FAIMBE, FAUR

Associate Director Assessment Arizona Telemedicine Program
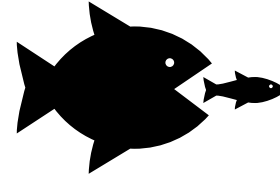
Director Southwest Telehealth Resource Center

Professor & Vice Chair for Research Emory University Department of Radiology & Imaging Sciences
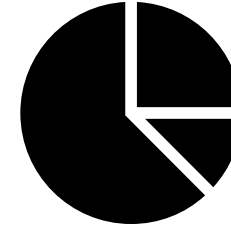
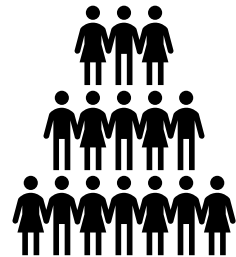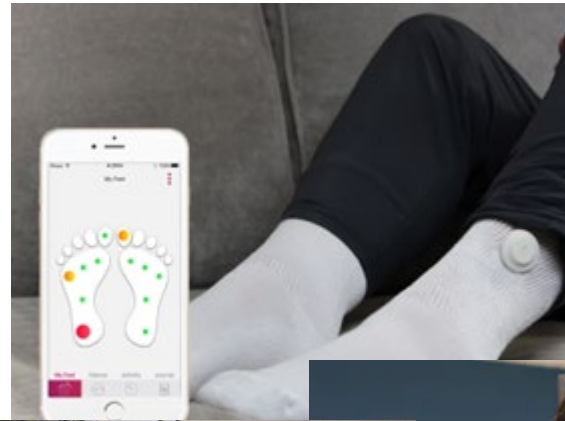**Establish Your Vision**
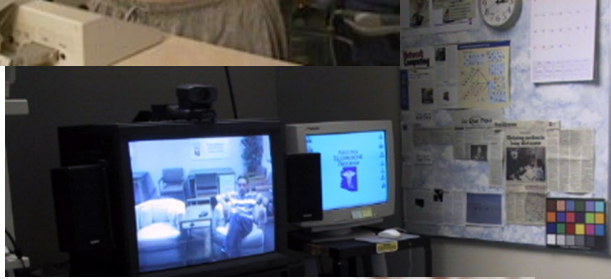
Build Your Financial Plan
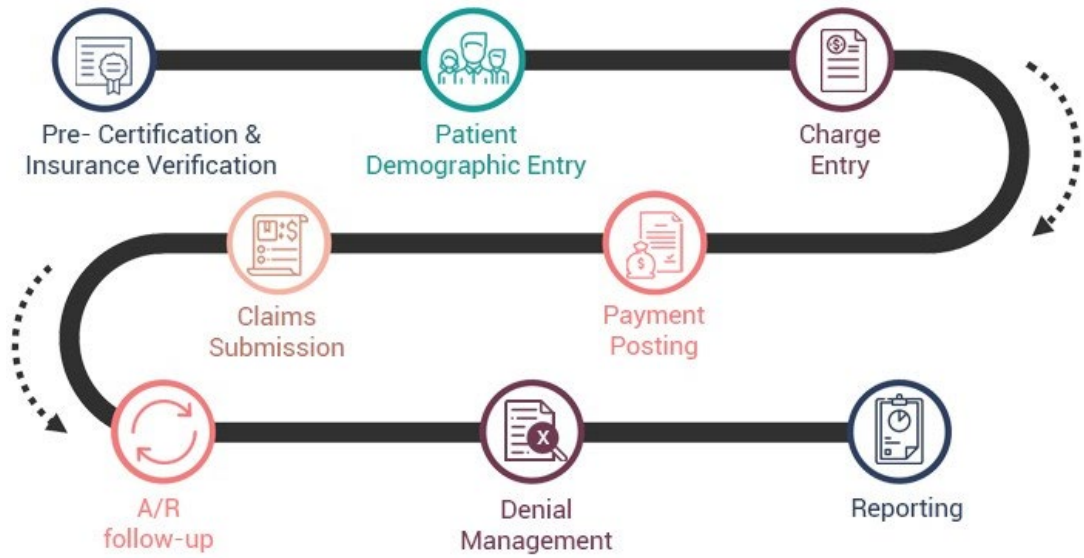
Find Your Partner(s)

Service Provider Directory

Welcome to the Telemedicine & Telehealth Service Provider Directory, a service of the Arizona Telemedicine Program. The directory is a resource for hospital and healthcare administrators and other decision-makers who want to expand or improve their healthcare services to their patients, employees, clients, etc. The directory lists companies providing medical specialty services (such as radiology, rheumatology, neurology, psychiatry) and ancillary services (such as patient education and language interpretation) through telemedicine to healthcare providers such as hospitals, clinics, nursing homes, private practices and urgent care centers.

Prescribing controlled substances via telehealth

Authorized providers are able to prescribe controlled substances via telehealth if they meet certain criteria.

Center for Connected Health Policy — THE NATIONAL TELEHEALTH POLICY RESOURCE CENTER

...olicies have now ...ne so to move toward ...licies. This entails ...nto Medicaid, private

September 2023.
...nt if official Medicaid ...ursing for a specific ...sidered enough.
...CHP's reporting, though ...nly permanent policies

...common, it's also often associated with restrictions on the circumstances that qualify for reimbursement, such as limiting reimbursement to only certain conditions or services.

A state is counted as reimbursing for a modality/eligible site even if they do so in a very limited way. Therefore, it's always important to check the state's specific requirements.

45

45 STATES AND DC
Recognize the home as an eligible originating site

Certain Medicaid programs specify that telehealth services provided at a patient's residence are eligible for reimbursement when billed with Place of Service Code 10, denoting home-based telehealth services.

Medicaid Reimbursement

While most state Medicaid programs currently maintain restrictions on permissible telehealth modalities, eligible originating sites, services, and providers, there is an emerging pattern of gradual adjustments intended to broaden telehealth accessibility. This encompasses the incorporation of new services like school-based services and the expansion of coverage to additional providers such as speech-language pathologists. Lists of service codes eligible for telehealth-delivered services (similar to Medicare) have also become more common. These changes reflect a gradual but promising shift toward broader adoption of telehealth within Medicaid programs across the states.

50
50 STATES AND DC
Live Video

43
43 STATES AND DC
Audio-only telephone*

37
37 STATES
Remote patient monitoring*

33
33 STATES
Store-and-forward*

*Some states that are included in the counts above reimburse this modality solely as part of Communication Technology-Based Services (CTBS), which have their own separate codes and reimbursement rates.

Licensure compacts

There are many compacts between states that make it easier for health care providers to practice telehealth across states.
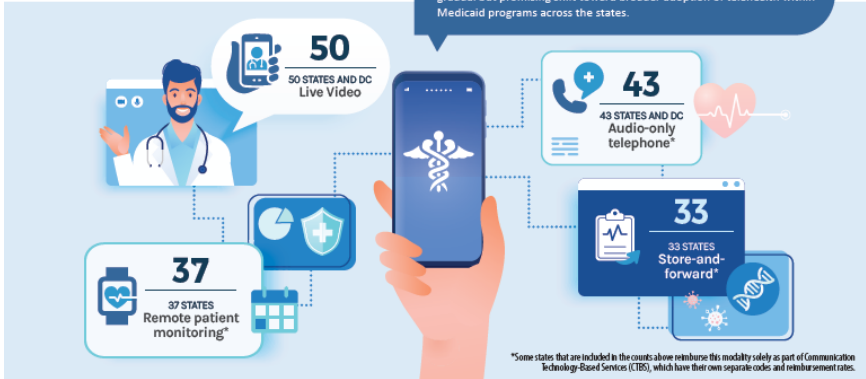
On this page:

- Multi-state licensing compacts
- Compacts for physicians and nurses
- Allied and auxiliary health care workers
- Emergency medical services personnel

ARIZONA TELEMEDICINE PROGRAM

SOUTHWEST TELEHEALTH RESOURCE CENTER — TRC

PRE-VISIT

Screening/Patient selection → Scheduling → Pre-visit period

VISIT

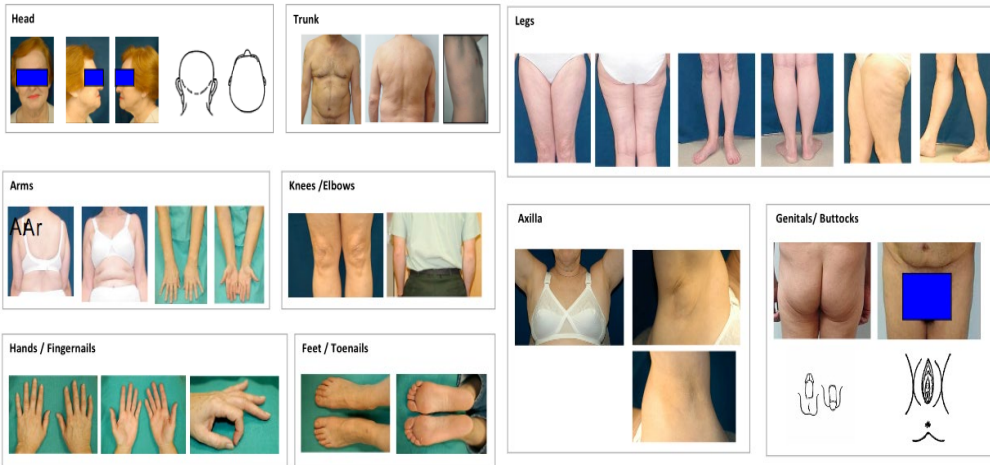Pre-provider → Provider → Post-provider

POST-VISIT

Form Your Partnership & Workflows

Teledermatology Imaging Sets

Show entire anatomic unit (e.g. trunk) if a lesion or rash is within this unit.

Head | Trunk | Legs

Arms | Knees / Elbows | Axilla | Genitals/ Buttocks

Hands / Fingernails | Feet / Toenails

Step 1: Vital Signs
-Weight, blood pressure, pulse, oxygen saturation, temperature

Step 2: Skin assessment
-New bruises, rash, swelling

Step 3: Head, Eyes, Ears, Nose, and Throat
-Assess vision, hearing, sense of smell; observe throat, swallowing

Step 4: Neck
-Assess pain with rotation, jugular venous distension, Corrigan's pulse

Step 5: Lungs
-Deeply inhale and hold; observe wheezing and tachypnea

Step 6: Heart
-Assess pulse; incorporate data from wearables

Step 7: Abdomen
-Assess if abdomen is firm, tender, or distended

Step 8: Extremities
-Press thumb into pre-tibial area and assess edema; perceived temperature

Step 9: Neurological
-Speech, gait, Romberg, stand from seated position

Step 10: Social Determinants of Health
-Diet, physical activity, sleep, stress, housing, transportation, safety, mood

Figure Ten-step checklist for a patient-assisted physical examination.

Telehealth & Disability: Recommendations for Providers

What is telehealth and how does it apply to patients with disabilities?

The National Consortium of Telehealth Resource Centers defines telehealth as "a collection of means or methods for enhancing health care, public health, and health education delivery and support using telecommunication technologies."[1] Telehealth has been shown to improve access to healthcare services for many vulnerable populations. However, significant challenges exist for patients with disabilities when it comes to accessing both in-person and remote healthcare. In particular, barriers to communication access prevent patients with disabilities from utilizing telehealth to the fullest extent.[2]

Definition of Disability [3]

According to the Americans with Disabilities Act (ADA), an individual with a disability is defined as:
1) a person who has a physical or mental impairment that substantially limits one or more major activities; or
2) a person who has a history or record of such an impairment; or
3) a person who is perceived by others as having such an impairment

Legal Obligations [4]

Under Section 504 of the 1973 Rehabilitation Act, no qualified individual with a disability shall, by reason of his or her disability, be excluded from the participation in, denied the benefits of, or subjected to discrimination under any services, programs, or activities of the covered entity (e.g., healthcare providers). In the context of healthcare, nondiscrimination on the basis of disability means equal access to available health care services, whether those services are provided in-person or via telehealth.

Additionally, there may be other requirements under state laws that go beyond what is in the ADA or the Rehabilitation Act. Whatever accommodations are required when providing services in-person to meet these obligations will likely also need to be addressed when utilizing telehealth. One area where the policies may not be clear or where the use of technology had not been considered is requirements on having certain accommodations for physical access such as wheelchair accessibility. Whether these physical access requirements are still required if a practice is solely providing services via telehealth may not have a clear answer in law or regulations at this time.

1) Center for Connected Health Policy. What is Telehealth? https://www.cchpca.org/about/about-telehealth
2) Annuswamy, T. M., Verduzco-Gutierrez, M., & Frieden, L. (2020). Telemedicine barriers and challenges for persons with disabilities: COVID-19 and beyond. Disability and health journal, 13(4), 100973. https://doi.org/10.1016/j.dhjo.2020.100973
3) A Guide to Disability Rights Laws. (2020). https://www.ada.gov/cguide.htm
4) Disability Rights Section. Civil Rights Division, U.S. Department of Justice. (2020). Accessibility in Telehealth. [PowerPoint Slides]. National Consortium of Telehealth Resource Centers. https://telehealthresourcecenter.org/10-26-2020-telehealth-hack-slides-final-v4/

AAMC Telehealth Competencies

1. Patient Safety & Appropriate Use of Care
2. Data Collection & Assessment of via Telehealth
3. Communication via Telehealth
4. Ethical Requirements & Legal Requirements for Telehealth
5. Technology for Telehealth
6. Access & Equity in Telehealth

Train Your Staff

Simulated Counselor

Observers

ARIZONA TELEMEDICINE PROGRAM

SOUTHWEST TELEHEALTH RESOURCE CENTER TRC

Virtual Visits Now Available!

Market Your Service

WE'RE PROVIDING TELEHEALTH SERVICES

Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.

WWW.WEBSITE.COM

HOW IT WORKS

1 START A CHAT
Fill in the patient details to talk to one of our staffs

2 PAY THE FEE
Use the link to pay and share the transaction ID with us over the chat

3 START CONSULTING
Once your payment is verified, our agent will connect you with the doctor

4 FORGOT TO ASK ANYTHING?
You can consult with the doctor within next 3 days for free!

Walmart ꭥ Health
Virtual Care

CVS PROVIDES $59 TELEHEALTH SERVICE

amwell   Google
Photo illustration

PressGaney

- Patient-centered outcomes (e.g., clinical markers, reduced hospital stays)

- Provider-centered outcomes (e.g., diagnostic accuracy, efficiency & efficacy)

- Business outcomes (e.g., increased profits, reduced travel costs)

- Technical outcomes (e.g., faster network, more reliable communications, redundancy, better peripheral technology)

- Program outcomes (e.g., more sites added to network, number of consults, is the program growing?)

Get out there &
build the future of healthcare!

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@UAZATP