



# Resources for Telehealth Services Janet Major, B.S.

Associate Director forEducation & Facilities
Arizona Telemedicine Program
Southwest Telehealth Resource Center
Distance Learning Outreach
University of Arizona Health Sciences Center
President of USDLA
Board Member ATIC/AZBSN

# Technology + Telecommunications = Telehealth/Telemedicine







### **Telehealth Technology Resources**

Arizona Telemedicine Program

Telemedicine & Telehealth Service Directory

Southwest Telehealth Resource Center

National Telehealth Resource Centers

ATA American Telemedicine Association

**USDLA United States Distance Learning Association** 

University of New Mexico Center for Telehealth

**Project ECHO** 

ATP Project ECHO

**UNR Project ECHO** 

CO ECHO

TTAC Telehealth Technology Assessment

Resource Center

www.telemedicine.arizona.edu

http://telemedicine.arizona.edu/servicedirectory

www.southwesttrc.org

www.telehealthresourcecenter.org

www.americantelemed.org

www.usdla.org

http://hsc.unm.edu/community/telehealth/

http://echo.unm.edu/

http://telemedicine.arizona.edu/echo/

https://med.unr.edu/echo

https://echocolorado.org/

www.telehealthtechnology.org





## www.telemedicine.arizona.edu/webinar



The Arizona Telemedicine Program, the Southwest Telehealth Resource Center and the mHealth, Technology & Distance Learning Special Interest Group of the American Telemedicine Association invite you to a free webinar to review the telemedicine and telehealth technology recently exhibited at the American Telemedicine Association's 23rd Annual Telemedicine Meeting & Trade Show: ATA 2018

#### Webinar

Thursday, August 9, 2018 ~ 12:00pm Arizona Time (12pm PDT; 12pm Arizona; 1pm MDT; 2pm CDT; 3pm EDT)

#### "ATA 2018 Exhibit Hall Technology Review"

- 1. Review some of the current trends observed at the annual signature event for telemedicine technology
- Take a virtual tour of the ATA 2018 Exhibit Hall & Showcase at the Chicago Convention Center.
- 3. Learn who and where you can go to get access to the best resources in telemedicine and telehealth



**Education & Facilities** 



Janet Major is the Associate Director of Facilities for the Arizona Telemedicine Program (ATP). She earned her B.S. Degree in Telecommunications from Northern Arizona University with her major emphasis in producing and directing. She has worked at the University of Arizona for 30 years and was initially the primary manager of videoconferencing services at the Arizona Health Sciences Center. She has since been employed by ATP for 20 years. As Associate Director of Telemedicine Education & Facilities, her current responsibilities include the design, development and installation of the teleconferencing and telemedicine peripheral equipment used for telemedicine services. She also provides training to healthcare professionals in the effective use of teleconferencing for both clinical and educational applications. Ms. Major has served as Co-Chair as well as Chair for the mHealth, Technology & Distance Learning Special Interest Group of the American Telemedicine Association as well as for the board of USDLA; the United States Distance Learning Association, representing the telehealth constituency and ATIC; the Arizona Telecommunications and Information Council where she is currently working with fellow telecommunications experts to implement a broadband plan to eliminate telecommunications disparity in rural and urban Arizona.

For more information and registration instructions please visit our website: http://www.telemedicine.arizona.edu/webinar





## TeleCon 1997











Technology for Telehealth: No longer the tail wagging the dog!





## **IPads**

## UA Nursing Professor Receives Telemedicine Grant to Study Tablet Use by Home Hospice Patients to Communicate with On-Call Nurses

Arizona Telemedicine Program Equipment Grant to provide technology for real-time visualization between the nurse and the patient and their caregiver.

It's the middle of the night. An elderly man in end-stage heart failure receiving at-home hospice awakes gasping for breath. His caregiver immediately phones the on-call nurse, but the drive could take her 30 minutes or more. The caregiver is too afraid to take action on her own, so she anxiously awaits the nurse. As the minutes tick by, the man becomes increasingly distressed and the caregiver grows more upset.

Shortness of breath (also known as dyspnea) is a common challenge faced by caregivers and patients in home hospice, and the leading cause of admissions to the emergency room for hospice patients.

Interested in shortening the time it takes to alleviate patient symptoms and caregiver anxiety, **Kimberly Shea, PhD, RN**, assistant professor at the <u>University of Arizona College of Nursing</u>, conceived of using tablet technology with real-time visualization for patients and caregivers to communicate with on-call hospice nurses in urgent situations.

To support testing her idea, Dr. Shea recently was awarded a grant from the <u>Arizona Telemedicine Program</u> as part of its <u>Innovation Awards</u> for her project: "Real-Time Visualization for Reducing Symptom Severity in End-of-Life Care." The grant supports purchase of five iPad-minis with retina display.

"Previous studies evaluating tablet use in at-home hospice have been focused on overall quality of life and anxiety," said Dr. Shea, who has 15 years of experience as a home health/hospice nurse. "What makes my study different is I'm evaluating tablet use in urgent situations. Patient and/or caregiver anxiety can often lead to unnecessary emergency room admissions."

Each tablet will be equipped with real-time meeting software that allows the on-call nurse to immediately visualize important factors, such as a patient's positioning (lying down, sitting up) or breathing patterns and medications available. Accordingly, more individualized guidance can be given to the caregiver for intervening appropriately prior to nurse arrival.





## http://telemedicine.arizona.edu/blog/telehealth-valuable-addition-hands-comfort-care

#### Telehealth is a Valuable Addition to Hands-On 'Comfort Care'

By Kimberly Shea, Ph.D., RN on Oct 15, 2015



Dr. Shea consults with a remote hospice patient via telemedicine.

I am an assistant professor at the University of Arizona, College of Nursing, a full-time position that includes research in my chosen field of health care systems and informatics, in which I have a PhD.

I also work one day a week as a hospice nurse, providing palliative care, which is focused on comfort and quality of life for patients nearing the end of life.



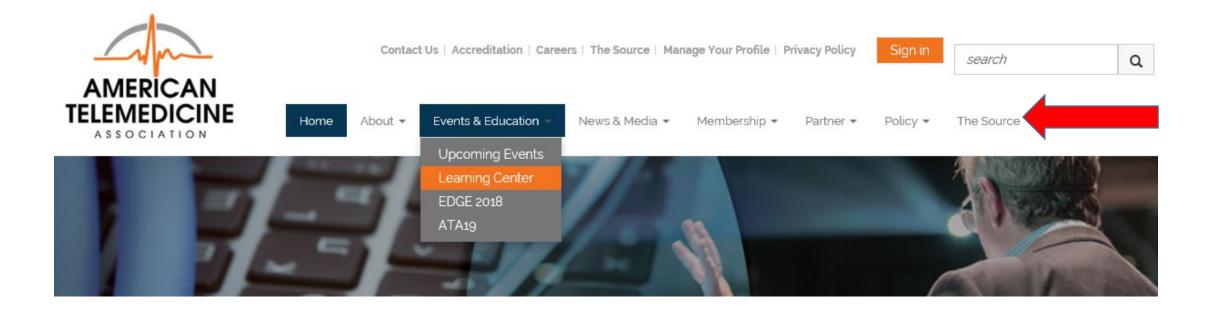








## http://americantelemed.org/home







## SIG's

- Telemental Health
- Home Telehealth & Remote Monitoring
- Pediatric Telehealth
- Business & Finance
- mHealth, Technology & Distance Learning
- Telerehabilitation
- ATA Institutional Council
- Telehealth Nursing





- ATA Member Group Leaders
- Human Factors
- International
- ATA Industry Council
- Teledermatology
- Pacific Islands Chapter (PICATA)
- Interstate Telehealth
- Latin American & Caribbean Chapter (ATALACC)
- TeleICU
- Ocular





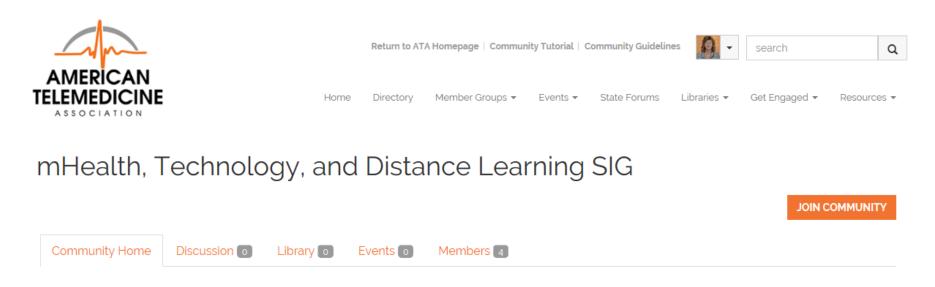
- Canadian Discussion Group
- President's Circle & Institutional
- ATA-DR Guidelines Writing Committee
- ATA Student Council
- State Forums
- Open Forum





## The Source \*for ATA Members

Join as many SIG's as you would like
Be sure to join the mHealth, Technology & DL SIG



**Latest Discussion Posts** 

**Latest Shared Files** 





# mHealth, Technology & Distance Learning Special Interest Group of the ATA

aka: mH, T & DL SIG/ATA

Chair Alex Chiu, MD

Co-Chair Jonathan Savage, MD

Past Chairs: David Maughan, Janet Major, Pramod Gaur

Mike Holcomb, Stewart Ferguson







#### mHealth, Technology, and Distance Learning SIG

Post New Message

Jul 13, 2018

Check out the LIBRARY in The Source for the handout and Video Link from our Teck Talk about Stethoscopesps 😅

Reply to Group

Reply to Sender

1. Please join us next month for a technology... Sanet Major

Check out the LIBRARY in The Source for the handout and Video Link from our Teck Talk about Stethoscopesps

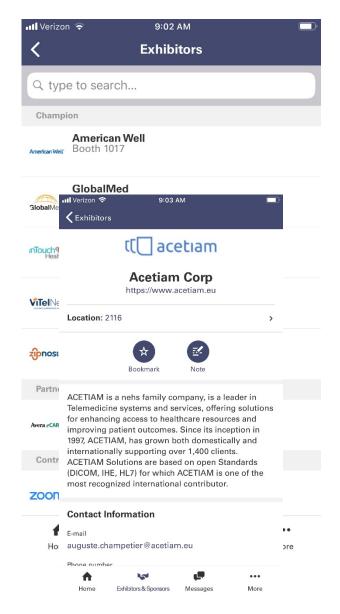


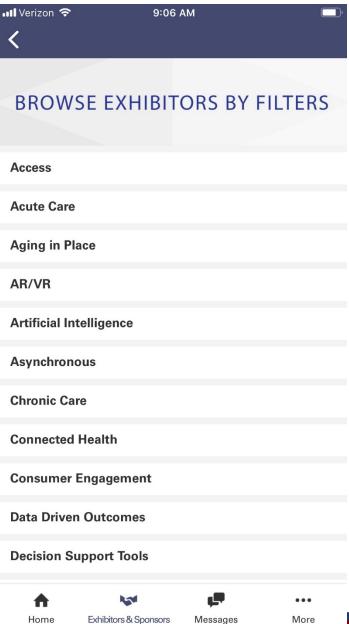
Jul 13, 2018 5:41 PM | № view attached Janet Major

Please join us next month for a technology review and virtual tour of the ATA 2018 Exhibit Hall! Details are attached and on our SIG calendar - see you there!

Janet Major











## http://www.telehealthresourcecenter.org/









## TelehealthResourceCenters.org











#### 12 Regional Resource Centers



#### TexLa Telehealth Resource Center

Serving Texas and Louisiana

Phone: 877-391-0487 Direct: 806-743-4440



#### Mid-Atlantic Telehealth Resource Center

Serving Virginia, West Virginia, Kentucky, Maryland, Delaware, North Carolina, Pennsylvania, Washington DC, and New Jersey [shared]

Phone: 855-MATRC4U (628.7248) Direct: 434-906-4960



#### Upper Midwest Telehealth Resource Center

Serving Indiana, Illinois, Michigan and

Phone: 855-283-3734



#### Southeastern Telehealth Resource Center

Serving Georgia, South Carolina, Alabama, and Florida

Phone: 1-888-738-7210



#### Pacific Basin Telehealth Resource Center

Serving Hawaii and Pacific Basin

Phone: 808-956-2897



#### Heartland Telehealth Resource

#### Center

Serving Kansas, Missouri and Oklahoma

Phone: 877-643-HTRC (4872)



#### South Central Telehealth Resource Center

Serving Arkansas, Mississippi and Tennessee

Phone: 855-664-3450



#### Southwest Telehealth Resource Center

Serving Arizona, Colorado, New Mexico, Nevada and Utah

> Phone: 877-535-6166 Direct: 404-712-3868



#### Northwest Regional Telehealth Resource Center

Serving Washington, Oregon, Idaho, Montana, Utah, Wyoming and Alaska

Phone: 888-662-5601



#### Great Plains Telehealth Resource & Assistance Center

Serving North Dakota, South Dakota, Minnesota, Iowa, Wisconsin and Nebraska

Phone: 888-239-7092



#### California Telehealth Resource Center

Serving California

Phone: 877-590-8144



#### NorthEast Telehealth Resource Center

Serving New England (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey [shared], New York, Rhode

Phone: 800-379-2021





#### **National Resource Centers**



#### National Telehealth Policy Resource Center

Serving all Telehealth Resource Centers and All States

Phone: 877-707-7172 Direct: 916-285-1860



#### National Telehealth Technology Assessment Resource Center

Serving All Telehealth Resource Centers and All States

Phone: 877-885-5672 Direct: 907-729-4703





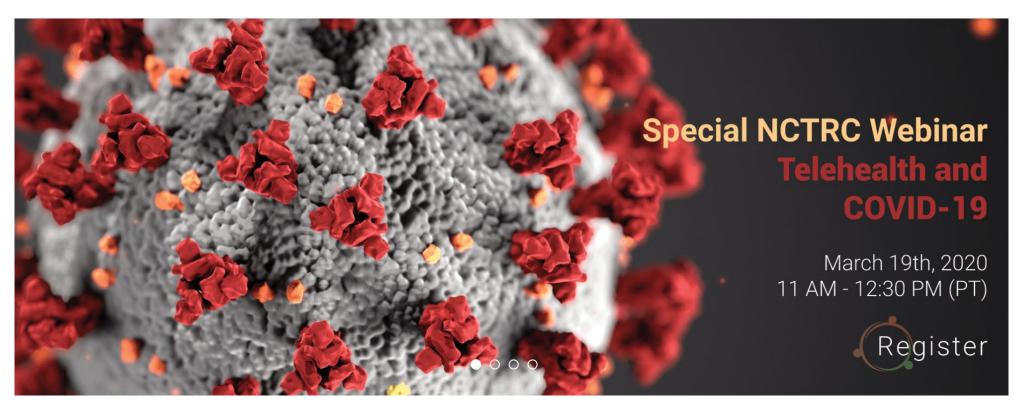
## TTAC National Telehealth Technology Assessment Center telehealthtechnology.org















## Covid Telehealth Toolkit



#### TELEHEALTH COVERAGE POLICIES IN THE TIME OF COVID-19 TO DATE

Timestamp: March 17, 2020 - 3 pm PT (UPDATES: Medicare, Other Federal Policies & State Actions)

As things rapidly develop regarding what we know about COVID-19, policies around telehealth have also been developing alongside of it. Below is a summary of what is covered by various public and private payers with the information that has been released. Keep in mind that events are evolving and to consider this a living document that could change frequently as new information and new policies become available/are enacted. CCHP will continue to make updates when they become available.

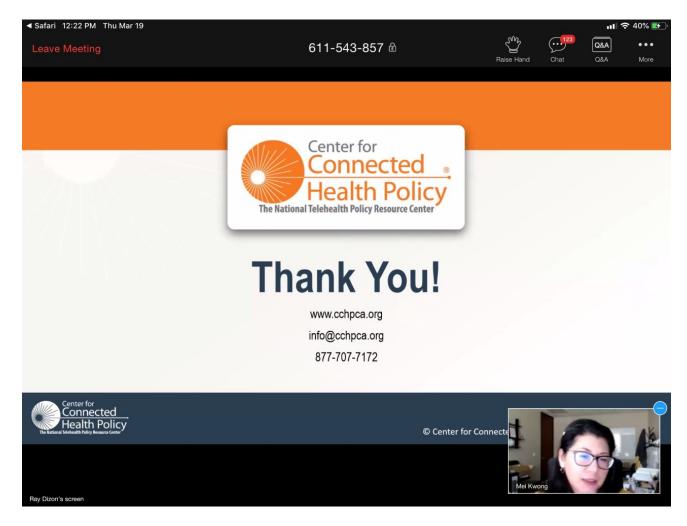
It was announced on March 17 that the telehealth waiver in Medicare under <u>HR 6074</u> has been implemented. Below is how the Medicare fee-for-service telehealth policies now stand.

MEDICARE FEE FOR SERVICE TELEHEALTH COVERAGE	
SUBJECT AREA	CURRENT POLICY UNDER COVID-19
Location of the Patient	Rural and site limitations are removed. Telehealth services can now be provided regardless of where the enrollee is located geographically and type of site, which allows the home to be an eligible originating site.  However, locations that are newly eligible will <u>not</u> receive a facility fee.
Eligible Services	All services that are currently eligible under the Medicare telehealth reimbursement policies are included in this waiver. The list of eligible codes is available <u>HERE</u> .
Eligible Providers	The waiver did <u>not</u> expand the list of eligible providers to provide services and be reimbursed. The eligible providers are:  Physicians Nurse practitioners Physician assistants Nurse-midwives Clinical nurse specialists Certified registered nurse anesthetists Clinical psychologists (CP) Clinical social workers (CSWs) (NOTE: CPs and CSWs cannot bill Medicare for psychiatric diagnostic interview examinations with medical services or medical evaluation and management services. They cannot bill or get paid for Current Procedural Terminology (CPT) codes 90792, 90833, 90836, and 908381.





## https://www.cchpca.org/







## https://www.telehealthresourcecenter.org/resource-documents/



**Home Telehealth Resources** 

Find a TRC

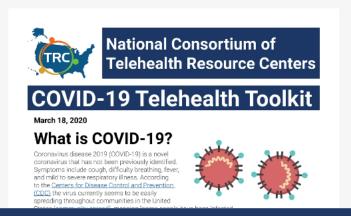
**Request Assistance** 

y





Q







## ARIZONA TELEMEDICINE PROGRAM





## www.southwesttrc.org



# ATP Training https://telemedicine.arizona.edu/training

**Arizona Telemedicine Training Program** 







#### TRACK 1: Developing a Telemedicine Program

#### 2020: January 27, June 1, September 14

#### Course Content:

This conference gives a broad overview of a variety of telemedicine topics, including:

- Clinical services
- Telecommunications and infrastructure development/operations
- Distance education
- Evaluation
- Business aspects
- · Equipment demonstration virtual tour

#### Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

#### Conference Goals:

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services
- To promote improved public health in rural and urban communities by providing current telemedicine and telehealth information and training
- To provide health care systems throughout Arizona and nationally with information, training, and expertise in telemedicine and telehealth applications

**Register Now!** 





#### **TRACK 2: Telemedicine Applications**

2020: July 20 & November 2

#### Course Content:

This conference covers advanced telemedicine topics through an in-depth look at real-world clinical applications of telemedicine and telehealth.

#### Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

#### Conference Goals:

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services.
- To promote improved public health in rural and urban communities by providing current telemedicine and telehealth information and training
- To provide health care systems throughout Arizona and nationally with information, training, and expertise in telemedicine and telehealth applications

#### **Register Now!**

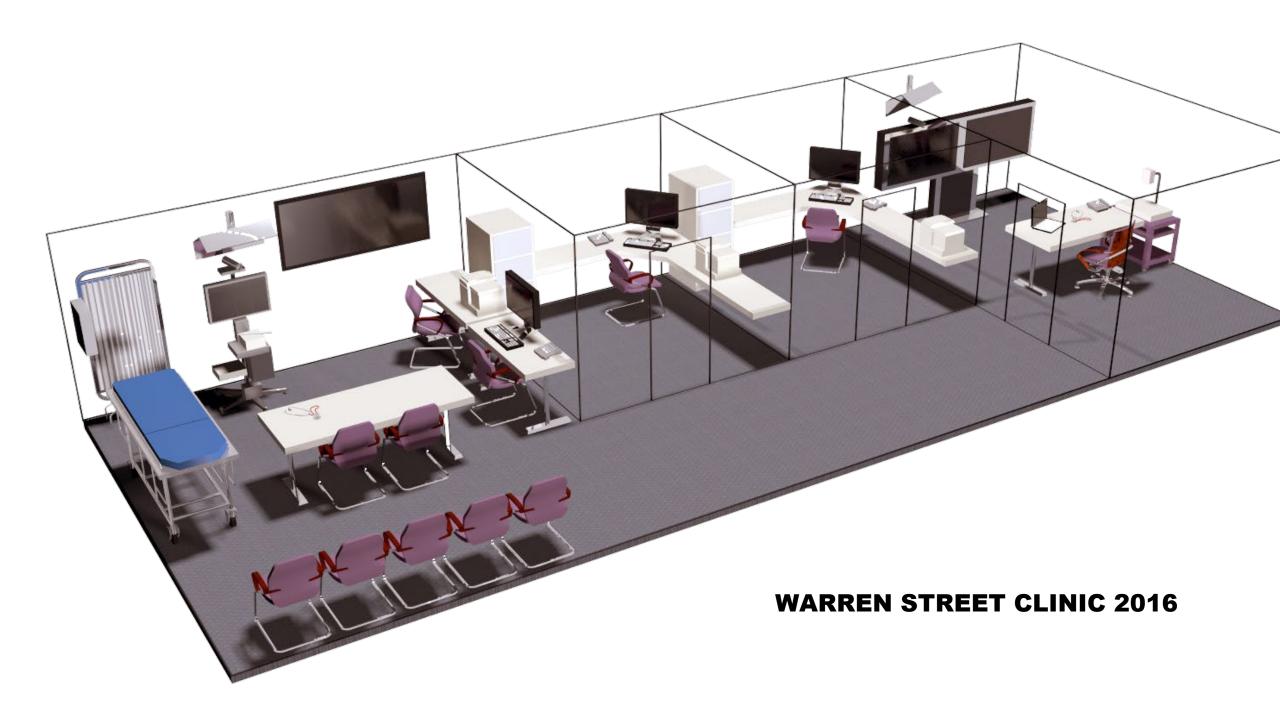
Join us at an upcoming training course to enhance your telemedicine and telehealth knowledge, to network and build relationships, and discover resources to help advance your telemedicine and telehealth efforts.

Space is limited. Contact Melanie Esher-Blair for more information.

## \*Accredited by the ATA since May 2009







## Southwest Telehealth Resource Center







#### Resources

Arizona

Colorado

Nevada

New Mexico

Utah



- Telemedicine & Telehealth Service Provider Directory
- · Business & Finance
- Form Templates
- Policy & Sustainability
- Standards & Guidelines
- Telemedicine Information
- Tools & Tips
- General

National Consortium of Telehealth Resource Centers (NCTRC) - Find your TRC













## Resources Southwesttrc.org







### Clinical Case Presentation











## The Telemedicine Referral Case Process

Phyllis Webster,
Program Coordinator, Sr.
Arizona Telemedicine Program

© 2014 HA BOARD OF REDENT

Case Management

Go through the steps required to set up, carry out and complete a clinical telemedicine referral.





### https://telemedicine.arizona.edu/servicedirectory









**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.

**Service Providers:** <u>List your company here</u>.

**Search the Directory** 







19 record(s) found, scroll down to see results. Page 1 of 1 page(s); up to 20 displayed per page.

### **Directory Listings**

Scroll to view company dashboard listings in alphabetical order.

Click on company name or logo to see more detailed information.

#### **American Telepsychiatrists**

http://www.americantelepsychiatrists.com 916-320-4422 United States







## How to Find a Telegenetics Counselor







**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.

Service Providers: List your company here.

#### **Search the Directory**



134 record(s) found, scroll down to see results. Page 1 of 7 page(s); up to 20 displayed per page.





### September 22 – 23, 2014







## https://nccrcg.org/



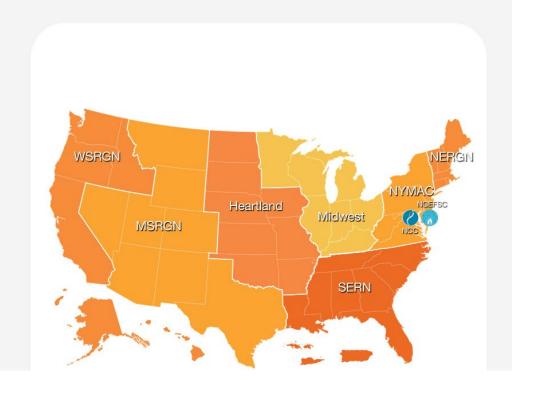
About Us

News

Resources

**Focus Areas** 

National
Coordinating
Center for the
Regional Genetics
Network

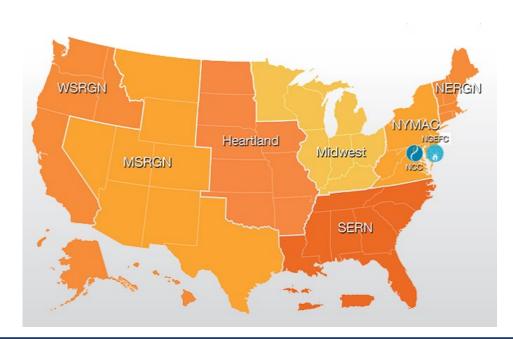


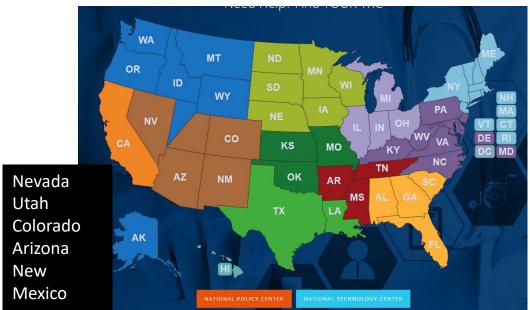






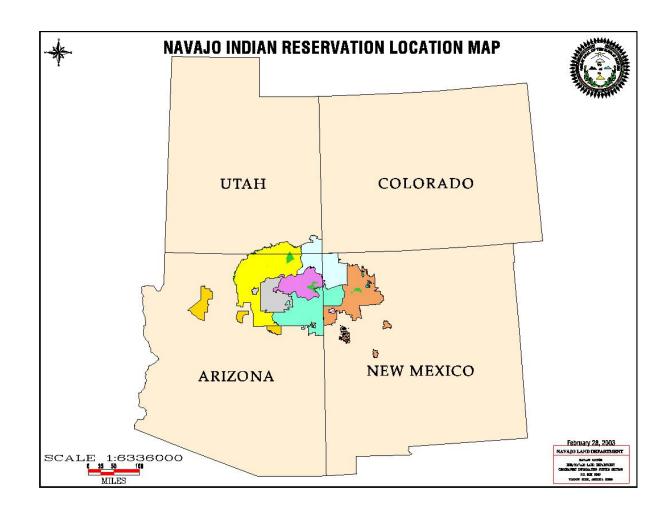








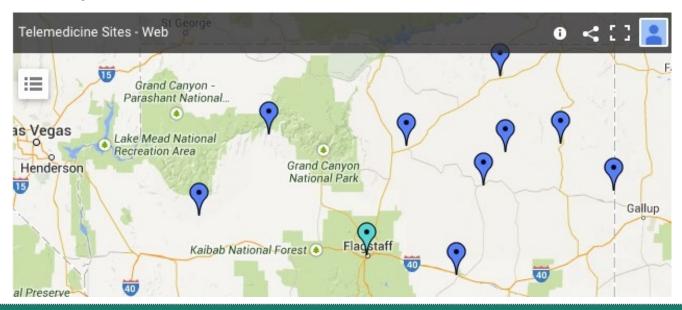








# Flagstaff Medical Center https://nahealth.com/telemedicine



### Care Beyond Walls and Wires: In-home monitoring

Using remote monitoring tools, this program is designed to improve the quality of life for people with chronic health conditions, helping patients and families get the care they need without leaving home.

With daily access to information including blood pressure, weight and symptoms of illness, care teams and patients can co-manage treatment plans. It's also possible to detect changes in a patient's health status early on and intervene at the right time to avoid unnecessary travel and hospital care.





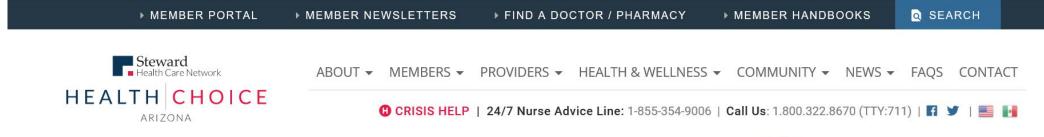
## "Care Beyond Walls and Wires": In-Home Monitoring YouTube Videos @www.youtube.com

- https://www.youtube.com/watch?v=qHXGRDtdjuc
   Four Corners Navajo Area
- https://www.youtube.com/watch?v= 4wvQbK EPM
   Winslow, AZ





# Steward Health Choice https://www.stewardhealthchoiceaz.com/



## Steward Community Connection

Let us help you find social service programs in your area. Our Steward Community Connection tool makes it easy to search for free or low cost programs. There are food pantries, housing and support groups near your home. As a member of Steward Health Choice, you can sign in to our Member Portal for easy access.









ABOUT ▼ MEMBERS ▼ PROVIDERS ▼ HEALTH & WELLNESS ▼ COMMUNITY ▼ NEWS ▼ FAQS CONTACT

CRISIS HELP

Provider Overview

Provider Portal

**Provider Notices** 

**Provider Education** 

Provider Manual

PA Guidelines

**Prescription Drugs** 

Forms

Behavioral Health Resources

Clinical Guidelines

Centers of Excellence & Star Ratings

Quality & Performance Measures

Claims

Fraud, Waste & Abuse

National Provider Identifier

Medical Management

Health Literacy

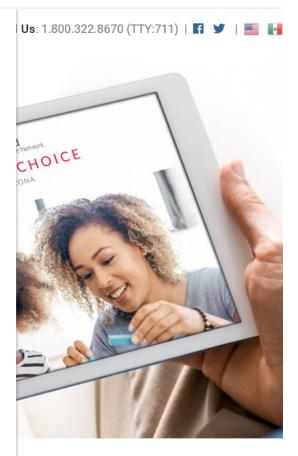
Dental

Project ECHO

Steward Health Cho Arizona Member Ha

Learn about your health plan coverage and your rights as a S Arizona member.

**VIEW HANDBOOKS** 









# Arizona Rural Health Association https://www.azrhassociation.org/



**ABOUT US** 

Health News/Policy/Advocacy

Youth Leadership Conference

More

### **Arizona Rural Health Association**



The Arizona Rural Health
Association, Inc. (AzRHA) was
established in 1994 as an
independent organization after
serving as the Advisory
Committee of the University of
Arizona Rural Health Office
(RHO) for many years. AzRHA is
a not-for-profit corporation and
while we continue to serve as
the RHO advisory body, we've
expanded to cover many other
areas involving advocacy for
rural healthcare programs.

The mission of the Arizona Rural Health Association is to be a leader in partnerships, education and policy for improving the health status of rural communities in Arizona.







## Health Current Information Exchange https://healthcurrent.org/



## **AZHIE Help During the COVID-19 Crisis**

**March 17, 2020** 

Home » Our Blog » Alerts » AZHIE Help During the COVID-19 Crisis



Health Current is Here to Help During the COVID-19 Cricic







## https://echo.unm.edu/







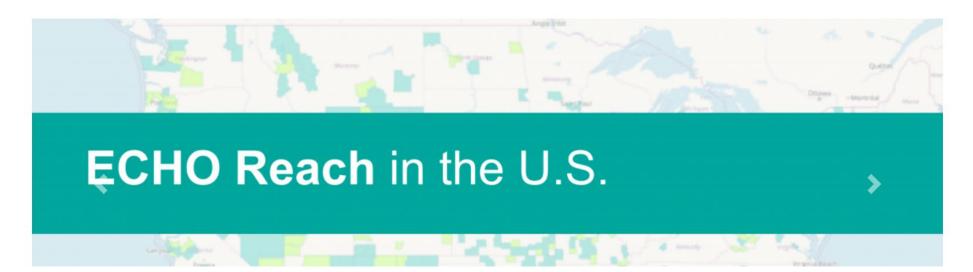






Contact Us | Donate

About ECHO ▼ Locations ▼ Collaborations ▼ TeleECHO Programs ▼ Join the Movement ▼ MetaECHO ▼ Superhubs ▼







## ECHO= Extension for Community Healthcare Outcomes





The United States Distance Learning
Association

presents

## **USDLA = DLR Fridays**

and weekly conversations with our USDLA board members and colleagues!

Fridays 1pm – 2pm ET

https://aztelemedicine.zoom.us/j/5565465389

Trouble phone: (520)403-0736

https://usdla.org/distance-learning-resources/







Thank You, Merci, Gracias y CIAO! <a href="major@telemedicine.arizona.edu">jmajor@telemedicine.arizona.edu</a> jmajor@usdla.org



