Resources for Telehealth

Janet Major, B.S.
Associate Director for Education & Facilities
Arizona Telemedicine Program
Southwest Telehealth Resource Center
Distance Learning Outreach
University of Arizona Health Sciences Center
Chair of USDLA
Board Member ATIC/AZBSN
Technology + Telecommunications = Telehealth/Telemedicine
AZBSN COVID-19 Digital Access Task Force Leadership Team
COVID-19 Digital Access Task Force

- State Broadband Director
- AZ Corporation Commission
- UAZ CTO
- Executive Director Sun Corridor Network
- VP Online Ed @PCC
- E Rate Administrator for Public Libraries

- AZ Public Safety Program Mgr
- Executive Director AZ Technology in Education Association
- Executive Director Western AZ Economic Development District
- Internet Service Providers
- Chair ATIC
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.
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
Webinar
Thursday, August 9, 2018 ~ 12:00pm Arizona Time
(12pm PDT; 1:00pm Arizona; 1pm MDT; 2pm CDT; 3pm EDT)

"ATA 2018 Exhibit Hall Technology Review"

For more information and registration instructions please visit our website:
http://www.telemedicine.arizona.edu/webinar
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
- Telemedicine 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 healthcare 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 Fisher-Blair for more information.

*Accredited by the ATA since May 2009*
Resources

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

<table>
<thead>
<tr>
<th>Company Name (or part of)</th>
<th>Tele-services</th>
<th>Customers</th>
<th>Ancillary Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services In</td>
<td></td>
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<tr>
<td>Alabama</td>
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<td>Delaware</td>
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<td>Addiction</td>
<td>Accountable Care Organizations</td>
<td>Continuing education</td>
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<td></td>
<td>Allergy</td>
<td>Assisted living facilities</td>
<td>Continuing medical education</td>
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<tr>
<td></td>
<td>Audiology</td>
<td>Community mental health clinics</td>
<td>Distance education</td>
</tr>
<tr>
<td></td>
<td>Autism</td>
<td>Correctional facilities</td>
<td>Health call center</td>
</tr>
<tr>
<td></td>
<td>Biomedical medicine</td>
<td>Educational institutions</td>
<td>Language interpretation services</td>
</tr>
<tr>
<td></td>
<td>Brain</td>
<td>Employers</td>
<td>Patient education</td>
</tr>
<tr>
<td></td>
<td>Cardiology</td>
<td>FQHCs</td>
<td>Patient engagement</td>
</tr>
<tr>
<td></td>
<td>Chronic disease management</td>
<td>Government agencies</td>
<td>Support groups</td>
</tr>
</tbody>
</table>

Items per page: 25

Search listings  Clear search
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

Company Name (or part of)

Services In
- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware

Tele-services
- Emergency medicine
- Gastroenterology
- Geriatric counseling
- Gynecology
- Osteopathy
- Ophthalmology
- Hematology
- Hemodialysis

Services In
- Government agencies

Customers
- Accountable Care Organizations
- Assisted living facilities
- Community mental health clinics
- Correctional facilities
- Educational institutions
- Employers

Ancillary Services
- Continuing education
- Continuing medical education
- Distance education
- Distance learning
- Health care center
- Language interpretation services
- Patient engagement
- Patient education
- Suicide prevention

Items per page

Search listings
Clear search

Service Providers: List your company here.

Search the Directory

Company Name (or part of)

Services In
- Arizona
- Alaska
- Arkansas
- California
- Colorado
- Connecticut
- Delaware

Tele-services
- Addiction
- Allergy
- Audiology
- Autism
- Bariatric medicine
- Burn
- Cardiology
- Chronic disease management

Customers
- Accountable Care Organizations
- Assisted living facilities
- Community mental health clinics
- Correctional facilities
- Educational institutions
- Employers
- Government agencies

Ancillary Services
- Continuing education
- Continuing medical education
- Distance education
- Health call center
- Language interpretation services
- Patient education
- Patient engagement
- Support groups

Items per page
- 20

Search listings
Clear search

5 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.
September 22 – 23, 2014
https://nccrcg.org/

**National Coordinating Center for the Regional Genetics Networks**

The seven Regional Genetics Networks (RGNs), the National Genetics Education and Family Support Center (Family Center), and the National Coordinating Center for the Regional Genetics Networks (NCC) mission is to improve access to quality genetic services for medically underserved populations.

**COVID-19 Resources**

- Resources for Genetics
- Telegenetics Resources
- CDC
- Providers and Patients
http://www.telehealthresourcecenter.org/
12 Regional Resource Centers

Texta Telehealth Resource Center
Serving Texas and Louisiana
Phone: 877-596-0887
Direct: 815-724-8160

Mid-Atlantic Telehealth Resource Center
Serving Virginia, West Virginia, Kentucky, Maryland, Delaware, North Carolina, Pennsylvania, Washington DC, and New Jersey (shared)
Phone: 866-MATRCal (866-628-7324)
Direct: 202-926-4990

Upper Midwest Telehealth Resource Center
Serving Indiana, Illinois, Michigan and Ohio
Phone: 563-289-5724

Southwestern Telehealth Resource Center
Serving Georgia, South Carolina, Alabama, and Florida
Phone: 1-888-730-7100

Pacific Basin Telehealth Resource Center
Serving Hawaii and Pacific Basin
Phone: 866-916-2167

Heartland Telehealth Resource Center
Serving Kansas, Missouri, and Oklahoma
Phone: 877-642-4821

South Central Telehealth Resource Center
Serving Arkansas, Mississippi and Tennessee
Phone: 866-650-3860

Southwest Telehealth Resource Center
Serving Arizona, Colorado, New Mexico, Nevada and Utah
Phone: 877-531-4166
Direct: 406-714-3816

Northwest Regional Telehealth Resource Center
Serving Washington, Oregon, Idaho, Montana, Utah, Wyoming and Alaska
Phone: 888-860-1901

Great Plains Telehealth Resource & Assistance Center
Serving North Dakota, South Dakota, Minnesota, Iowa, Wisconsin and Nebraska
Phone: 208-239-7050

California Telehealth Resource Center
Serving California
Phone: 877-590-8160

NorthEast Telehealth Resource Center
Serving New England (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey (shared), New York, Rhode Island and Vermont)
Phone: 800-379-2028

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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
ATA American Telemedicine Association
https://www.americantelemed.org/
COVID-19

Telehealth Resources

The Telehealth Resource Centers are dedicated to provide healthcare providers with the resources to develop a telehealth program.
# 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 as they become available.

It was announced on March 17 that the telehealth waiver in Medicare under [HR 2024](#) has been implemented. Below is how the Medicare fee-for-service telehealth policies now stand.

<table>
<thead>
<tr>
<th>SUBJECT AREA</th>
<th>CURRENT POLICY UNDER COVID-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location of the Patient</td>
<td>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 not receive a facility fee.</td>
</tr>
<tr>
<td>Eligible Services</td>
<td>All services that are currently eligible under the Medicare telehealth reimbursement policies are included in this waiver. The list of eligible codes is available <a href="#">HERE</a>.</td>
</tr>
<tr>
<td>Eligible Providers</td>
<td>The waiver did not expand the list of eligible providers to provide services and be reimbursed. The eligible providers are:</td>
</tr>
</tbody>
</table>
| | • 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 90790, 90832, 90833, and 90838). |

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ATA American Telemedicine Association
https://www.americantelemed.org/
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 waits 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 University of Arizona College of Nursing, 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 Arizona Telemedicine Program as part of its Innovation Awards 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.
Telehealth is a Valuable Addition to Hands-On 'Comfort Care'

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

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.
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=qHXGRDtjdjc**
  Four Corners - Navajo Area
- **https://www.youtube.com/watch?v=_4wvQbK_EPM**
  Winslow, AZ
Roll Up Your Sleeve For The Flu Season!

Prepare for flu season this year by getting a flu shot at no cost to you! With COVID-19, getting a flu shot is more important than ever. Protect yourself from the flu and earn a $10 gift card!

LEARN MORE

https://www.healthchoiceaz.com/
Health Current Information Exchange
https://healthcurrent.org/

AZHIE Help During the COVID-19 Crisis
March 17, 2020

Health Current is Here to Help During the COVID-19 Crisis
ECHO=
Extension for Community Healthcare Outcomes
Telehealth Best Practices

Video developed by the Hawaii Department of Health Genomics Section and available on the Pacific Basin TRC Website  www.pbtrc.org
Distance Learning Resources
Thank You, Merci, Gracias y CIAO!
jmajor@telemedicine.arizona.edu
jmajor@usdla.org