

Telehealth Part 1: Basic principles



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Objectives



Telemedicine: definition

‘Use of telecommunications and information technology to provide access to health assessment, diagnosis, intervention, consultation, supervision, and information across distance that seeks to improve a patient's health by permitting two-way, real time interactive communication between the patient, and the physician or practitioner at the distant site.’



Center for Medicare
and Medicaid Services

– Center for Medicaid and Medicare



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Terms

- *Synchronous*: when the videoconference is “live”
- *Asynchronous*: when the interaction involves the exchanging of information at different times over a period of time, “store and forward”
- *Provider site*: physician or practitioner location
- *Patient site*: patient, family location



Telemedicine in Ohio

- No separate telemedicine certification needed.
- Patient must be in Ohio.
- Physician must have Ohio license.
- HIPAA and HITECH compliant telecommunication.
- Full medical board rule – OAC 4371-11-09



OCR guidance on telehealth during COVID-19 nationwide public health emergency

- If the patient has difficulty accessing the HIPAA compliant technology, other video platforms such as FaceTime, Skype, Google Hangout etc can be used to conduct the video visits.
- The public facing applications such as Facebook Live, Youtube, Tick Tock etc are NOT allowed.
- The exceptions to HIPAA and HITECH are only temporary during the period of public health emergency.
- The same standard of care and code of ethics must be followed during telemedicine encounters.

HHS guidance on prescribing controlled substances

- **For new patients with no prior in-person visit:** You may prescribe controlled substance when appropriate after telepsychiatry visit that includes audio-visual components (ideally Zoom via Epic and in rare circumstances Facetime /Skype if the Zoom is not working through MyChart).
- **For established patients with prior in-person visits:** You may prescribe controlled substance even after phone visit and do not require to have video component.
- These provisions are only temporary during the public health emergency. Please check with the department for directives on prescribing schedule substances based on federal and state laws after the state of emergency is over.

Time is now..



Office of Policy Telehealth Billing Guidelines

Applies to dates of service on or after July 4, 2019

Revised 6/25/2019



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Triage, Remote consult, Care conference



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Company offers you telemedicine?

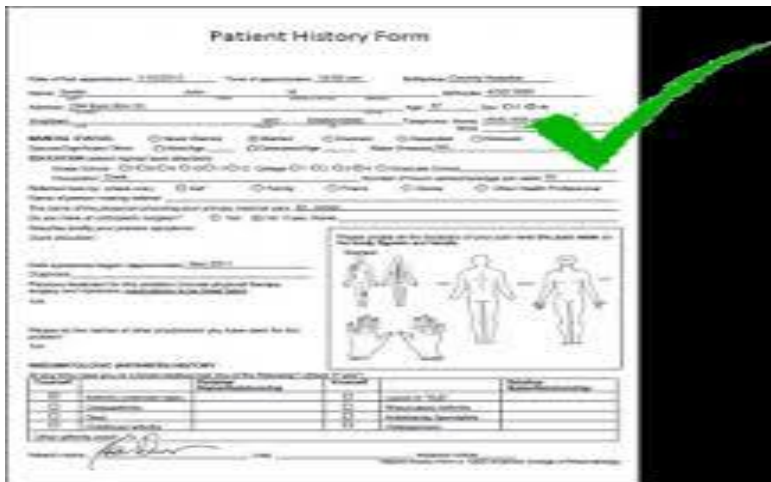


Telehealth platform



Telemedicine
service

Telehealth : It's a different venue and setting that needs adjustment



Patient History Form

Medical History

Physical Examination

Diagnosis

Medications

Immunizations

Family History

Social History

Review of Systems

Signature: [Handwritten Signature]

A large green checkmark is drawn over the right side of the form.



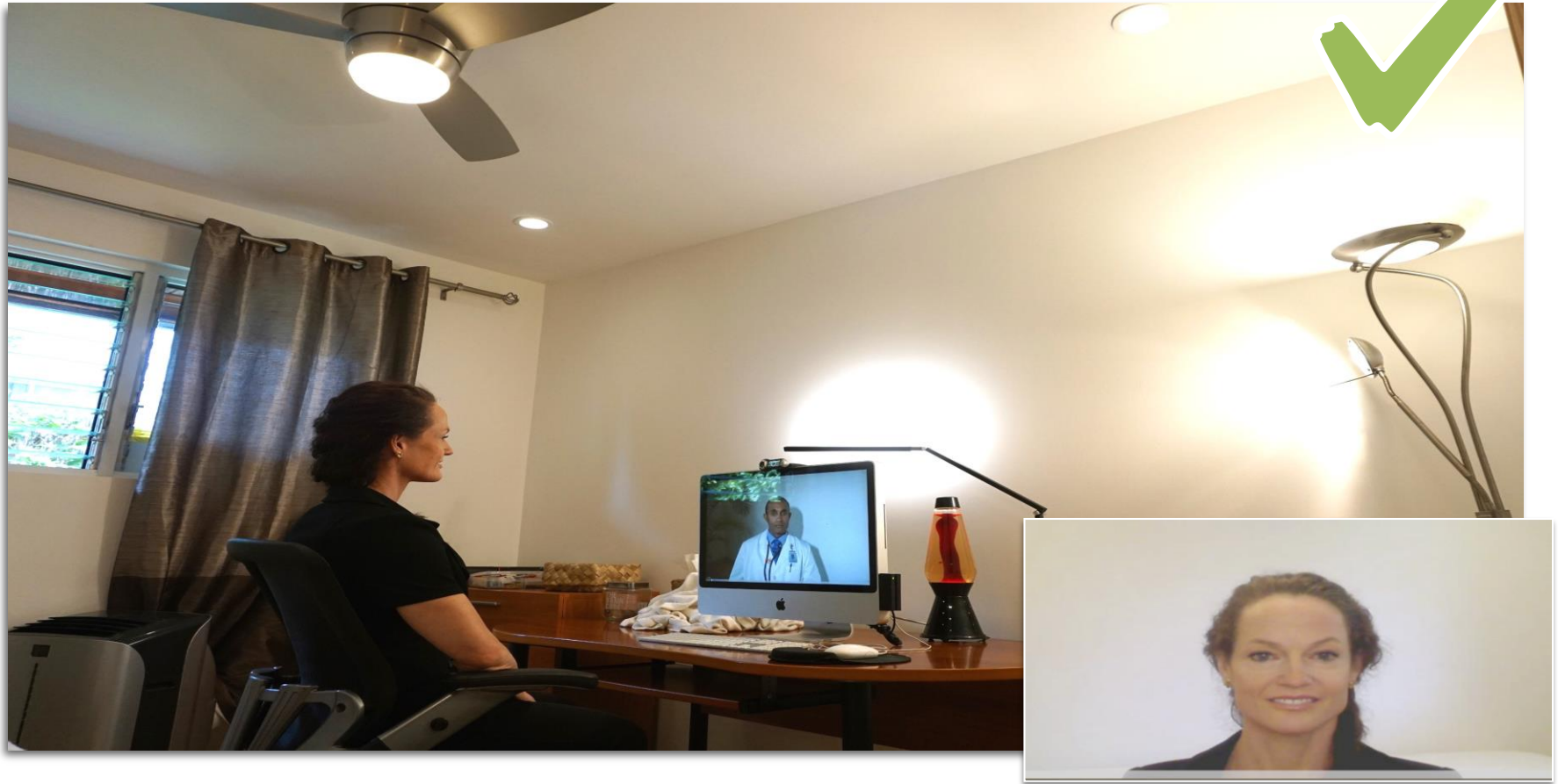
Basic paradigms

- Lights
- Camera
- Action (webside manners)
- Room set up
- Privacy

Lighting

- Camera needs more light than human eyes to produce clear image.
- Avoid backlight such as windows in the background or insufficient light in the room.
- *Indirect lighting* bouncing off walls or face is preferred with full-spectrum or warm, white light
- Use shades or shut windows to restrict distracting lights.

Ideal indirect and direct lighting



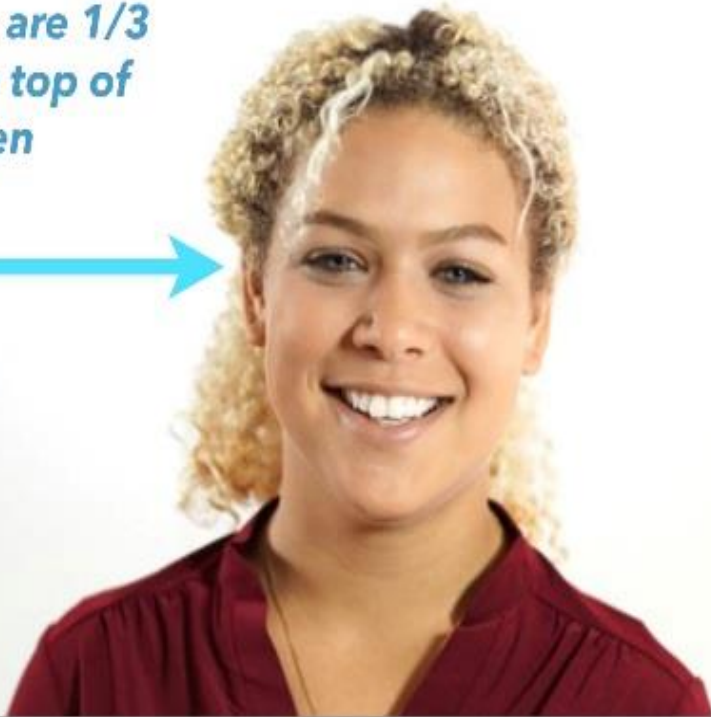
Camera

- Provider eye contact is significantly related patients' perceptions of a provider's connectedness
- Place external camera on monitor or position the inbuilt camera on laptop at the eye level
- Sit 2 – 4 feet away and adjust the chair height or camera to e at the eye level



Camera: Positioning yourself with 1/3 rule

Eyes are 1/3
from top of
screen



The 1/3 Rule

Position yourself and/or adjust the camera so your eyes appear to be about 1/3 down from the top of the screen. This will create the natural framing you see when watching television newscasters.

Camera

- Encourage patient/caregiver to adjust the camera on their end to be in the frame.
- Encourage them to sit 2-4 feet away from the camera.
- For each additional participant/family member, ask to move another 2 feet away from the camera to be visible in the frame.

Action: 'Webside manners'

- Integrate nonverbal communication like waves, fist bumps to mimic in person interaction with kids.
- Open and erect posture, leaning forward conveys attention.
- Limit and adjust hand gestures to stay within the camera frame.

Webside manners

- There may be transmission delay so speak slowly and clearly.
- Avoid verbal encouragers like 'tell me more', 'go one' to avoid talking over
- Use non-verbal gestures to indicate understanding.
- **Nod and smile!!!!**

Sounds

- Minimize common interfering sounds, including printers, air conditioners, fans, next door conversations and outside traffic.
- Be mindful of foot/pen tapping, paper rustling, keyboard clicking that may interfere with conversation.
- Locate the microphone and make deliberate attempt to speak directly into the microphone to avoid variations in sound.
- If working in semi-private area or home, consider using headphone with microphone.

Room set up

- Background – clear, distraction free with soft neutral colors, matte instead of glossy paint.
- Remove any reflective surfaces and avoid walls with glossy paints.
- **No white boards or papers with PHI** in the background!
Consider using plain white or light blue cloth if removing objects not possible.
- Use plain, solid colored and minimally printed/striped clothes to avoid distraction of image on camera.

Privacy

- Only use HIPAA compliant, encrypted platform to clinical encounters. (Facetime, Google chat etc are not!)
- In all settings – ensure audio privacy. Close doors and windows, consider headphones.
- Audio cancelling or white noise devices outside the rooms if in the non-clinical setting.
- Confirm who is the room at either end.

Part 2 – coming soon...

- Workflow adjustments
- Reimbursement
- Regulatory information
- Legal and ethical considerations



PFK COVID19 resources

- For providers: <https://partnersforkids.org/resources/>
- For patients: <https://partnersforkids.org/news-updates/covid-19-resources-for-your-patients/>

