

The background of the slide is a photograph of healthcare professionals in a clinical setting. In the foreground, a person in a white lab coat is partially visible on the left. To the right, several healthcare workers in blue scrubs are gathered around a patient in a hospital bed. One woman in the foreground is wearing blue gloves and looking at a tablet device. The scene is brightly lit, typical of a hospital room.

UCSF Medical Center

Telehealth at UCSF

HIMSS – State HIT Day

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Overview

- Introduction to telehealth at UCSF
- Ethical considerations
- Cultural considerations
- Pediatric considerations
- Best practices



Telehealth at UCSF

- Telehealth Resource Center is designed to provide tools, operational infrastructure and information so that any provider interested in delivering care via telehealth can do so effectively and compliantly
- Flagship programs get direct efforts and assistance
- Telehealth and Video Technology team reports through IT Operations
- Other institutions use other models

Introduction - Telehealth Resource Center

- External Telehealth

- Partnerships with rural hospitals in specialty areas (Critical Care, Emergency Medicine, Neonatology, Hospital Medicine, Cardiology)

- Internal Telehealth

- Providers in one UCSF location use telehealth carts to see patients in another

- Home Telehealth

- Providers see patients in their homes via video conferencing (WebEx)

External/Internal Telehealth

- External Telehealth
 - Partnerships with rural hospitals in specialty areas (Critical Care, Emergency Medicine, Neonatology, Hospital Medicine, Cardiology)
- Internal Telehealth
 - Providers in one UCSF location use telehealth carts to see patients in another UCSF location



Home Telehealth

- Home telehealth utilizes WebEx, and a patient's computer or smart phone
- 35 UCSF clinics are actively using home telehealth with some of their patients
- Ideal for patients that have to travel far for appointments, or who are too ill to leave home
- WebEx video is encrypted and not recorded, privacy breach risk is very small
- Provider must be licensed in the state the patient is located in at the time of the appointment

Available Resources

■ For patients:

- Brochures, via email and hard copy, covering installation and use of WebEx on PCs, Androids, iPhone/iPad
- Video on how to set up WebEx

■ For providers:

- Training guides on how to set up WebEx appointments
- Troubleshooting guide
- In-person training for support staff and clinicians
- Videos on telehealth cart usage
- Wallet-sized tip cards

Telehealth Patient Quick Start Guide

For Android Smartphone Users

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Welcome to Telehealth!
1. Let's Get Started...

Using your Android phone, open the email from your provider's office titled "Invitation to WebEx Meeting." Inside you will find the date and time of the appointment, and a link to join the online meeting.

Click on the blue link in the email that says "Join the Meeting", 10 minutes prior to the appointment start time.

If this is your first time using WebEx on your Android, download the "Cisco WebEx Meetings" app in the Google Play store.

If you see a message that says "Security Warning", click continue.

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What is Telehealth?

Telehealth enables patients to meet with providers using simple web-based video conferencing

Benefits
Meet with your provider in the comfort of your home

Save money on gas and parking

Use your iPhone, iPad, Mac, PC or Android to connect with your provider

How does Telehealth work?

If your provider determines you are a candidate for telehealth visits, the clinical staff will set up your appointment and send you an email with your appointment information. The email will include a link to join the appointment online.

What equipment do I need?

You can use an iPad/iPhone, Android, Mac, or PC laptop or desktop with a web camera to conduct your telehealth appointment.

What if I'm traveling out of California, can I use Telehealth to see my doctor?

Due to state licensing regulations, you must be in California to utilize telehealth with your provider.

Wallet-Sized Tip Cards

ENCOUNTER REMINDERS

1. **LOCATION.** Provider must be licensed where the patient is.
2. **IDENTITY.** If patient isn't known to you, check two pieces of info from APeX or a photo ID.
3. **BADGE.** Position your badge so it is visible on camera.
4. **CONSENT.** Confirm that patient agrees to telehealth interaction:
 - *In-person visit may be required*
 - *Data is encrypted in transit and not stored, low risk to privacy*
 - *If you share your screen, ensure no other patient data is visible*
 - *Do not record encounters*
5. **DOCUMENTATION.** Use appropriate smart phrase and note type (see reverse).

V2.2

UCSF Telehealth

Front

APeX NOTES

Note types are determined based on **patient location:**

Home: Usual office visit note type
UCSF inpatient : *Internal Telehealth Consult*
Other hospital: *External Telehealth Consult*

APeX SMART PHRASE

.TELEMED – for video-based consultations

V2.2

UCSF Telehealth

Back

Ethical Considerations

- Telehealth should not be used to avoid seeing patients in person due to any protected status. Epidemics/pandemics are an exception.
- Conflict of interest – telehealth must not be used solely for the purpose of enhancing income.
- Providers should have a policy in place to accommodate equipment/technical failures, and should document any technical issues in the patient's health record.
- If your level of licensure does not permit you to do something in person, you can't do it via telehealth either.

Cultural Considerations

- Provider and patient or patient-representative should be able to converse in a language comfortable and familiar to both parties



Pediatric Considerations

- Encounters must include parent/guardian, except for in certain cases involving adolescents with behavioral or mental health issues.
- Pediatric patient does not need to be present, as long as you're discussing a treatment plan



Best Practices – External/Internal Telehealth

- Conduct training for all staff
- Offer re-training as staff changes at both your institution and external ones
- Create training materials in a variety of forms (videos, laminated cards at carts, etc)
- Conduct routine equipment and connectivity checks

Best Practices – Home Telehealth

- Conduct a test appointment 24 – 48 hours before the actual appointment
- Home telehealth providers should use laptops/desktops, or use a stand with a smartphone/tablet
- If you use dual monitors, make sure you're still looking into your webcam
- Convene telehealth user group to share knowledge

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