

Tele-Visit Tutorial for Patients

April 15, 2021

2:00 – 3:15 pm

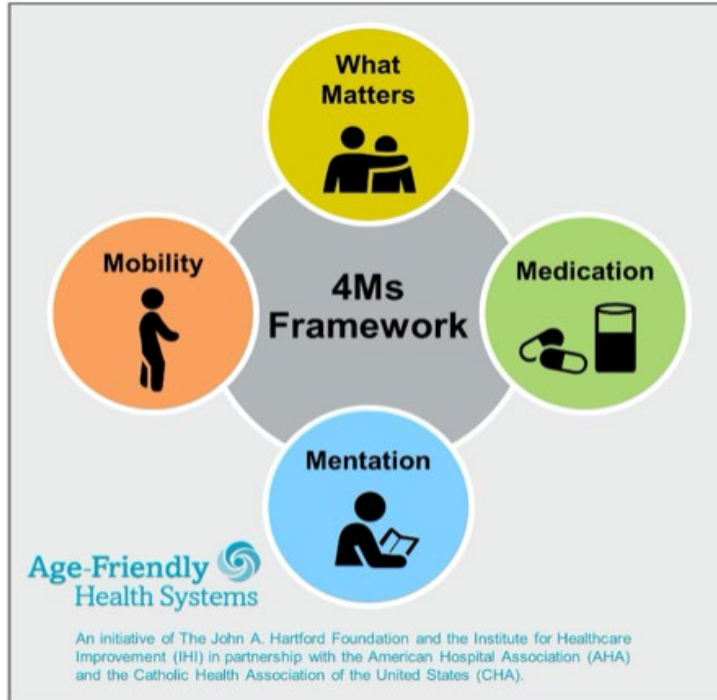
Utah Geriatric Education Consortium (UGEC) UtahGWEP.org

- Interprofessional education/training program
- Housed in the University of Utah College of Nursing
- Funding: Health Resources and Services Agency (HRSA) Geriatric Workforce Enhancement Program (GWEP)
- To increase the knowledge about aging in the community and long-term services and supports workforce



The 4M's of Age Friendly Health Systems

Principles of Age-Friendly Health Systems



For related work, this graphic may be used in its entirety without requesting permission.
Graphic files and guidance at ihi.org/AgeFriendly

What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.



What is an Age-Friendly Health System?

FYI...

- This session is being recorded so that we can share it with others who were not able to participate.
- Please let us know if this makes you uncomfortable.
- The recording and slides will be emailed to all registrants and attendees.



Introductions - CHAT

- Name
- Role
- Organization
- In your opinion, what is one thing we can do to make telehealth better?
- If you are a student, please complete the survey in CHAT.



Funding Disclosure

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Today...

- Strategies and tips to optimize virtual health care options and to ensure a successful and satisfying tele-visit
- 1 hour 15 minutes
 - Intro & Welcome ~ 10 min
 - Information session ~ 30 min
 - Patient, family, caregiver discussion ~ 25 min
 - Discussion ~ 10 min



All Teach – All Learn

Objectives

- Explore your range of options for virtual health care – telehealth and more
- Consider new possibilities like including others in your tele-visits
- Consider appropriate uses of a tele-visit
- Walk through a preparation check list to get the most from your tele-visit
- Consider best practices to ensure you (patient, family or caregiver) get what you need during the visit



Virtual Health Care Options

- Telehealth

- Telephone Visits (only during the public health emergency)
- Virtual Communication Services: virtual check in and remote evaluation of pre-recorded patient information
- Chronic and principal care management
- Behavioral health integration and the Collaborative Care Model
- Remote physiologic monitoring
- E-visits – Online Digital Evaluation Services
- *Interprofessional consultation – special note...*



Telehealth Basics

- Similar to an in-person visit but using audio and video
- Your costs/copays/deductibles will (most likely) be the same as for an in-person visit
- Needed for a telehealth visit
 - Connection – Internet, hotspot, etc.
 - Device with camera and microphone
 - Headset or earbuds (?)
 - Private and quiet place to have the telehealth visit
- Can include other family members or caregivers in the visit



Telehealth – OK for...

- Annual visits if no physical exam is needed
- Prenatal visits (as long as ultrasound or baby's heart monitoring is not needed)
- Follow-up and medication management for controlled health conditions – examples include anxiety, depression, asthma, chronic obstructive pulmonary disease, allergies, hypertension, diabetes, eczema, acne, sleep problems and more.
- Assessment of new health issues – examples include very minor injuries, cold/flu, diarrhea, rashes, sinusitis, sore throats, urinary tract infections and more.
- Follow-up for dietary guidance
- Counseling
- Review of test results and specialist's reports
- Routine follow-up after a surgery, procedure, emergency department visit or hospitalization
- Assessment for foreign travel
- And more... (May depend on what your insurance will or will not cover.)



Note that this should not be construed as medical advice. Contact your provider and ask for their list of what IS and what IS NOT OK for a telehealth visit.

Telehealth – NOT OK for...

- Anyone threatening harm to self or others (unless or as directed by health care professional)
- First-time visits as a new patient (usually)
- Anytime a physical exam or test is needed
- If you or your loved one experience signs or symptoms that need immediate attention – some examples include chest pain, signs of a stroke, problems with breathing, high fever, vomiting, confusion, agitation, profuse bleeding or bleeding that does not stop after a few minutes, physical trauma like a car accident or hitting your head and more
- When you just know or have a feeling that you or your loved one need to be seen in-person – you know you... and them.



Note that this should not be construed as medical advice. Contact your provider and ask for their list of what IS and what IS NOT OK for a telehealth visit.

20 Things to Know...



20 Things to Know about Telehealth

Telehealth or telemedicine are both used to describe any health care service that uses technology for visits with your provider or care team that are not in person. Other terms are digital medicine, virtual visits, video visits, e-health or m-health (for "mobile"). Here are twenty things patients and family members have identified that are important to know about telehealth.



My Telehealth Checklist



My Telehealth Checklist



Options for Telehealth and Virtual Care



Options for Telehealth and Virtual Care



Takeaways

- Telehealth and other virtual health care services provide options for you to receive health care how, when and where it's convenient to you.
- If you don't ask, you may not know what that full set of options are.
- Even if it's awkward at first, it gets better with practice!
- Don't hesitate to ask – anything. (There are no “stupid” questions.)
- Give them feedback on what they did well and what they can do better – if possible.



Discussion & Questions



Progress...

- ✓ Information session ~ 30 min
- Patient, family, caregiver discussion ~ 25 min
- Discussion ~ 10 min



Patient - Discussion

- Protected health information reminder
- Can put your comments into chat if you prefer not to talk about it, and Adrienne will read your question or comment out loud.
 - Tell us about your telehealth experience either as a patient or a caregiver
 - What went well?
 - What could have gone better?



Progress...

- ✓ Information session ~ 30 min
- ✓ Patient, family, caregiver discussion ~ 25 min
- Discussion ~ 10 min



Survey



Discussion – if needed & time permits 😊



Upcoming Events

Telehealth – A Promise for the Future?

Apr 28, 2021 11:00 am – 1:00 pm (MT)

Registration:

<https://comaginehealth.zoom.us/meeting/register/tJYqfuCtqTMsHd230-2u8XDHwkMXk7pAQgN4>

Next Age Friendly LTSS ECHO:

May 20, 2021 11:00 am – 12:15 pm (MT)

Registration: <https://utah.zoom.us/meeting/register/tJEvc-GsrjwuHdPZyXyZ3dUPxhmGy7j3b8lr>



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Thank you!

The recording of this presentation can be found here: https://mediaspace.utah.edu/media/t/1_noyflh39