



# COVID-19 Telehealth

# Timeline

March 13, 2020

- Decision made to reduce on-site staff / move to video visits
- Patient outreach begins: PSR team began contacting patients / arranging video visits

March 18, 2020

- Guidelines rolled out to staff
  - All visits to start by video first – provider will decide then if a face to face is necessary
  - Protocols established to handle walk-ins
- Pharmacy moves to full mail order
  - Limited curbside pick-up

# Communication

**Mailings:** Letter sent to all patient who had a visit in the last year (Week of March 16). The letter addressed:

- How to prevent the spread of coronavirus and flu
- CDC's website
- What you can do to stay healthy
- What to do if you have symptoms

**Telephonic:** Talksoft

- Reminder / Stay at home
- Call us if you are experiencing symptoms
- Notification of appointments being changed to video visits

# Video Workflow

- **LPN /MOAs** calls the patient 10 minutes before video visit
  - Assist patients in setting up video call / resend link if needed
  - Explains how the video visit will happen. Nurse ends phone call and starts video visit (Makes sure equipment is working)
  - Basic rooming (allergies, medications, depression screening..)
  - Places video on pause / hold – sends a message to provider that the patient is ready.
  - New Medent nurse note created to quickly document
- **Provider** evaluates the patient
  - Determines if patient needs face to face visit
  - Determines if labs or testing is needed (places video on hold (pause) if necessary to find the closest lab)

# Patient Satisfaction Phone Survey



April – Started short telephonic survey:

1. Did your recent telehealth visit with (provider name) meet your needs? If no, why?
2. How would you rate your telehealth experience on a scale of 0 to 10, with zero being the worse possible and 10 being the best possible?
3. If telehealth visits could be used as part of your care in the future, would you be interested? Yes / No / Maybe
4. Is there any suggestion for improvement you would like to share with the team at Trillium Health?

# Nurse Outreach

## LPN's Phone Outreach

- General check-in:
  - How are you doing? Depression Screening
- Target outreach to 65 years > general check in. Include checking food supply. If we found they did not have food, offered our food cupboard program, connect patient with Case Management
- Ran reports on patients who have not been seen in 18 months: RNs calls patient to try and generate a video visit to re-engage in care.
- Ran reports on patient with preventative gaps in care – Start call as a 'check in' assess patient, if they are in a good spot offer
  - Colon Cancer – Cologuard
  - Tobacco Cessation
  - Video visits for HTN & Diabetes:
    - Talk about medication adherence and exercise and diet during stressful times.

# Case Manager Outreach

Business as usually from home

- Contact to all patients under case management (phone )
- Continue working on patient's Care Plan (medical and social case management)
- Making sure there are no gaps in care / medication
- Housing (homeless / rent assistance / need financial support pay bills like RGE..)
- Transportations needs
- Rapid start – connect with all new HIV positive patients
- Community resources – connecting our patient with community resources
- Food Cupboard

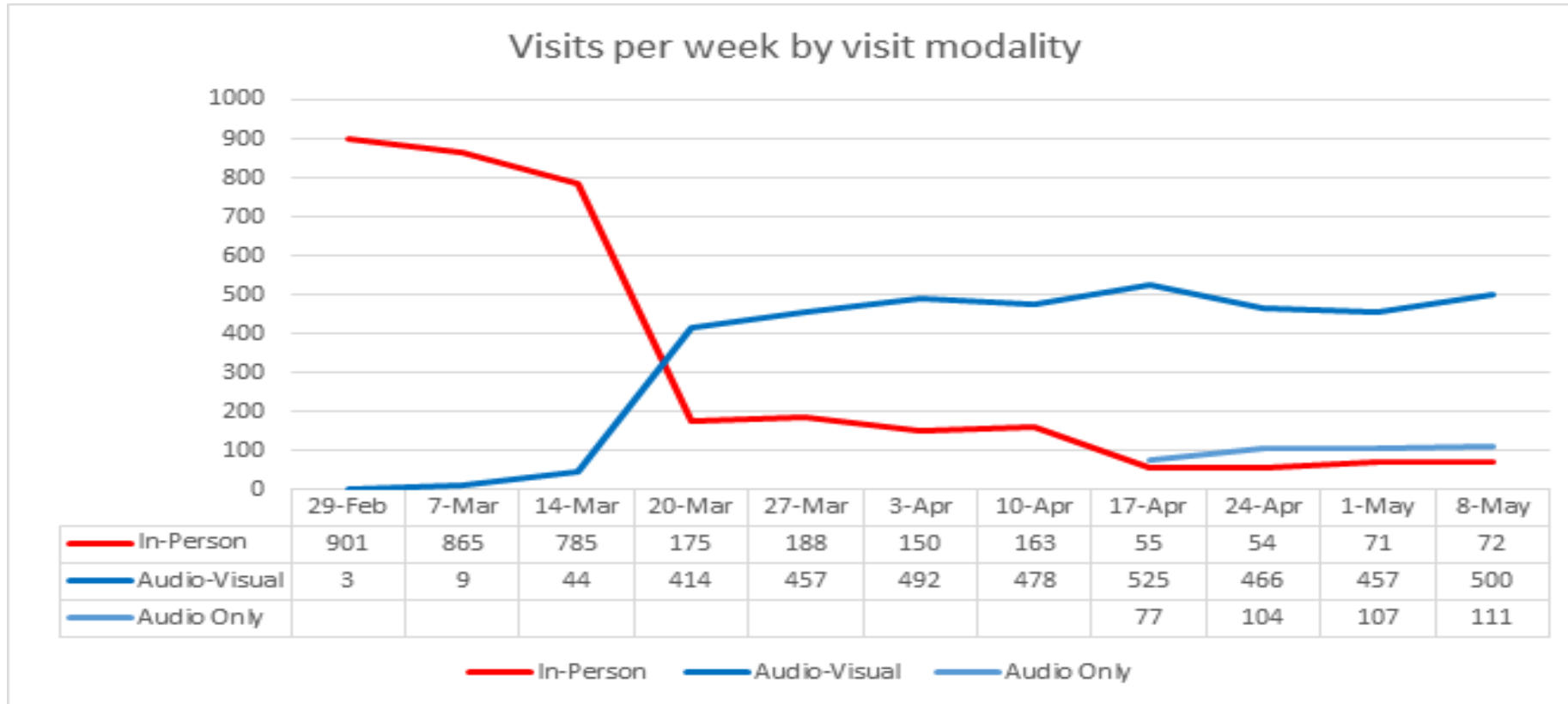
# Partnership with City / County COVID-19 Testing

April 27, 2020 Respiratory Clinic Opening for patients

- Dedicated 1 800 COVID Hotline
  - RN's assessing / scheduling appointments
  - RN asks if patient has insurance – transfer call to PSR to take insurance information.
  - If patient does not have insurance we still see them. We send a triage to our insurance coordinator who will reach out to the patient regarding sliding fee schedule application and/or offers assistance obtaining insurance
- Program expanded to entire community (Advertised on social media and news)
- Walk-ins added
- System Updates: Created new visit type: COVID10 (est. patient) COVID 20 (new patient)
- Staff reassigned duties (non clinical staff assisting with parking, greeters..)



# Visit Breakdown



**Thank you**

