Setting Up a Clinic for Telehealth

Presented by: Albany Community Health Clinic

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Introductions

Who We Are

What We Do

Case study on our experience

Why Telehealth?

- Geography of Laramie and surrounding areas
  - Rural communities
  - Weather
- High mental health need
  - Rural clinics wanting to refer patients
  - Patients seeking specialty care
  - Nature of university town
  - Ease of telehealth for mental health patients
- HRSA recommending that clinics offer telehealth

Implementation

Equipment

- TV
- Computer
- Speaker
- Camera
- Bluetooth headphones

Collaboration with WyTn

- Initial meeting to:
  - Let them know our vision and need, and
  - Brainstorm policies, procedures, and software requirements

Implementation

Policies

- Initial research online for best practices and how insurance covers it
- Identifying policies vs procedures
- Writing policy draft with administrative and clinical input
- WyTN reviewed and provided feedback/recommendations
- Policy sent to C-Suite for review (CEO, CMO, COO, CFO)
- Further edits until approved by C-Suite

Implementation

Topics addressed in policies

- Necessary equipment and software
- Plan for equipment and/or software failure
- Privacy and security for patient records
- Establishing care requirements
- Verification of patient location
- Documentation and complexity

- Referrals for emergency services
- Prescribing
- Informed Consent
- Medical records
- Billing

Implementation

Forms

- Informed Consent
- How to complete GAD 7 and PHQ 9

Procedures

- Ongoing/evolving
- Establish scheduling procedures between front desk staff and providers
- Update EHR to identify telehealth appointments
- Sending and receiving HIPAA-compliant emails to send invitations and receive completed forms
- Problem solving how to reserve telehealth room
- Establish procedure for checking in patients
- How to schedule follow up appointments

Problem solving

- Multiple patients back-to-back
- Apple audio complications
- Taking vitals
- Location requirements for Medicare
- Troubleshooting with individual patient capabilities and needs

How Covid 19 is changing the current landscape for Telehealth

- Relaxed rules for insurance coverage

  - Telephone visits covered

- Relaxed originating site coverage for Medicare

- Our relaxed rules on initial visits

Questions?