

Telehealth One on One:

Overview of Concepts & Use Cases

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In mega-shelter, telemedicine plans to help doctors keep up



Learning Objectives:

Overview of the field of telehealth

Fundamental concepts of telehealth systems in the health care setting

Barriers & challenges that affect the implementation & evolution of telehealth applications

Hands on Experience using DPH issued Telemedicine backpacks



HRSA Funded Telehealth Resource Centers

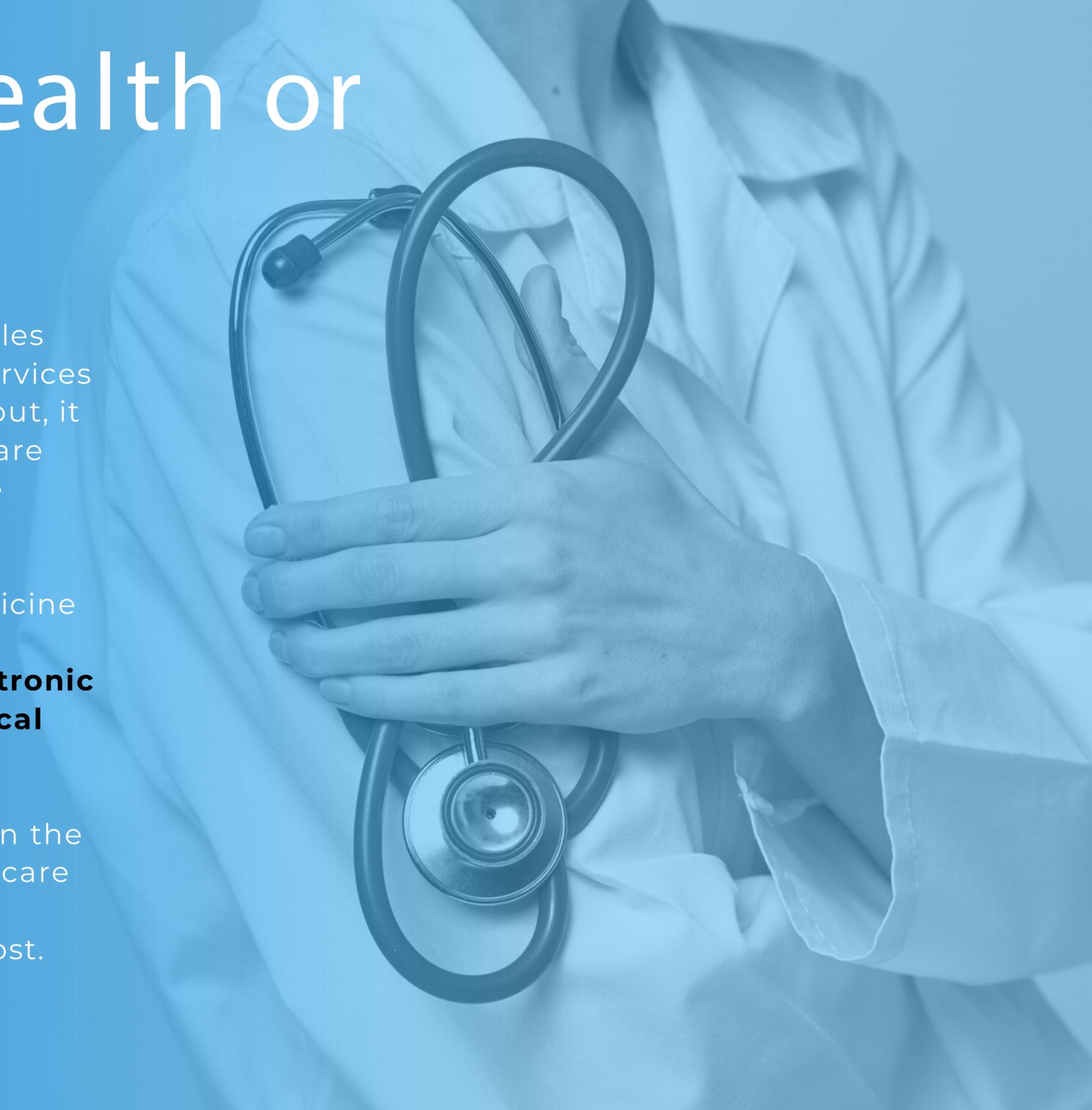


What is Telehealth or Virtual Care?

Telehealth is a care delivery method that enables providers to deliver clinical and non-clinical services to patients without an in-person visit. Simply put, it assists clinicians in providing care remotely. Care providers primarily deliver care through online mediums such as video and phone calls.

Definition according to the American Telemedicine Association: **“use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health status”**

Today, telehealth trends are growing steadily in the market and solidifying its position as a crucial care delivery medium for the future. The COVID-19 pandemic gave telehealth a much-needed boost.



Most Commonly Used Approaches:



Virtual Visits: Live, synchronous, interactive encounters between a patient and a healthcare provider via video, telephone, or live chat.

Chat-based Interactions: Asynchronous online or mobile app communications to transmit a patient's personal health data, vital signs, and other physiologic data or diagnostic images to a healthcare provider to review and deliver a consultation, diagnosis, or treatment plan at a later time.

Remote Patient Monitoring: The collection, transmission, evaluation, and communication of individual health data from a patient to their healthcare provider or extended care team from outside a hospital or clinical office (i.e., the patient's home) using personal health technologies including wireless devices, wearable sensors, implanted health monitors, smartphones, and mobile apps. Remote patient monitoring supports ongoing condition monitoring and chronic disease management and can be synchronous or asynchronous, depending upon the patient's needs.

Technology-Enabled Modalities: Telehealth and virtual care solutions also provide for physician-to-physician consultation, patient education, data transmission, and more.

Telehealth Goals & Benefits

Overcome Geographic Barriers

Improve Patient Outcomes

Increase Adherence



NOT INTENDED TO REPLACE A MEDICAL HOME

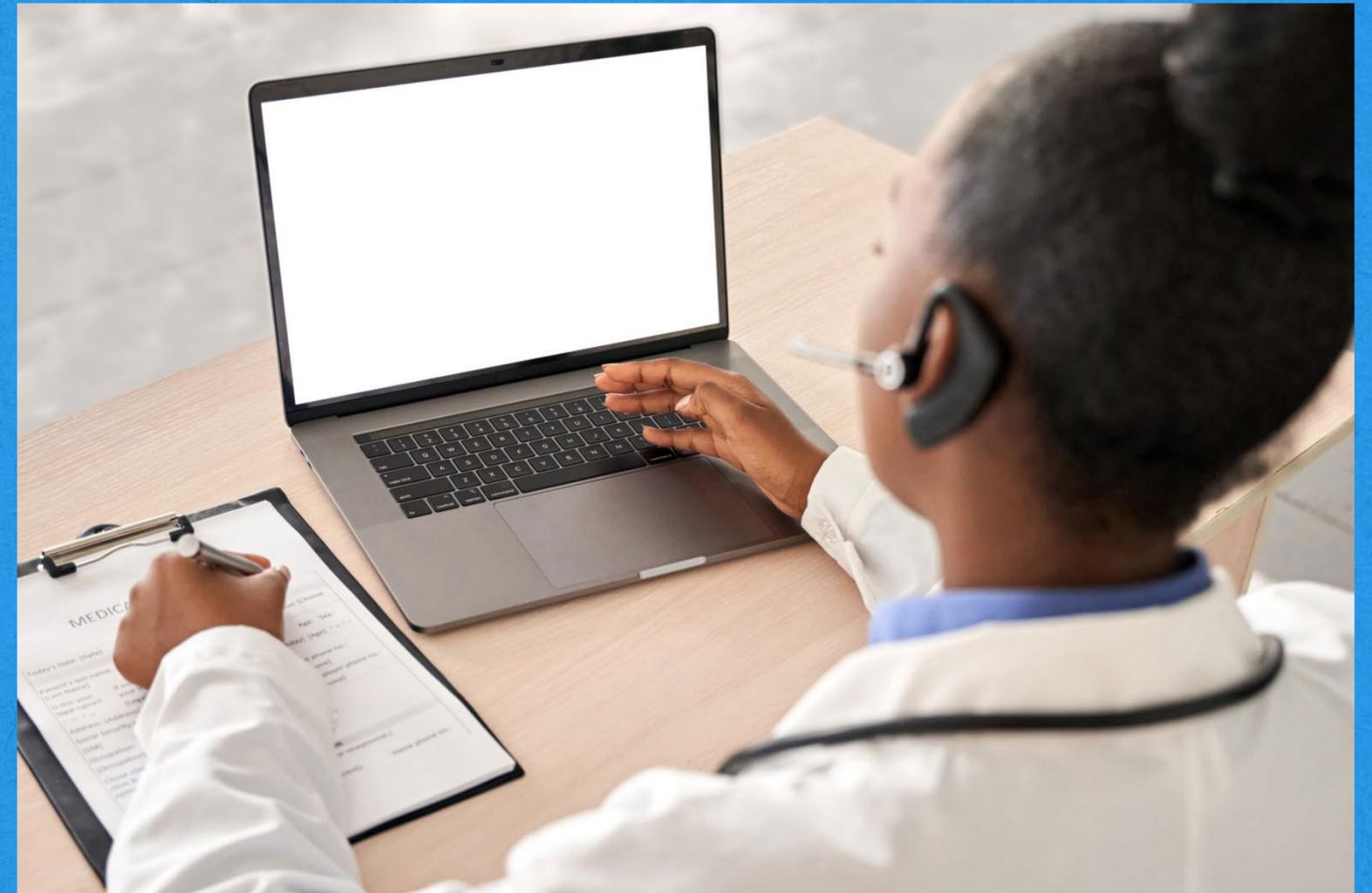
Telehealth Challenges

Acceptance / Buy-In

Broadband/Connectivity

Credentialing / Licensure

Reimbursement



Equipment



Telehealth Applications



BEHAVIORAL HEALTH

Behavioral telehealth may also be referred to as telebehavioral health, telemental health, telepsychiatry, or telepsychology.

Telebehavioral health can break down barriers and offers more privacy protections than face-to-face mental health care.

Services include individual and group therapy, and telehealth treatment of substance disorder.



EMERGENCY SERVICES

The COVID-19 public health emergency has required EDs to adopt or scale up telehealth and telemedicine services for patients. This helped reduce COVID-19 exposure, expand access to care, and address capacity challenges.

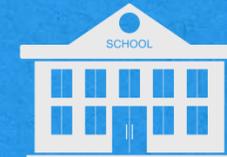
Services include tele-triage, tele-emergency care, virtual rounds, e-consults, and follow-up care.



HOME HEALTH

Telehealth supports a variety of clinical uses in home health care, including transitional & palliative care, chronic disease management, mental & behavioral health, and others.

Services include but are not limited to check-ins, patient education, caregiver involvement, immediate medical response, and virtual monitoring.



SCHOOL HEALTH

Many students lack access to healthcare outside the school walls. Telemedicine extends the hands of healthcare professionals to reach children in schools, where they frequent most.

With integrated devices, providers extend pediatric care across acuity levels for both minor medical concerns and chronic conditions.



PRIMARY & SPECIALTY CARE

Telehealth isn't just for primary care well/sick and follow up visits anymore. Specialty care providers are breaking into the arena and offering patients new ways to access care.

Specialty telehealth services include but are not limited to audiology, cardiology, dental, dermatology, endocrinology, genetics, nephrology, orthopedic, sickle cell, and more.

Emergency Preparedness Initiative:

- **Memorandum of Understanding** between GA DPH and Medical Association of Georgia Medical Reserve Corps (MAG MRC) to deploy and staff mobile hospitals, expand provider availability in sheltering mission (s) and provide educational opportunities through the DPH telemedicine platform and mobile tools.

MAG MRC will:

- Provide a list of staff who will be trained on DPH Telemedicine platform
- Work with DPH Office of Emergency Preparedness to deploy and staff mobile hospitals and/or sheltering mission (s).
- Provide a schedule of on-call providers during response efforts, which will support scheduling efforts.

GA DPH will:

- Provide MAG MRC with login credentials and access to our telemedicine platform for connecting clinicians to our telemedicine backpacks and clinics, as needed in response efforts.
- Provide virtual training to identified MAG clinicians

Emergency Preparedness Initiative:

2024 GOALS:

- **Train MRC GEM on Telemedicine Backpacks**
 - New Users
 - Refresher Training
- **Work with Districts to include language in their Standard Operating Procedures to include Telehealth services and access.**
 - Use language from State agreement and incorporate into local SOPs
- **Routine backpack testing and drills**
 - Locally test equipment and “practice” routinely.
 - Include backpacks as part of scenarios and exercises at state and local level
 - Expand use cases for telehealth backpack services

Pathways telehealth platform enables a connected care experience for in-person, virtual, and automated monitoring.

