

Best Practices: Patient Engagement and Telehealth Access



Streamlining the Telehealth Process

- TELEHEALTH NAVIGATORS/PATIENT ACCESS REPRESENTATIVES
- EMR AND TELEHEALTH PLATFORM INTEGRATION
- WAITING ROOM FOR TELEHEALTH VISITS
- ALWAYS KEEP PATIENT NEEDS IN MIND



Overcoming Patient Access Issues

- IT TELEHEALTH SUPPORT TELEPHONE LINE
- TELEHEALTH NAVIGATORS
- WEB-BASED TUTORIALS FOR ACCESSING TELEHEALTH PLATFORM
- OFFERING “DRIVE UP” SERVICE
- DIRECTING PATIENTS TO PUBLIC HOTSPOTS



Keeping Patients Engaged

- MASS TEXT MESSAGE OUTREACH
- CONNECT THROUGH SOCIAL MEDIA AND EXPLAIN WHAT TO EXPECT FROM A TELEHEALTH VISIT
- CALL/TEXT/EMAIL THE DAY BEFORE AN APPOINTMENT AND/OR THE DAY OF
- COLLABORATE WITH COMMUNITY LEADERS



Comments or Questions?

BEST PRACTICES AND LESSONS LEARNED
PRESENTED WERE AGGREGATED FROM
SURVEY INFORMATION AND INTERVIEWS
WITH FQHCs AND RHCs IN TEXAS



FENWAY HEALTH



Telehealth @ Fenway

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fenwayhealth.org



FENWAY HEALTH

Independent 501(c)(3) Federally Qualified Health Center

Located in Boston, MA

Founded 1971

Mission: Fenway Health advocates for and delivers innovative, equitable, accessible health care, supportive services, and transformative research and education. We center LGBTQIA+ people, BIPOC individuals, and other underserved communities to enable our local, national, and global neighbors to flourish.

Specializing in HIV care

>35,000 unduplicated patients annually

Patients travel from over 1,000 zip codes

Clinical Care

Integrated primary care model, including:

- Medical, Behavioral Health, Optometry, Dentistry

The Fenway Institute

- Research, Education, Policy

Public Health Programs

- Drug User Health, Housing, STI, HIV

F E N W A Y  H E A L T H



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Telehealth Support for Staff and Patients

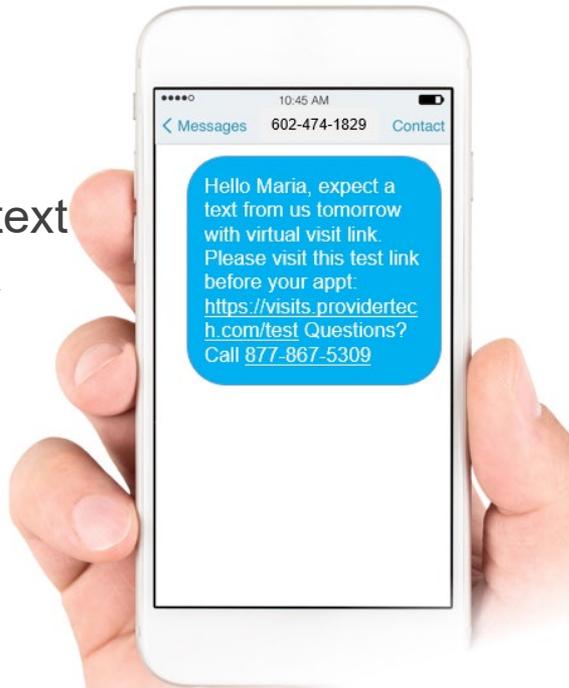
- Provide immediate support for patients and staff
- Safety net for providers working remotely
- Positive interaction for patients navigating new workflows
- Initially provided live support
- High volume initially but has tapered off

Telehealth support

- Dedicated phone line
- Dedicated email address
- Provider materials/SOP's
 - Branded virtual backgrounds
- Patient instructions (English and Spanish) on our website
- Test url link sent to patients prior to visit

Preparing for the Visit

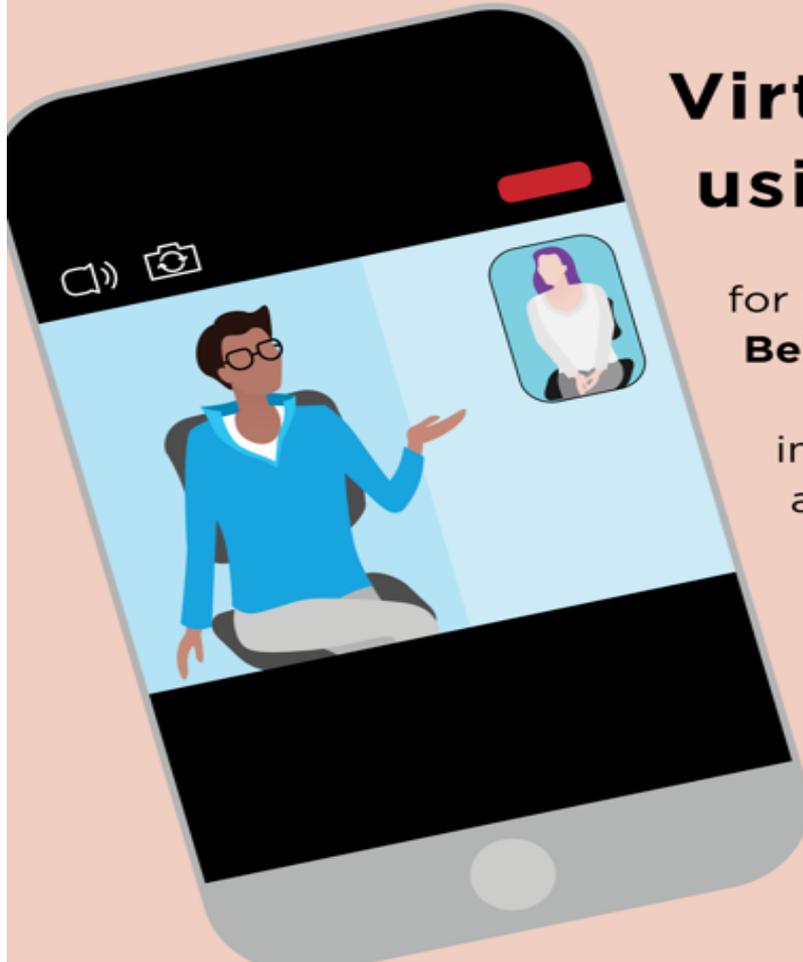
Patient receives an **automated** text with visit link



- > FAQs
- > How to Prepare for your Telehealth Visit
- > How to connect to your Telehealth visit
- > How the visit works
- > How to prepare your device/computer for a Telehealth visit?
- > How to prepare your environment for a Telehealth visit?

Frequently Asked Questions

- + What is Telehealth?
- + Why use Telehealth for a video visit with my healthcare provider?
- + Are Telehealth visits secure?
- + Who can be scheduled for a Telehealth visit?



Virtual Walk-In using Zoom

for participants of Fenway
Behavioral Health Services

including those
awaiting therapy

Monday-Friday
noon-4:00 pm

Zoom 795.004.7430
or “bhwalkin”

Workflow For Virtual BH Walk-in & Glossary Of Terms

Glossary of Terms

Channel – the total service area for the BH Walk-In service including front desk area and therapy rooms

The elevator – the area outside the channel where the patients waits until being admitted into the service area

Front desk area – where a patient is greeted by a Patient Service Coordinator and where the patient's eligibility is confirmed provided no other request into the channel is being made (see alternate workflow for confirming eligibility in therapy rooms)

Therapy room – where clinical conversations occur between a Patient and a Behavioral Health Clinician

Workflow For Virtual BH Walk-in & Glossary Of Terms

1. A patient dials up the service's Zoom ID: "bhwalkin" or 795 004 7430
2. Patient Services Coordinator admits the patient to the "front desk area" (into the service's Zoom channel) where their eligibility is confirmed^{1,2}
3. The Patient Services Coordinator situates the Patient into "a therapy room" (into a break out room)³
4. The Patient Services Coordinator notifies a Behavioral Health Clinician to come into the channel because the eligible patient is seeking support⁴
5. The Behavioral Health Clinician dials up the service's Zoom ID
6. The Patient Services Coordinator admits the Behavioral Health Clinician to the front desk area and shares basic information about the patient⁵
7. The Patient Services Coordinator situates the Behavioral Health Clinician into the therapy room where the patient has been waiting

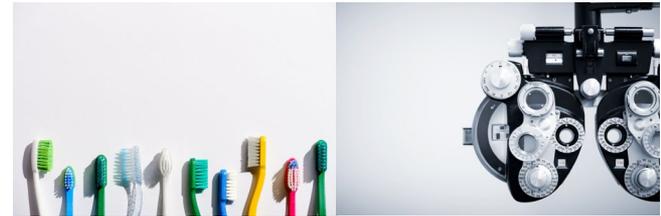
1. A patient is eligible for the BH Walk-In service if they have completed a BH Diagnostic Assessment within the last 12 months or have current BH services such as psychiatry or group therapy. A patient with a current individual therapist should be encouraged to reach out to their therapist for support unless the BH Walk-In service is part of their treatment plan.
2. In the event that two patients seek admission to the channel's "front desk area" at the same time, the first patient can be situated into to a therapy room where eligibility can be confirmed. This alternate workflow allows patients seeking walk-in support to be brought into the channel rather than waiting "in the elevator."
3. A Services Coordinator opens up multiple therapy rooms at the beginning of each BH Walk-In service shift to ensure that enough space is available for patients and providers.
4. The Patient Services Coordinator may also notify a therapist who is available or scheduled to assist the Virtual BH Walk-In service during a given shift.
5. If a second patient is in the front desk area for the eligibility verification when the first BH provider responds to their notification, then this second patient can be situated into a second therapy room so the entering therapist can be admitted to the front desk area.

Strategies for Success

- Robust Provider & Staff Resources
 - “Medicine Moves at the Speed of Trust”
-Dr. S. Nundy
- Video First Approach
 - Launched video platform immediately
 - Set expectations from the start
- Multidisciplinary Teams for Planning and Quality Assurance

Strategies for Success

- Engaged Multiple Departments & Ensured Resources
 - Dental & Optometry
Triaging
- Technical Support & Guidance
 - Responsive & readily available
- Messaging to Patients
 - *We are still here for you*



Healow Televisits

Scheduling Televisits:

- Keep in mind, in order for a patient to have a televisit, they MUST be web enabled. Please make sure you are entering the email **CORRECTLY** or they will NOT receive their access email. If a patient does not have an email in the standard email format of @---.com you can create an email for patient with this format such at johnsmith@lhs.com for the purpose of the patient being able to log in to their patient portal.
- While in the web-enabling screen, make sure that you are choosing which type of reminders to send patient (very important because they need the appointment reminders to be selected if nothing else). You can also set a generic password for the patient i.e. Orange22. If patient would like to receive texted links for Televisits or pre-check-in process, please text enable them at this point.

The screenshot shows the 'Patient Communication Settings' window for a patient named ZzTEST, Allie. The window is titled 'Patient Communication Settings' and includes patient information: 'ZzTEST, Allie', 'Jan 6, 1990 (31 yo F)', 'Acc No. 240550', and '1389 S US HWY 301 SUMTERVILLE FL 33585'. The 'Communication Types' section shows 'Web Enabled' as 'ZzTest Allie is web enabled' with a 'Username: Allie Test' and an 'Enter Email ID:' field containing 'aray@telmedical.com'. There are buttons for 'Edit', 'Set Password', 'Reset Password', 'Unlock', and 'Disable'. The 'Voice Enabled' section has a checked checkbox and radio buttons for 'English' and 'Spanish', with a 'Home' dropdown set to 'Morning'. The 'Text Enabled' section has a checked checkbox and radio buttons for 'English' and 'Spanish', with a 'Cell' dropdown. The 'Reminder Types' section on the right has a 'More' button and a 'Select All' checkbox, with checkboxes for 'Appointments', 'Lab Results', 'Health Maintenance', 'Rx Confirmation', and 'General Notification', all of which are checked. The 'Notes' section is empty. At the bottom, there is a character count 'Max 255 characters (255 characters remaining)', a checkbox for 'Patient opts out all practice communication', and buttons for 'Log', 'Send Message Now', 'OK', and 'Close'.

- To allow the patient a televisit, you will schedule the appointment as any other, except that the “visit type” will be **Televisit** with the reason field being your descriptive area for visit.

The screenshot shows a dropdown menu with two options: 'TeleVisit (TeleVisit)' and 'Well Woman (Well Woman)'. The 'TeleVisit (TeleVisit)' option is highlighted with a yellow background.

- They can get to their appointment either from the email/text message they receive (directly) or simply go to the portal and join that way (app or website) and look at their appointment options to join the visit.
- **Important factors to note:** If patient is using browser, they must be using Google Chrome (can NOT use Microsoft Edge – not compatible). If using app and it is their first time: Search by practice code: **CHFFBD** or by their provider name. Otherwise – patient can use the link sent to them 15 minutes prior via text or email.
- You will still need to make sure the patient’s information is all up to date in the system. Collect all data needed and follow guidelines given by your supervisor regarding paperwork.
- You will **NOT** need to check patient in. Do not arrive them. Once they are put onto the schedule, they will receive a reminder email, text, or both about the appointment and can check their selves in from the email or portal and once completed with the visit, they will automatically be checked out by the provider at end of visit.