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A Vynca Company

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FQHC Project ECHO Series - Session 2:

Successfully Engaging Staff with Telehealth: Tips and Tricks for Getting the Team Onboard the Telehealth Train

Tuesday, October 5, 2021

Our Partners

150+ hospitals, 8 state registries, ~1m unique beneficiaries.



Case Study – Key Concepts

Increase quality, improve the care experience, and decrease costs.



Virtual care



Who is in the room?



Staff Buy-in & Training



Family Member Buy-in

LESSONS LEARNED

Virtual Care

- Treat the Whole Person
- Focus on Relationships
- Keep Collaboration Front & Center
- Think Outside the Box



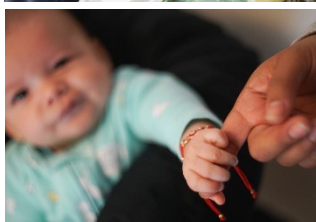
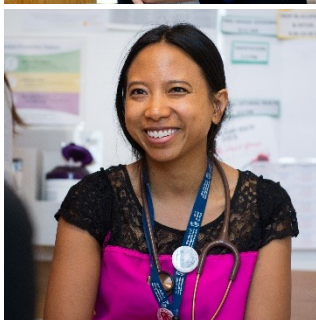
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Additional resource:

4 Best Practices to Deliver Virtual Palliative Care for Providers

<https://hitconsultant.net/2021/09/22/virtual-palliative-care-for-providers/#.YUzXg2ZufhI>



Patient Engagement Efforts at LifeLong Medical Care

Ryan Hensler

Director, Health Information Technology

Sarely Ibarra

Virtual Care Representative

www.lifelongmedical.org

Background and Context

- Started in 1976 in Berkeley, CA
 - 45 service locations across 3 counties including primary care, integrated behavioral health, and dental
 - Serves 68,000+ active patients
 - 275,000 annual visits
- Switched from NextGen/eCW to OCHIN Epic in Jan 2020
 - <20% of patients enrolled in Patient Portal prior to transition
 - All patients had to re-enroll in the new portal (MyChart)
 - Needed staff to push enrollment to re-engage patients
 - From <3-5% on MyChart to 35%
 - Prior to pandemic, telehealth was only a pilot for a subset of behavioral health
 - Already used Zoom for administrative meetings



Lessons Learned & Best Practice

1

Standardization of platforms and streamlined workflows

- Zoom and Doximity
- Training guides: live, videos, handouts

2

Use of technology for patient communication and outreach

- MyChart portal to communicate with care team
- WELL (text), centralized call center, email, letters, website, etc

3

Identified need for live patient facing tech support

- Created VCR role
- EHR team provides user tech support

4

Created visual guides for virtual visits

- Dedicated webpage
- Online documents that can be sent to patients without portal accounts

Virtual Care Representative

1:1 help with MyChart enrollment, navigation, download app

Telehealth Page created to help patients prepare for video visit

Website has information on how to contact VCR via email or phone

Providers can send Referrals to VCR

VCR bilingual in Spanish

Background and Context



- Patient preferences noted at the time of scheduling
- Easy to see mode of visit: Video, Phone, In-person
- Standard referral template for VCR support request

Patient FYIs

Telehealth

Video Visit Preferred: Yes
Has Smartphone, good WiFi connection: Yes
Tech Comfort Level (scale 1-3): 2
Platform (Zoom, Doximity or Other): Zoom
RPM Device (BP, Scale, DM):
Additional Comments:

Didi Zzztest
Female, 65 year old, 7/4/1956
Pronouns: she/her/hers
MRN: 1850012335
Preferred Language: Arabic
Gender: Not on file

1 Full Appointment List		2 Appointment Totals						
Date: 9/24/2021		3 Combined Departments						
Appt...	P..	Patient	MF S...	S..	Event...	Type	Mode	Appt Notes
1:00	N..	Zzztest, Didi	1...	S...		Virt Visit [733]		Zoom
1:15	N..	Zzztest, Didi	1...	S...		Virt Visit [733]		Doximity
1:45	N..	Zzztest, Didi	1...	S...		WI [24]		

Internal Help Request

Issue Type
Telehealth

Details
Patient
ZZZTEST, DIDI [1850012335]
Subject
Help with Zoom

Priority: High priority - upcoming appointment is an INTAKE/new patient appt
Is patient aware of referral to VCR? Yes
Is patient already familiar with what Zoom is? Yes
Device: Smartphone
Best time for VCR to contact patient:
Full name of BH CHW or person for VCR to contact if patient needs to reschedule appt: ***
Other comments:

[HOME](#)[ABOUT](#)[PROGRAMS & SERVICES](#)[LOCATIONS](#)[Become a Patient](#)[Get Health Insurance](#)[Patient-Centered Care](#)[Telehealth](#)[Notice of Privacy Practices](#)[SCHEDULE](#)

MyChart



Your Records in MyChart

MyChart is a secure, confidential way to access your care team and medical information online. You can see most of your test results and clinical notes in MyChart as soon as they become available. We'll contact you about any results that concern us.

[Log into MyChart](#)

Log into MyChart

Doximity: Patient Video Visit

1. Open text message and click on the link

Hello, this is [redacted] - please join me for a secure video call:
<https://v.dox.com/j/7be-vai-i7?e=qta8ke&s=cdawsiuxq4vv9za3xxu>

No app download necessary

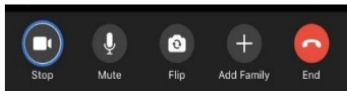
2. Click Allow Camera and Microphone Access

To join your secure video call, allow access to camera and microphone.
 Allow Camera & Microphone Access
 HIPAA Secure

3. Click Join Video Call

Video with [redacted]
 Join Video Call

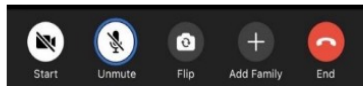
Audio and Video are **ON**



If the video call disconnects:

Go back to your text message and click on the link.

Audio and Video are **OFF** (Black Line)



ZOOM: PATIENT VIDEO VISIT

1) Download Zoom Cloud Meetings

[Desktop](#)
[Apple](#)
[Android](#)

[More Information](#)

2) Click on link in your text message or email

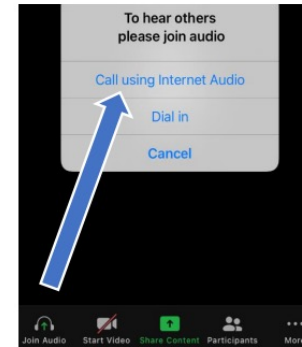
Join your video visit with your provider.

https://applications.zoom.us/telehealth?org_id=XI_MA_xtTlq46L7-xPUkw&data=px%2FEE%2Fi6Qkfgv14JEq17WjaJFWfPiylRw014

3) Wait for provider to start video

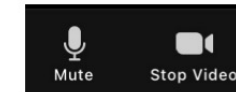


4) **Turn on Audio:** click on the headphone icon and select Call Using Internet

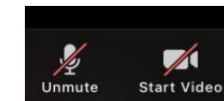


5) Click on Microphone and Camera icons to turn on Audio and Visuals

ON



OFF



If video call disconnects, go back to your text message or email and click on the link.

Telehealth is Here to Stay

(Looking to the Future)

- More language support- interpreters, translations of documents (currently only English/Spanish)
- Hiring additional VCR to accommodate the increase in demand
- Doximity integration with EHR, more user friendly
- Onsite patient education sessions to teach and enroll in MyChart
- Ongoing training and support end users with the evolving technology and policy changes
- Patient choice: all providers can accommodate for virtual visits
- Configuring exam rooms for telehealth hybrid model
- Continuing efforts to increase video visits using targeted provider outreach



Questions?



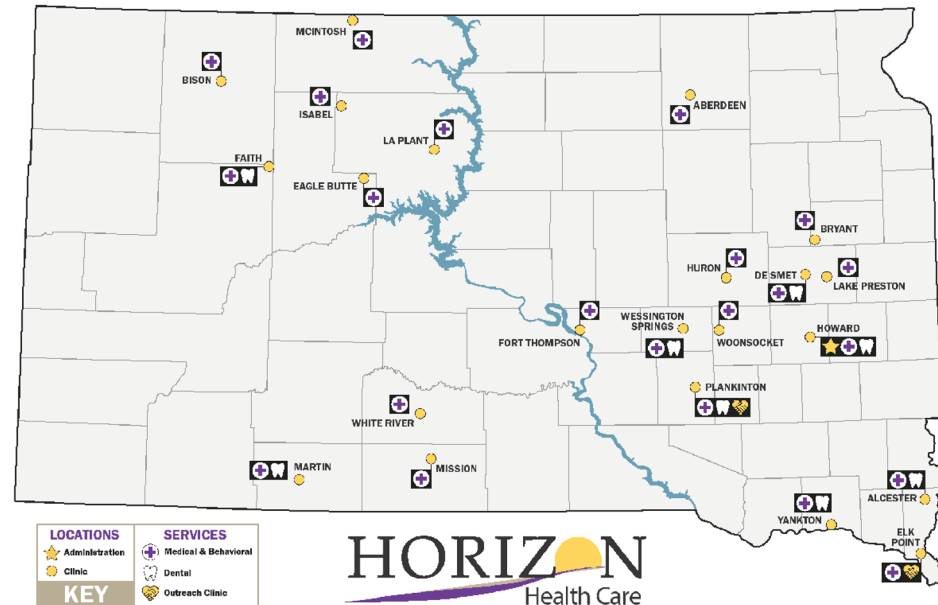
We see everyone.

Keeping communities well throughout South Dakota with medical, dental and behavioral health services. Horizon Health Care is here for you and your family.

[LEARN MORE](#)

[WATCH VIDEO](#)

- Formed in 1978
 - 32 Community Health Center Locations in South Dakota
- Primary Care - Dental - Behavioral Health



Horizon Telemedicine History



Horizon Telemedicine History



Virtual Visits: Lessons Learned

- Vetting a Virtual Visit Platform
- Hardware Needs
- Workflow Development

Other Telemedicine Use Cases

- *Scheduled and On-Demand Behavioral Health*
- *Internal Acute Care Visits*
- *Teledentistry*

Contact



Scott Weatherill

sweatherill@horizonhealthcare.org

<https://www.horizonhealthcare.org>

HEALOW APP INSTRUCTIONS for Smartphones/Tablets

1. Set up your portal account

Click on “Set up Portal Account” in the email you received from Langley Health Services. Your email address will be your user ID unless stated otherwise.

no-reply@eclinicalmail.com
Langley Health Services: Patient portal access information

Set up Portal Account

2. Download the Healow app

Available on the App Store or Google Play

3. Click on Get Started

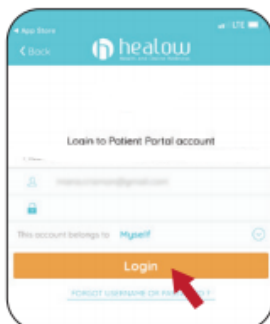


4. Enter Practice Code: CHFFBD



5. Login to Portal Account

Username is your email (unless otherwise instructed) and use password you created.



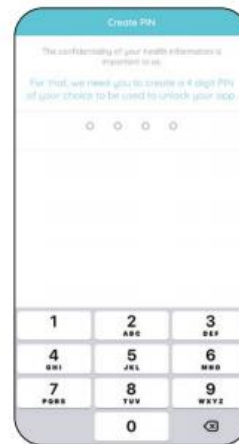
6. Click to Accept Terms

Also, make sure you enable your phone's camera access for the app.



7. Please Create a Pin

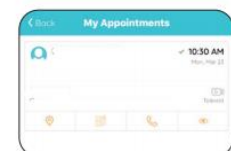
To better protect your personal health information.



8. 'APPOINTMENTS' will turn RED prior to your scheduled appointment time



Click red 'APPOINTMENTS' button. There may be a delay as it loads.



Click on your appointment to see Appointment Details.



Click to Start TeleVisit.



HAVE YOU HEARD ABOUT OUR PATIENT PORTAL?



ACCESS TO YOUR HEALTHCARE AT YOUR FINGERTIPS

Portal Features Include:

- Direct Communication to Your Healthcare Team
 - Refill Requests
 - Lab Results
 - Education Material sent by Provider During Visit
 - Appointment Information
 - Access to Televisits
 - Ability to Update Patient Information
 - Fill Forms for Visits Ahead of Time
-

Provide us an active email address to get started today!