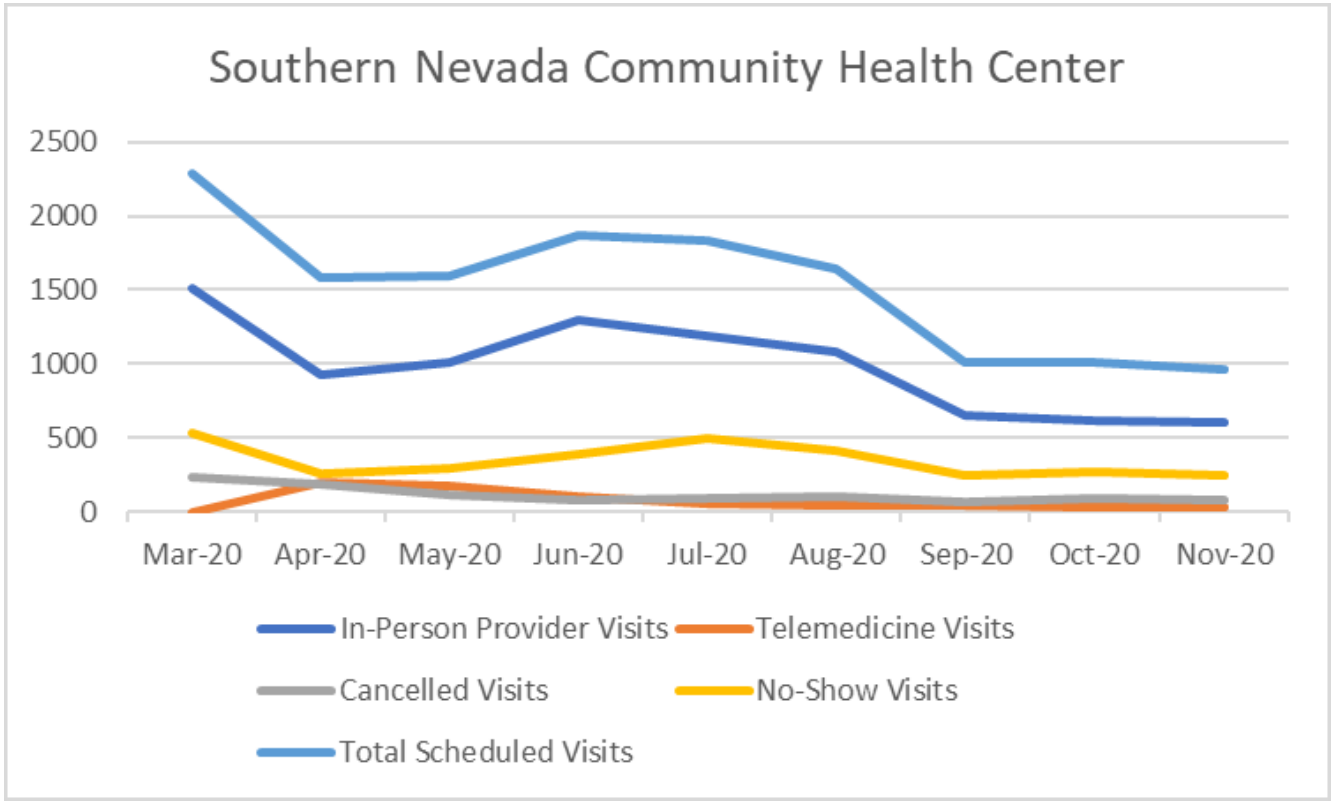
Southern Nevada Community Health Center

Telehealth

December 2020

SNCHC: Telehealth

- In November, telehealth saw 31 patients — 5.1% of patient visits, an increase of 10.7% over October.
- *NOTE: As of September 1, 2020, the Sexual Health Clinic is no longer a part of the Health Center. This has resulted in an overall decrease in visit volume.*



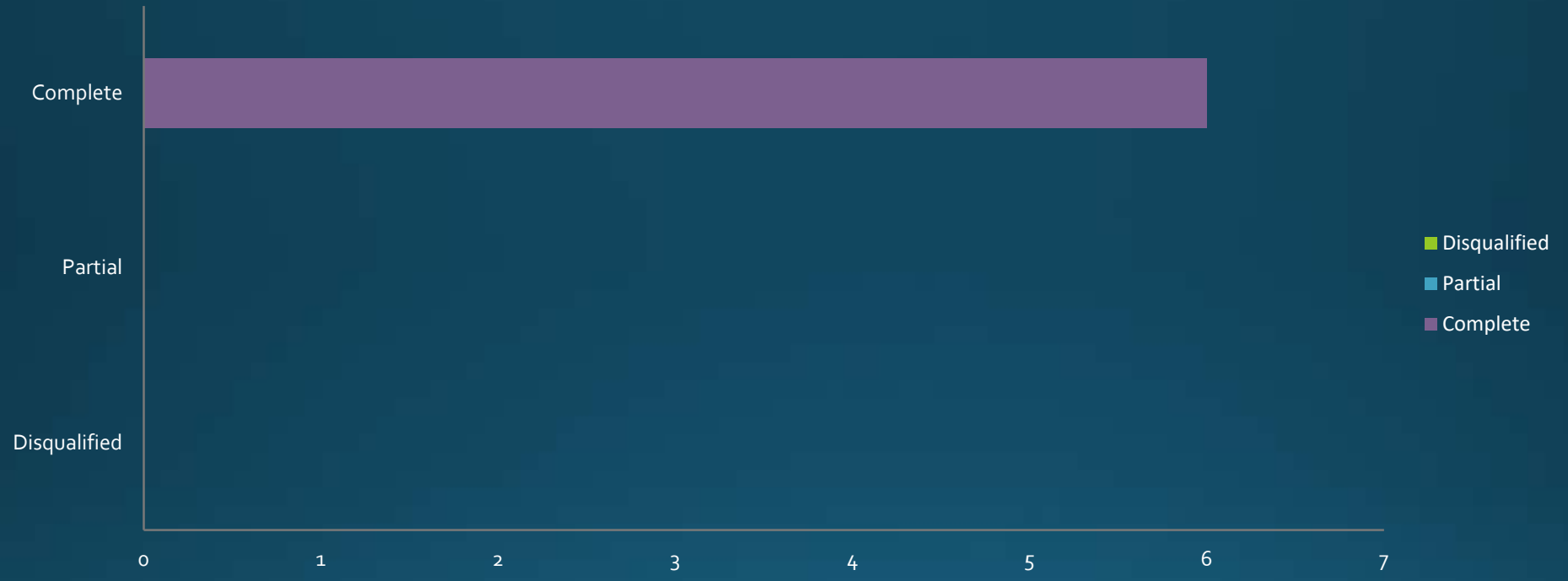
SNCHC: Telehealth (cont.)

- With the rise in COVID-19 case reports and the latest mandate from Governor Sisolak, the Health Center is preparing for an increase need of telehealth visits.
- On November 18, 2020, a telehealth survey was distributed to Health Center providers.
  - This survey was created with the goal of obtaining baseline data on the current state of telehealth at the Health Center.
  - The data gathered was then used to develop a telehealth training for providers and staff.

Report for Provider Telehealth Survey

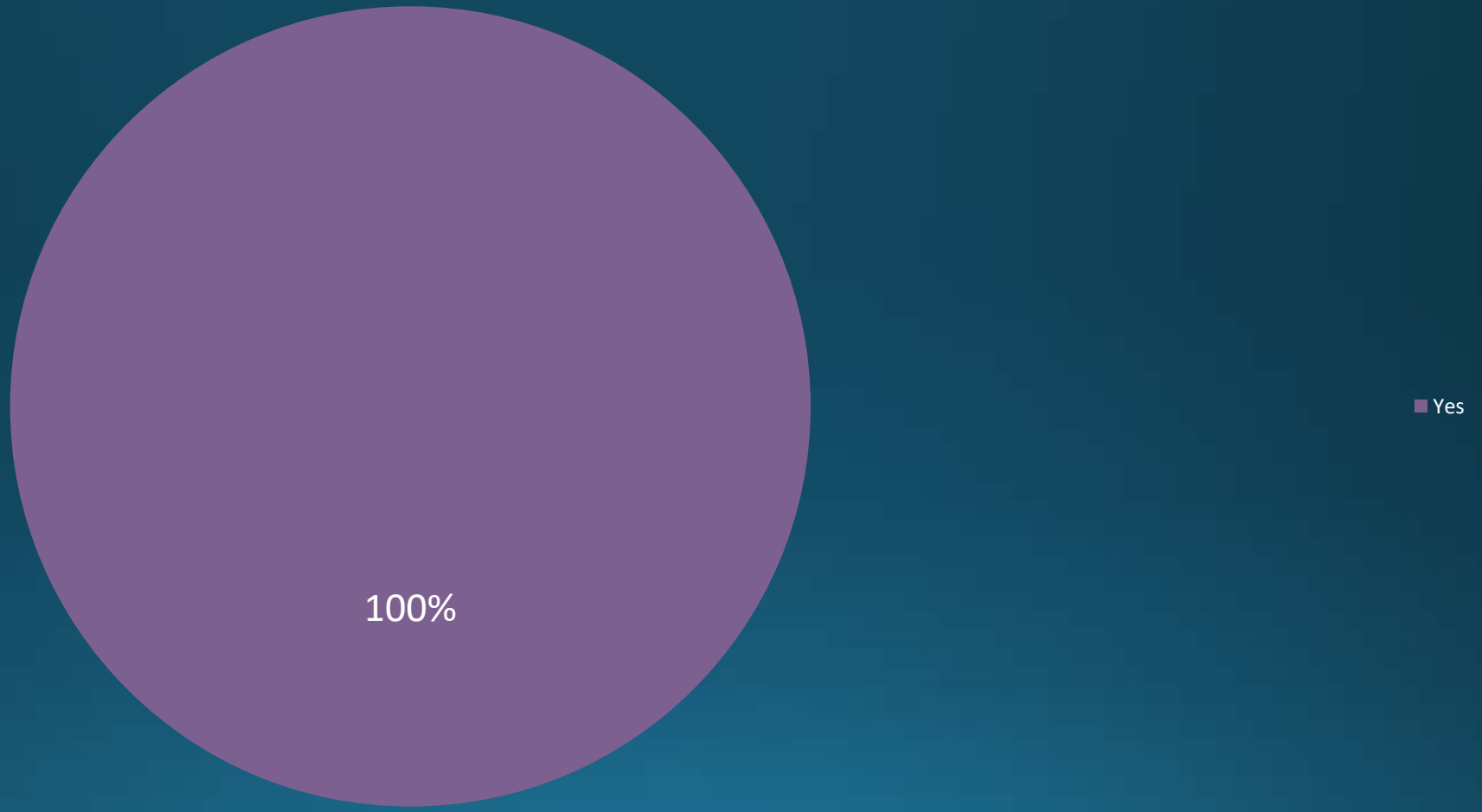
Provider Telehealth Survey

Response Statistics

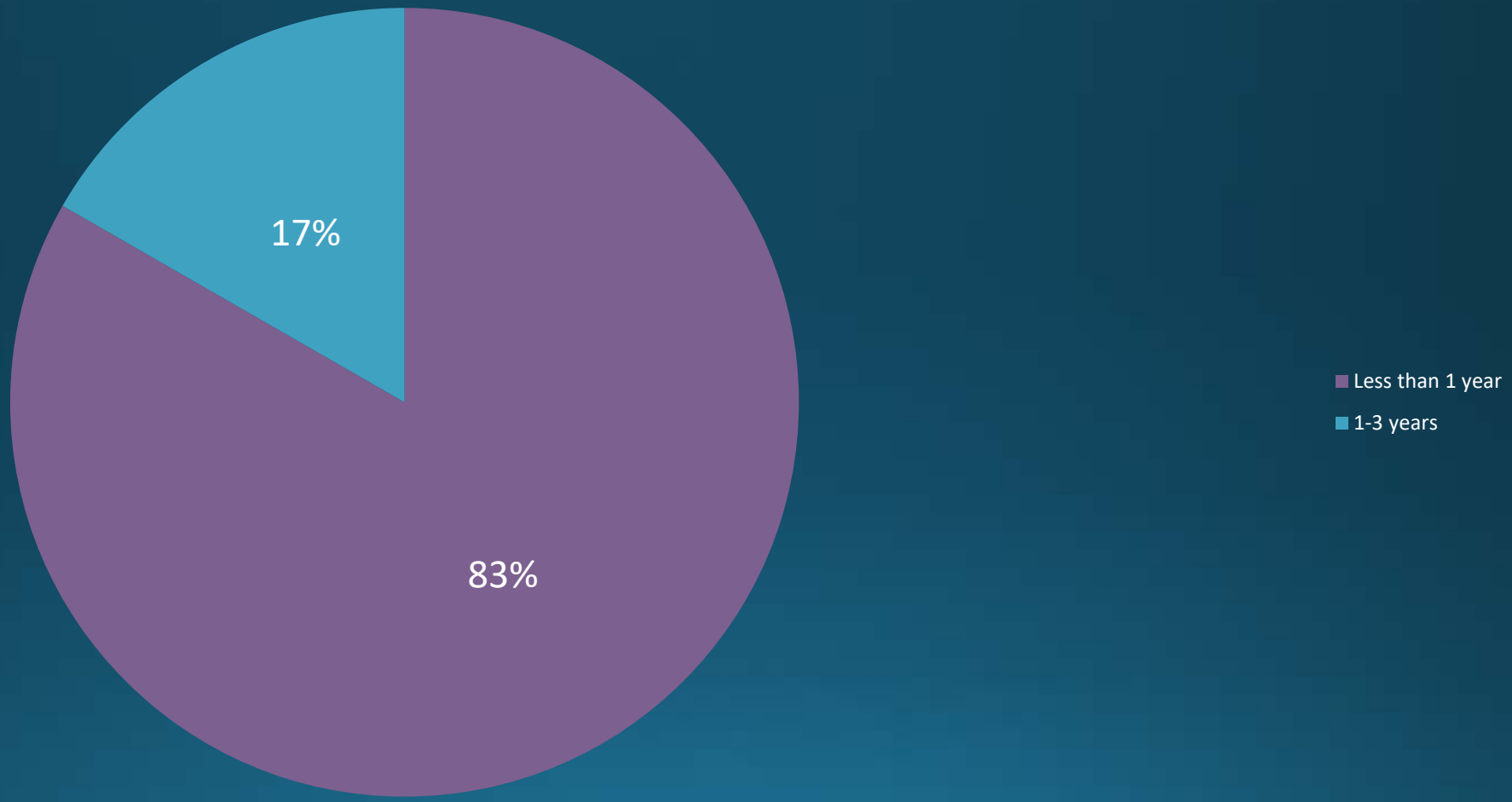


	Count	Percent
Complete	6	100
Partial	0	0
Disqualified	0	0
Totals	6	

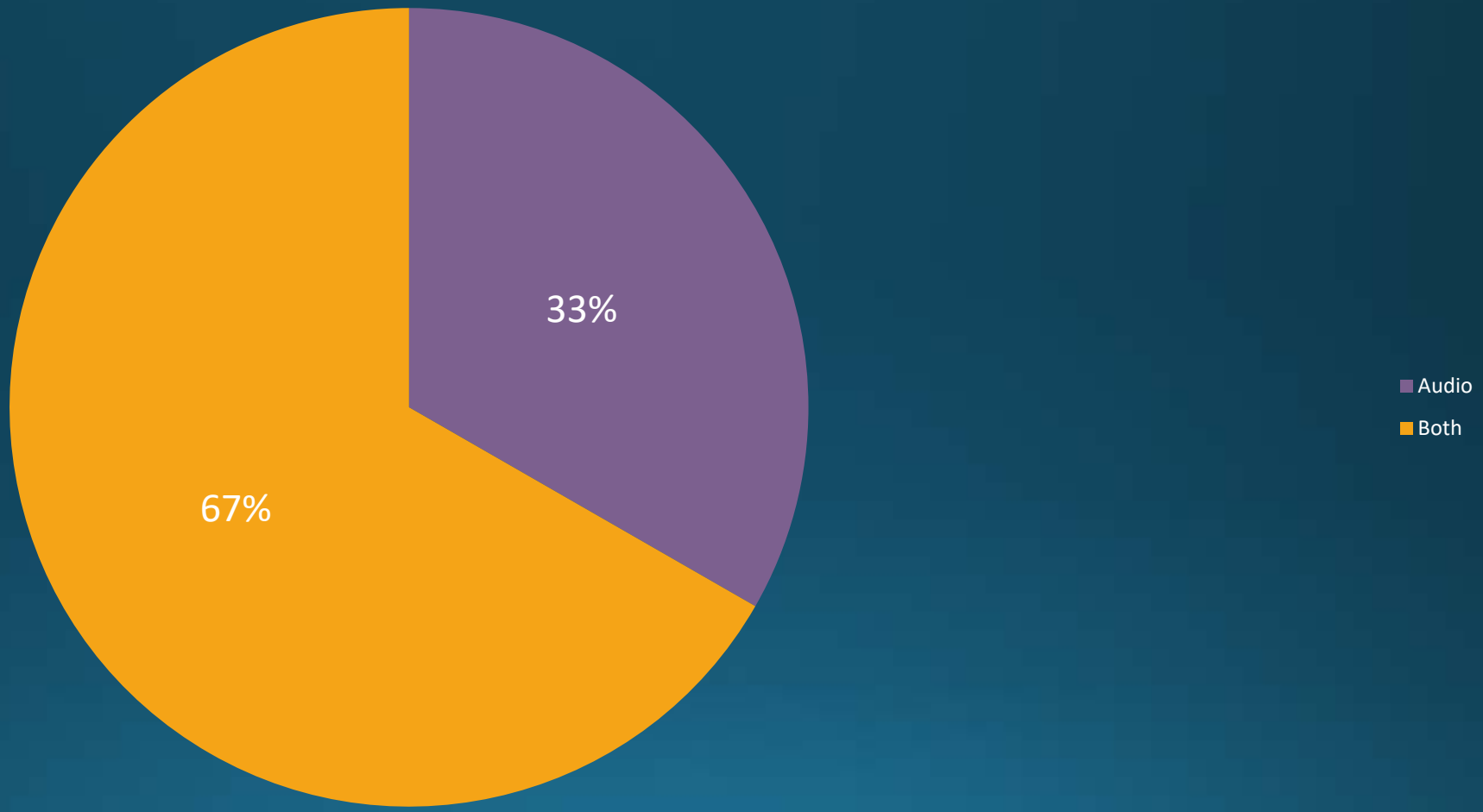
1. Have you ever used telehealth to see patients?



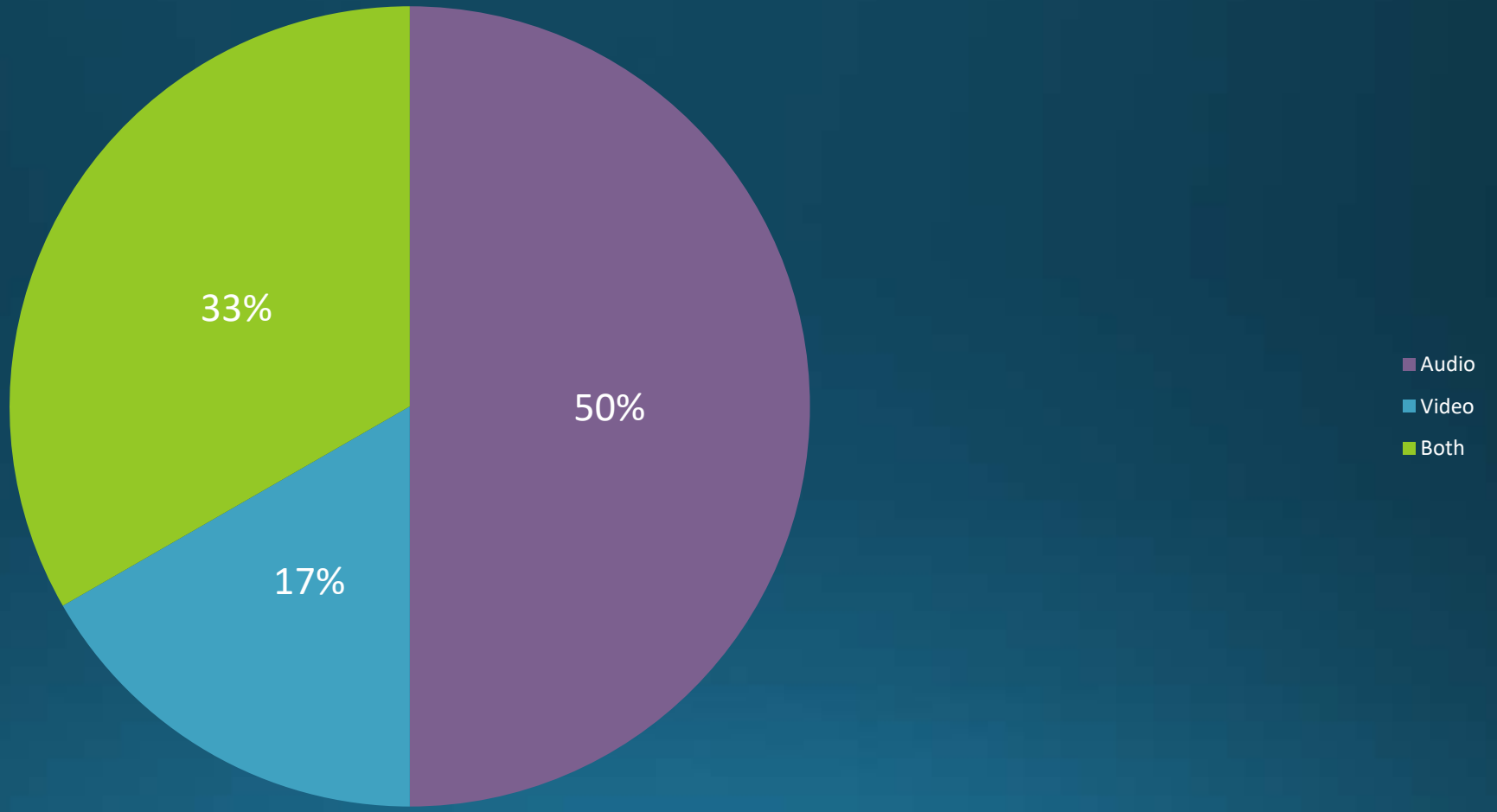
2. How much experience do you have using telehealth?



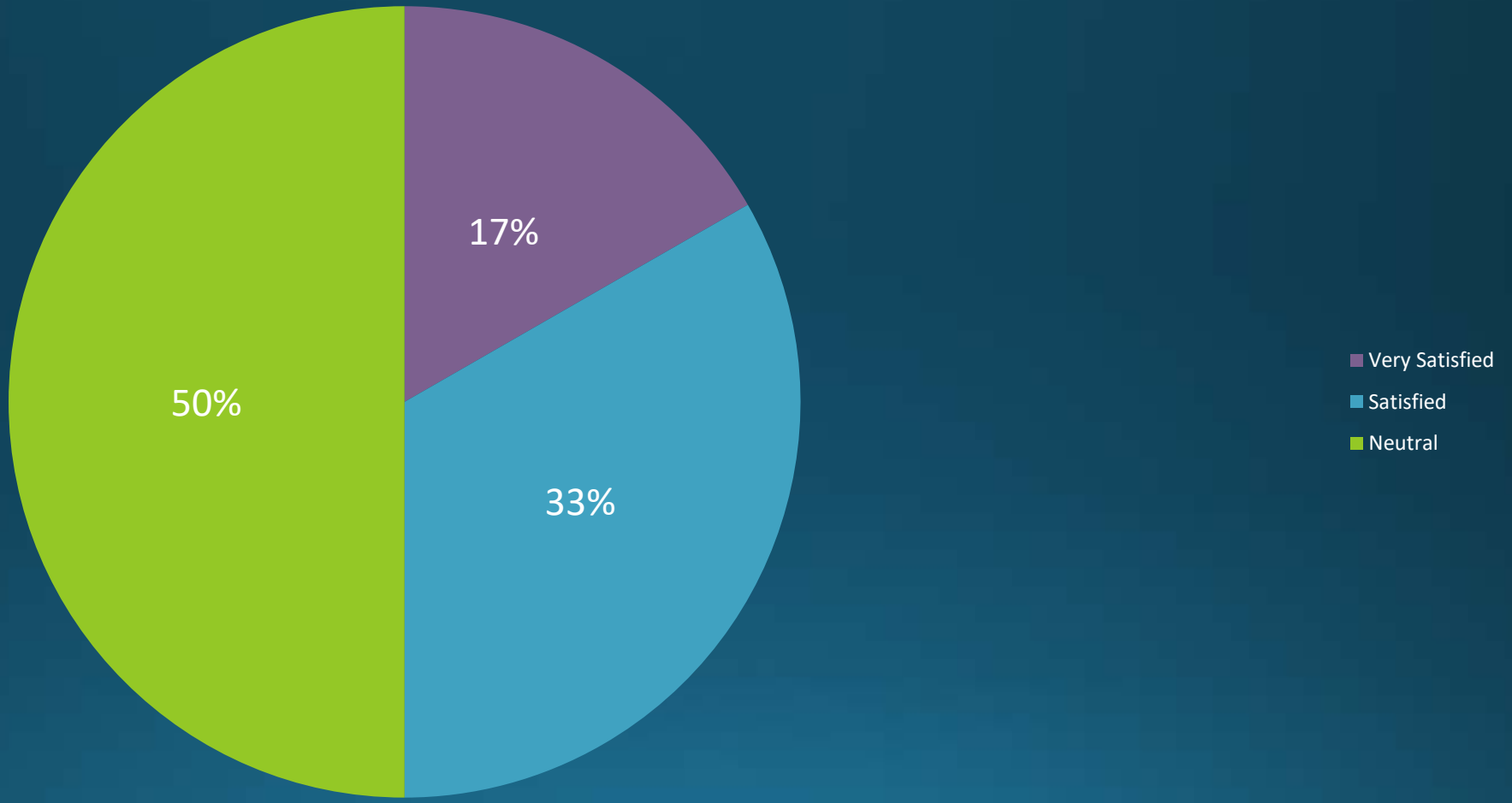
3. What method of telehealth have you primarily used?



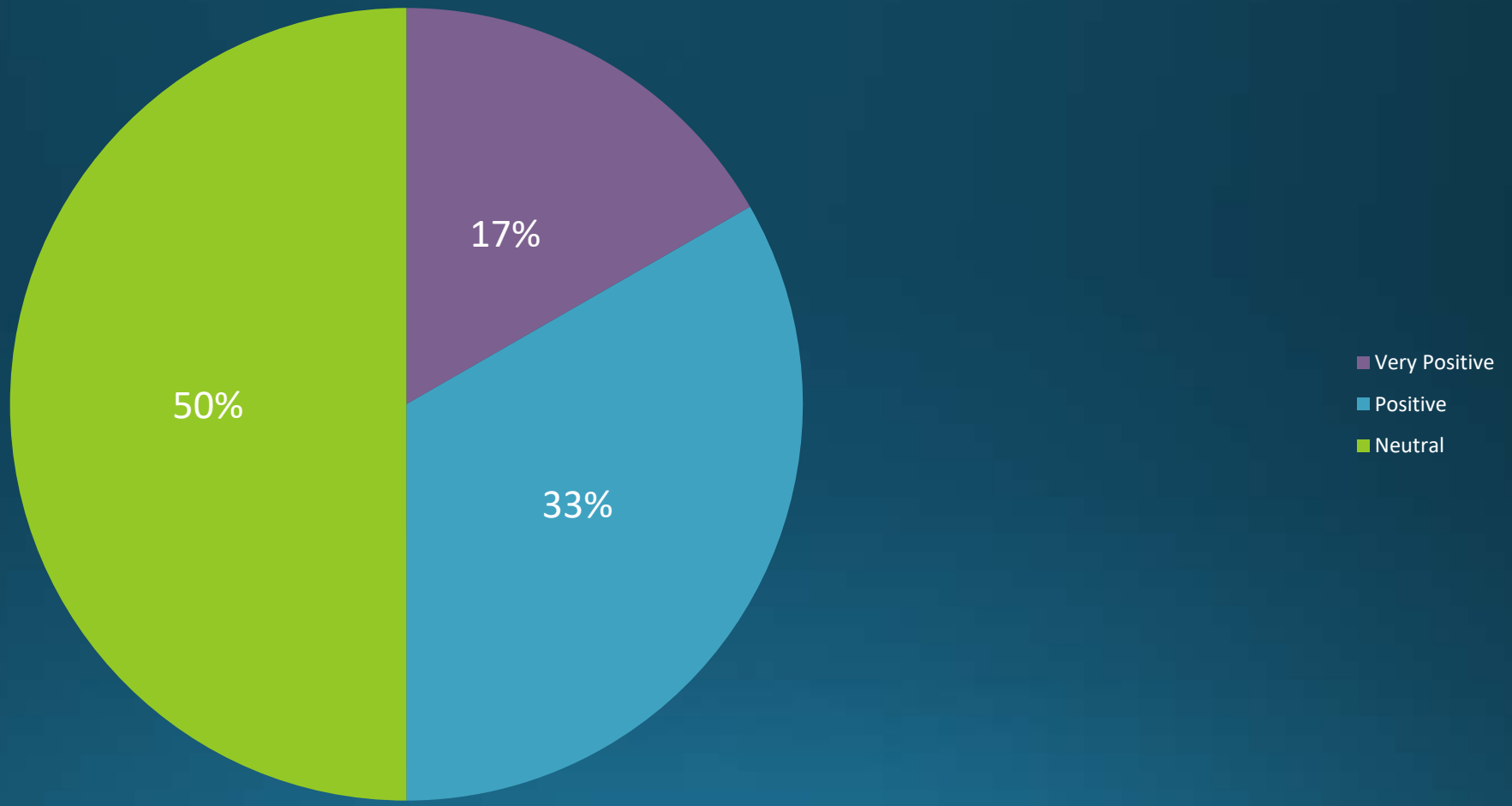
4. What method of telehealth do you prefer?



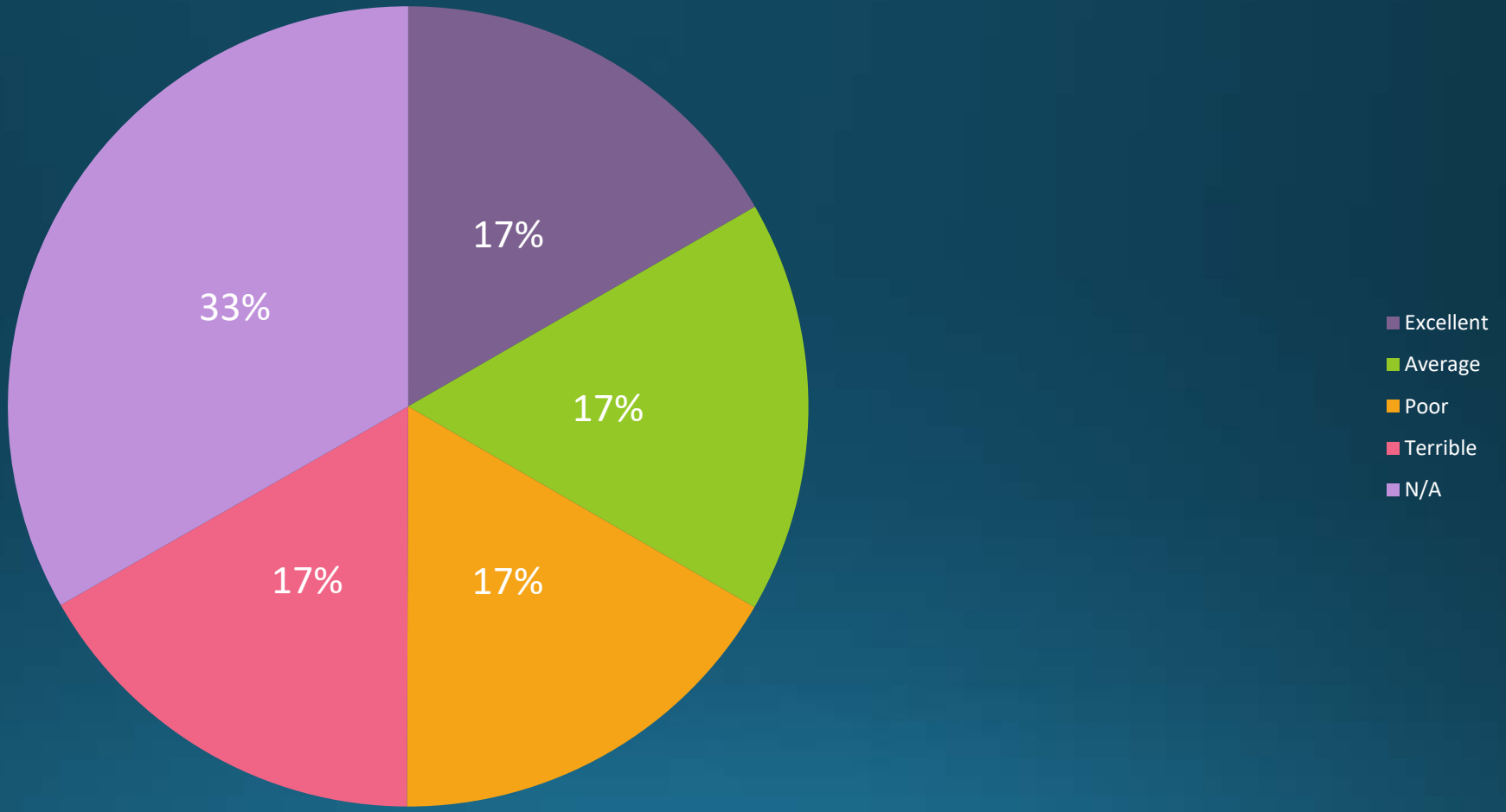
5. What is your satisfaction level using telehealth to see patients?



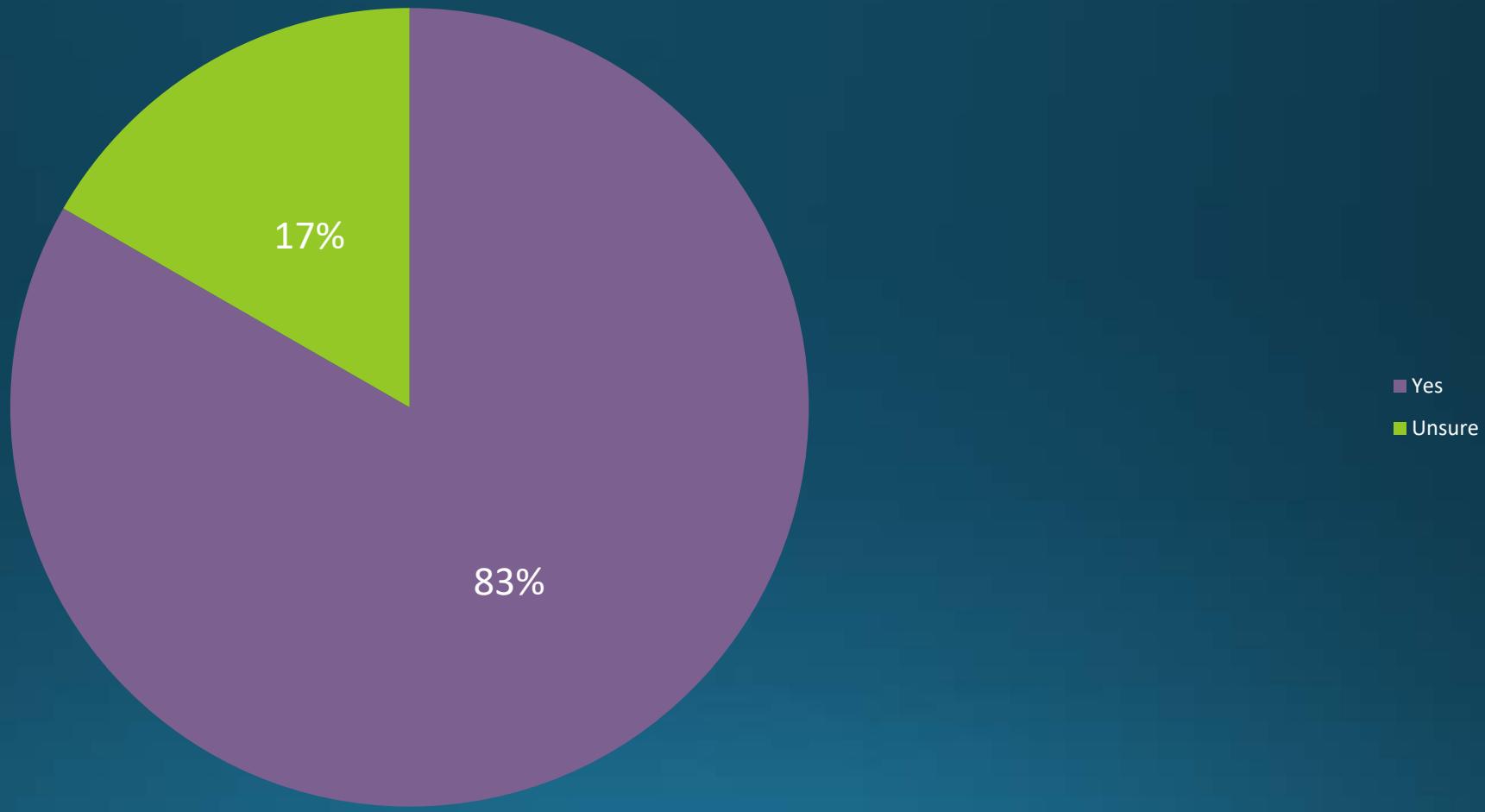
6. How would you rate the impact on provider/patient interaction while using telehealth?



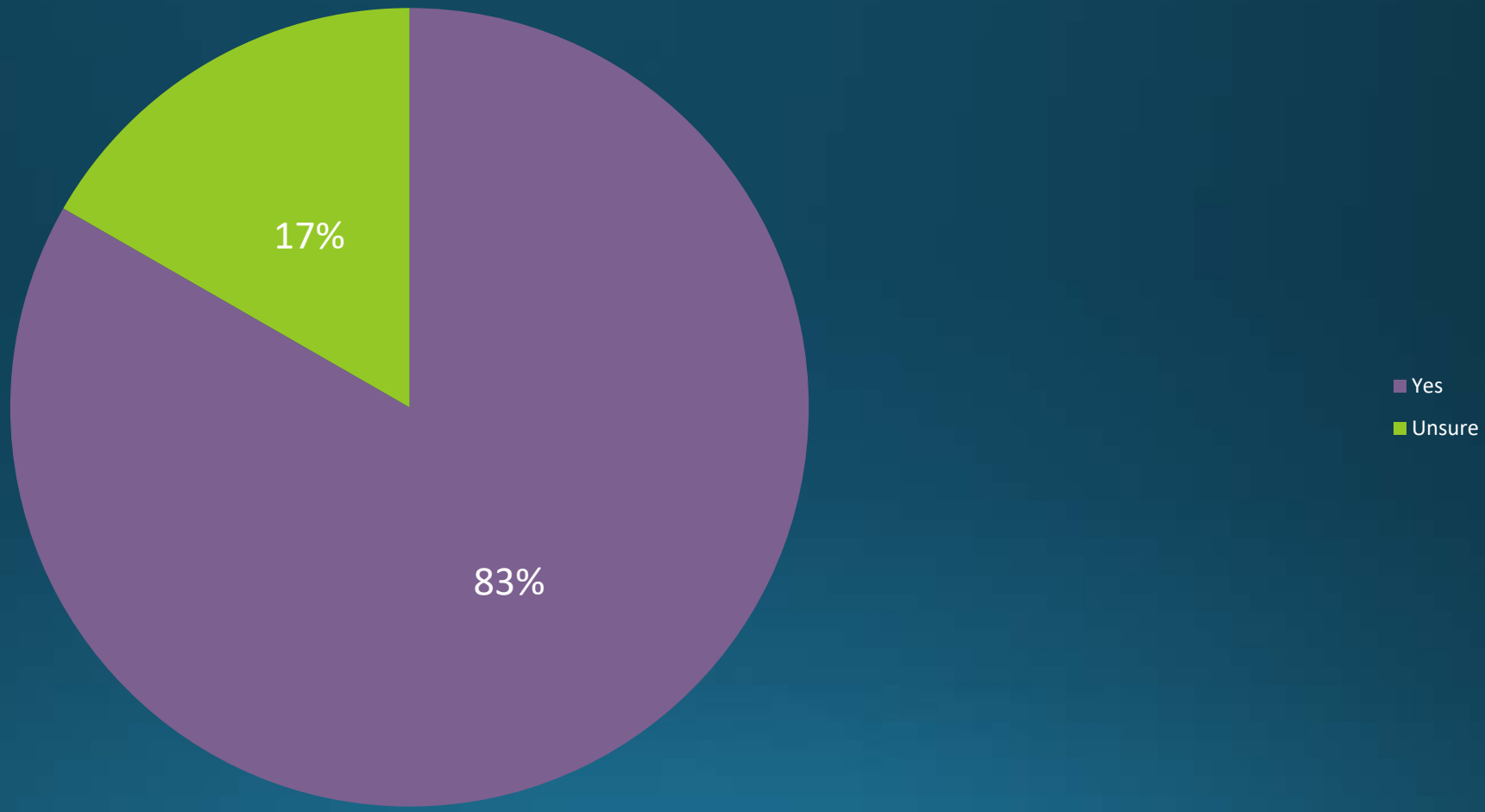
7. Ease of using eCW for telehealth visits



8. Are you comfortable using telehealth?



9. Do you feel there are benefits to using telehealth?



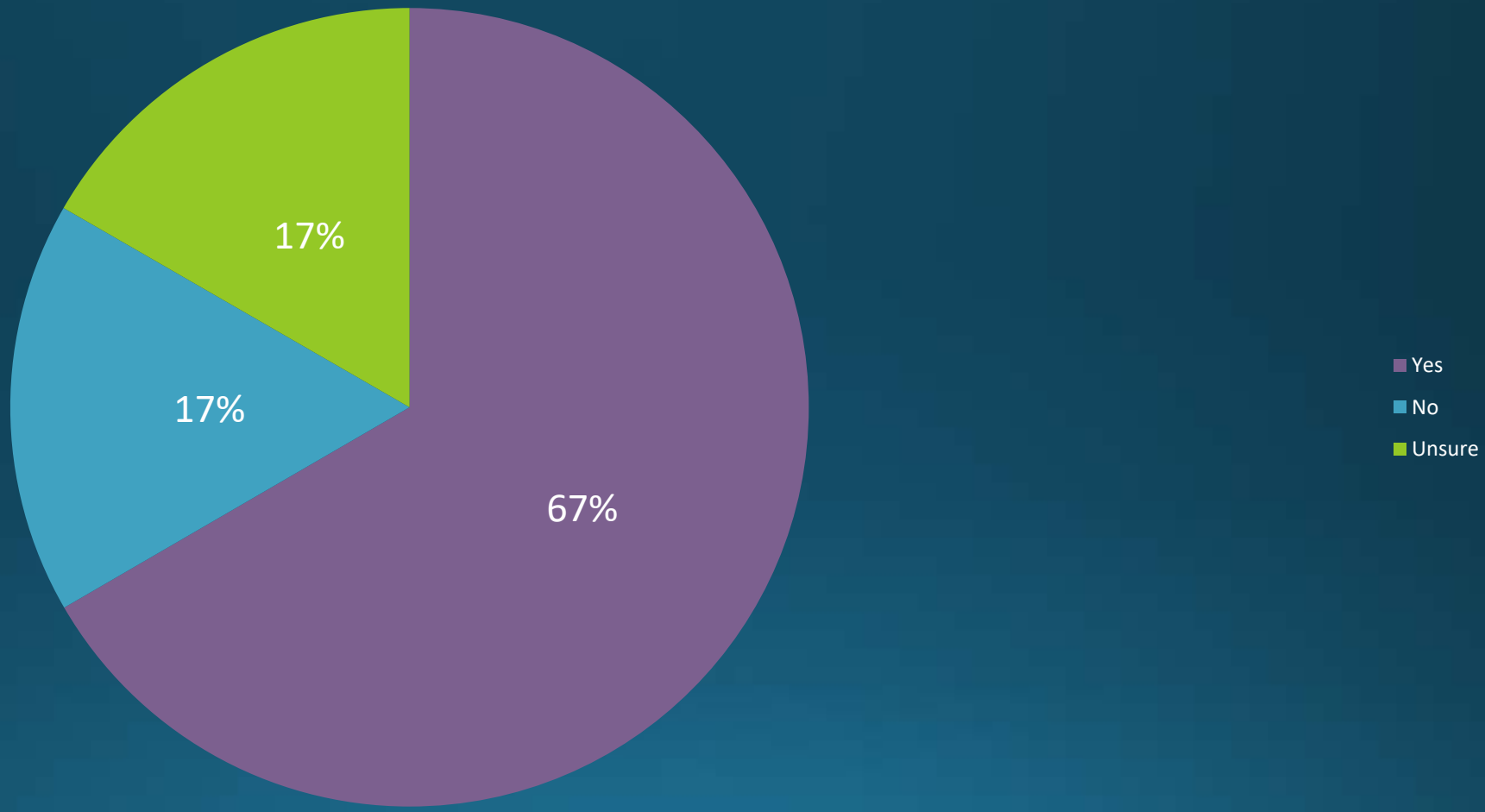
10. What technical problems, if any, have you encountered while using telehealth? Please write N/A if you have not encountered technical problems or you have never used telehealth.

ResponseID	Response
1	video connection and quality
2	There was an issue with the audio. For this particular visit, I was unable to hear anything on the patient's side and the visit had to be converted to audio only.
3	Got stuck with another patient prior to telemedicine, when I tried to contact the patient, the patient is already offline
4	Difficulty with video visits are frequent, often from patient's end. Patients often report that they have trouble with logging into the Healow application, so provider resorts to audio visits. Also, with our patient population, patients do not have email addresses required to register. Sometimes patient's report that they never received a message prompting them to begin the visit.
5	n/a
6	N/A

11. How could telehealth at the Health Center be improved?
Please write N/A if you do not feel there is need for improvement or you have never used telehealth.

ResponseID	Response
1	haven't experience using telemedicine at SNHD
2	I believe a representative from IT being present for the first few visits would be helpful in case any troubleshooting is necessary.
3	Would it be helpful to have all telemedicine scheduled in one day. Separated to in clinic visit of other patient
4	Patients are often confused about what they should do. They need education (perhaps in the form of flyers) with specific instructions. Also, those providing the education should understand what should happen during and audio or televisit (or be able to troubleshoot) as we had an issue with improper training. The entire process should be mapped out very specifically for both the MA and provider (from the beginning of the visit, confirming the patient, during the visit, and end/discharge). We need to have clear direction for how lab requisitions, imaging requisitions, for scheduling future visits, and for misc. special instructions should be handled. We also need someone readily available to carry out the orders (or regularly check the actions) right after the visit. Many orders were missed/not carried out because the MA assigned was too busy or unavailable to discharge the patient properly. The patients then call the provider and are upset that they did not get their lab requisition or that they were not scheduled for a follow up, etc.. There was often miscommunication. Also, provider would like to know how long to wait for a patient to login so that we can handle televisits back to back and on time.
5	more training on ECW regarding telemed
6	N/A

12. Would you like additional training on telehealth?



13. Additional comments?

ResponseID	Response
1	none
2	N/A
3	With the rise of COV, we can't tell where we get the virus, how, when, and where. If we can lessen patient contact, it might be better
4	If the clinic would like proper reimbursement from insurance companies, we and patients may see the best successful visits just from specific training
6	I am new to the company. I have never used E Clinical with Tele-medicine. However, I have used Tele-medicine in the past with other EMRs

SNCHC: Telehealth (cont.)

- A telehealth training occurred on December 1, 2020 via Webex and primarily focused on executing video visits. There were 29 participants.
- The training covered:
  - Setting up encounters
  - Executing encounters
  - Closing encounters
  - Scheduling follow-up encounters

SNCHC: Telehealth (cont.)

- Further, a telehealth troubleshooting guide for providers, staff and patients was created and reviewed during the training.
- For providers and staff, the following is outlined:
  - Make sure that eCW is the only application running on your laptop. Close any other applications or browsers.
  - Use of a laptop plugged into a network cable is preferable, though a strong wi-fi connection can be used.
    - If using wi-fi, make sure your laptop is connected to the SNHD Wi-Fi and not the SNHD Guest network.

SNCHC: Telehealth (cont.)

- For providers, the following is outlined (cont.):
  - Ensure that:
    - There is enough storage space in your C Drive and that the memory (RAM) is adequate.
    - Your %Temp% folder is clean.
    - You have the latest Windows Update.
      - If you need assistance, you can open a Help Desk Ticket.
  - Restart your laptop (or any other device) at least once a week.
    - This will release and "flush" programs from memory and will help keep the performance of devices at optimal levels.

SNCHC: Telehealth (cont.)

- For patients, the following is outlined:
  - Make sure you have a good internet connection (cell phone service may not be consistently reliable for the duration of the telehealth visit).
  - If needed, turn off your cellular service so that your wireless network at home takes over the connection.
  - Close all other applications, including those like Skype, FaceTime, WhatsApp, or Messenger
    - These apps, when open, could be using or trying to use your camera and microphone in the background and conflicting with the telehealth visit or the Healow app.
  - Make sure your device has enough battery left (40% or above)
    - Some devices will shutdown or not launch some services (like video calls) if battery power is below a certain level.

SNCHC: Telehealth (cont.)

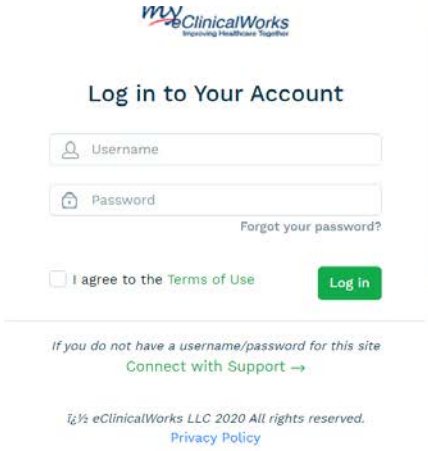
- For patients, the following is outlined (cont.):
  - If you must use your cell phone with cellular data, please make sure you have all bars (or as many as possible) in the connectivity section.
  - If using wi-fi at home, please check and ask other users to please stop doing any bandwidth intensive activities, like downloading big files, playing video games, or streaming television or movies, while you are on your telehealth visit.
  - If you lose connectivity in the middle of your telehealth visit, go back to the original email or text with the telehealth visit link and try again.
    - If the above step fails, please restart your device and try again. Also, try and get as close as possible to your wi-fi router or modem.

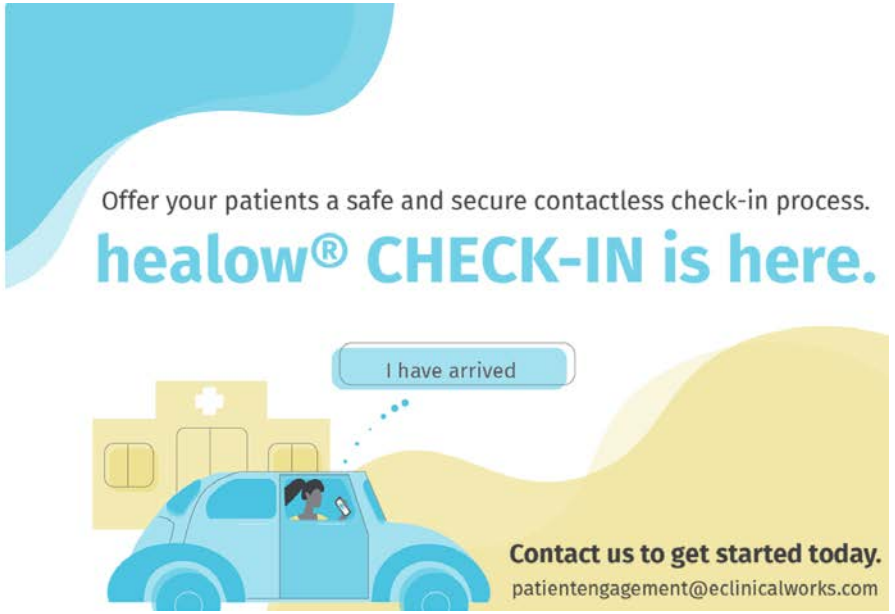
SNCHC: Telehealth (cont.)

- For patients, the following is outlined (cont.):
  - If you are using an IOS device (Apple), make sure you are not in private mode in Safari browser.
  - When launching the telehealth visit, grant permission to access your camera and microphone
    - If you deny it, the session will not be able to access the camera and microphone.
  - You can also download the Healow app from the App Store (Apple devices) or the Google Play Store (Android devices). The app may offer additional stability to your connection.
  - Please note that some coffee shops, libraries and other places with public access to wi-fi, usually have bandwidth constraints or time limits on your connection; these places are not recommended for telehealth visits.

SNCHC: Telehealth (cont.)

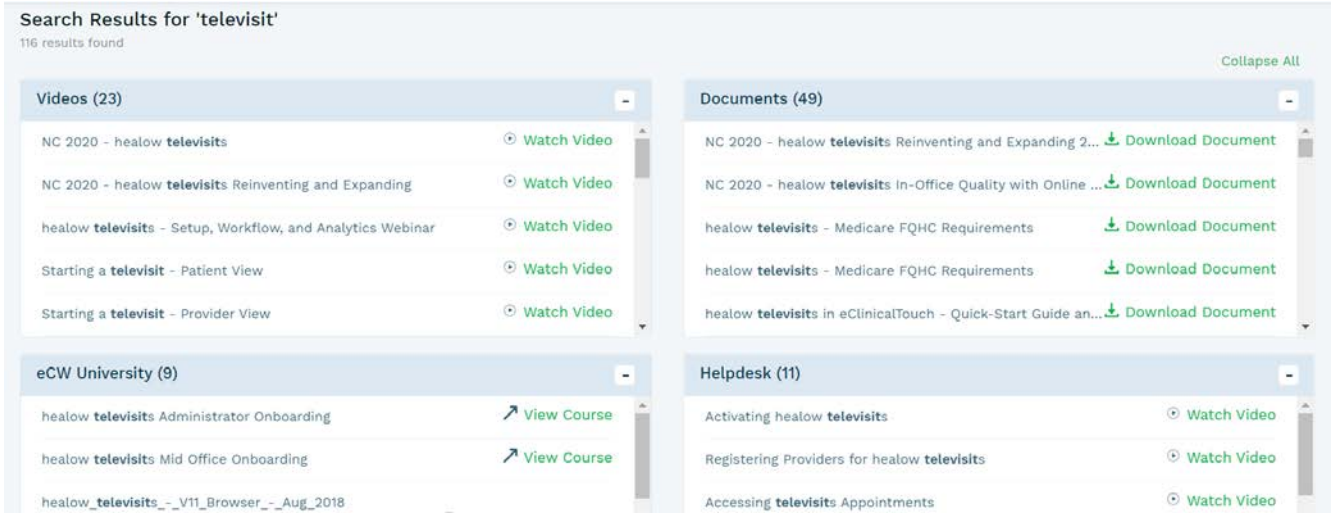
- Supplemental telehealth trainings are available through my.eClinicalWorks.com. via webinars.





SNCHC: Telehealth (cont.)

- Documents and videos on telehealth are also available (keyword search televisit)



SNCHC: Telehealth (cont.)

- A follow-up telehealth training for providers and staff will be held December 17, 2020.

Questions?

Thank you!