

Telehealth 101 Affinity Group Session 4: Level Up

May 8, 2020



Legal Disclaimer

Our best efforts were made to make the information included in this presentation as current and accurate as possible as of the date it was presented and is not intended as legal advice. Please consult the necessary professionals or regulatory agencies for more updated/detailed and legal requirements and advice.

Quick Logistics



Please mute your microphones during the presentation.



This presentation will be recorded and sent to registered participants.



Please enter your questions in the chat box.



Share your experience with the group.



Be kind – We are all learning together.

Level Up: Overview of Specialty Areas

Chronic Care Management

Mental Health Care

Post-acute



Tele-psychiatry and Mental Health



How does it work for the patient?



What resources are available and how do we link to them?

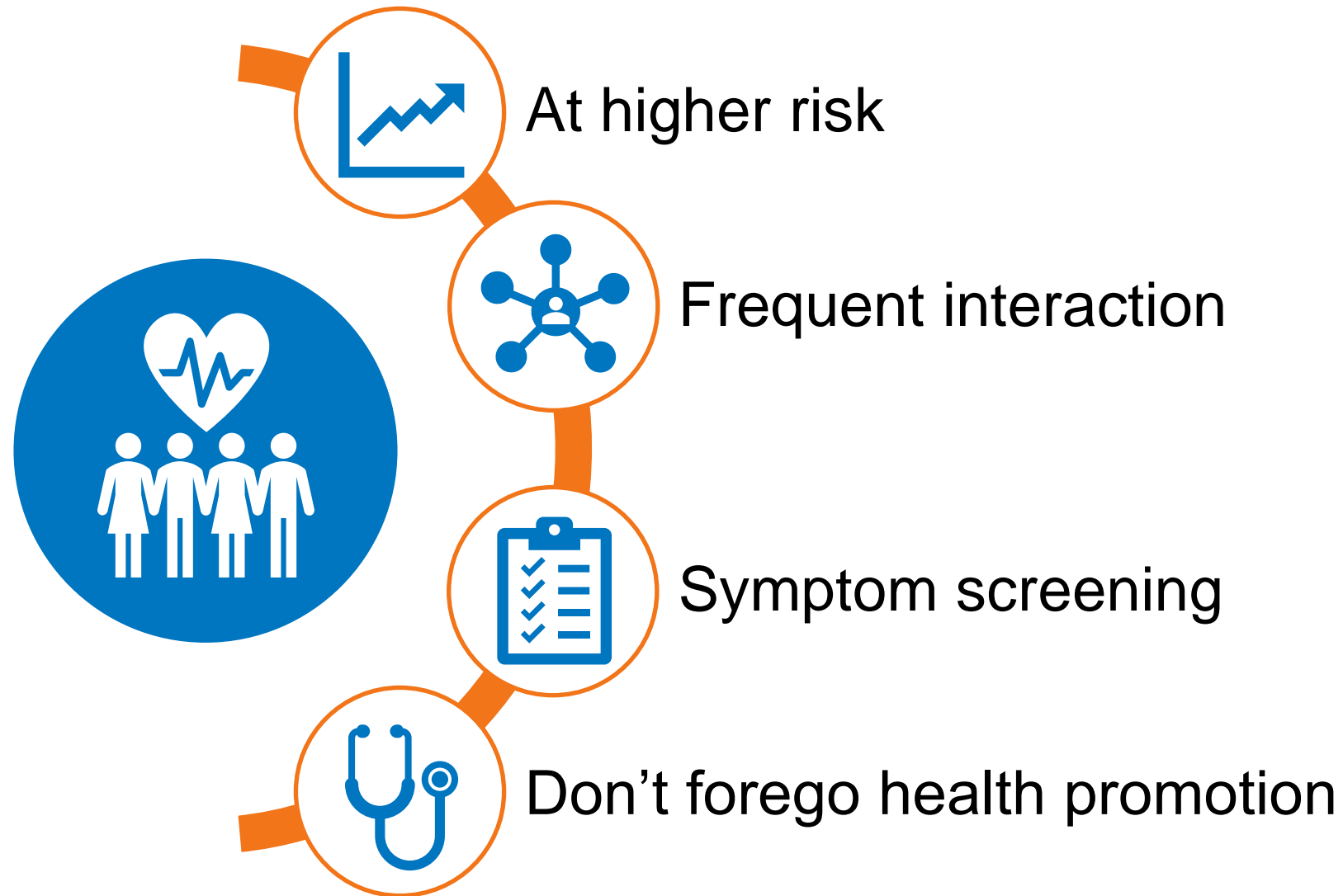
Polling Question

I am interested in participating in tele-psychiatry or mental health education/affinity group.

Yes

No

Patients with Chronic Conditions



Don't Cancel. Go Virtual.

Possible new symptoms, pain, etc.

Email, text or call to discuss best approach for appointments

Annual wellness visit

Make a plan – Reassures; provides personal control

Set up

Telehealth appointment, virtual check-in, e-visit



Polling Question

I am interested in participating in a chronic care management education/affinity group.

Yes

No

Your Turn



Are there other specialty areas you need assistance with?



What successes have you had through your implementation?



What is your plan to sustain telehealth services in your practice?

Re-evaluation

If you did not offer telehealth services before COVID-19, are you able to offer them now?

- a. Yes
- b. No
- c. N/A

What patient barriers have you encountered?

- a. Unease with technology
- b. Unaware of telehealth concept
- c. Privacy concerns
- d. Access to technology

What issue do you need to address now?

- a. Technical (applications, connectivity, equipment)
- b. Workflow
- c. Cost
- d. HIPAA compliance
- e. Loss of ancillary revenue

Questions & Answers



Tools and Resources

Telehealth website address:

<https://www.mpqhf.org/QIO/telehealth-services-support/>



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Home

To help health care providers manage patient care during the coronavirus disease (COVID-19) pandemic, Mountain-Pacific Quality Health provides support, tools and resources for the rapid adoption of telehealth. Offering telehealth services allows people with Medicare, who are at high-risk for contracting COVID-19 or have other conditions, to receive care without unnecessary exposure to health care professionals and other patients. It also helps providers maintain fee-for-service revenue while practicing physical distancing and conserving supplies such as personal protection equipment (PPE).

The benefits of implementing telehealth will reach beyond the current pandemic, expanding options and providing flexibility for both providers and patients.

What questions do you have? See if your question has already been answered on our FAQs page. If you do not find the answer you need, submit a question on the FAQs page or contact us.

Select Language ▼

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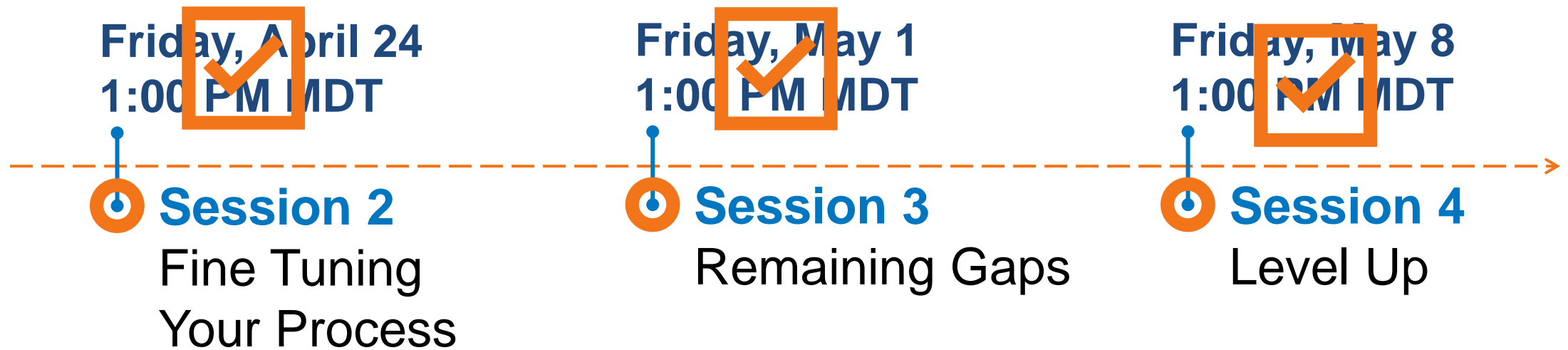
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www.mpqhf.org/QIO
Telehealth Services Support
under
Quality Improvement Initiatives

All finished!

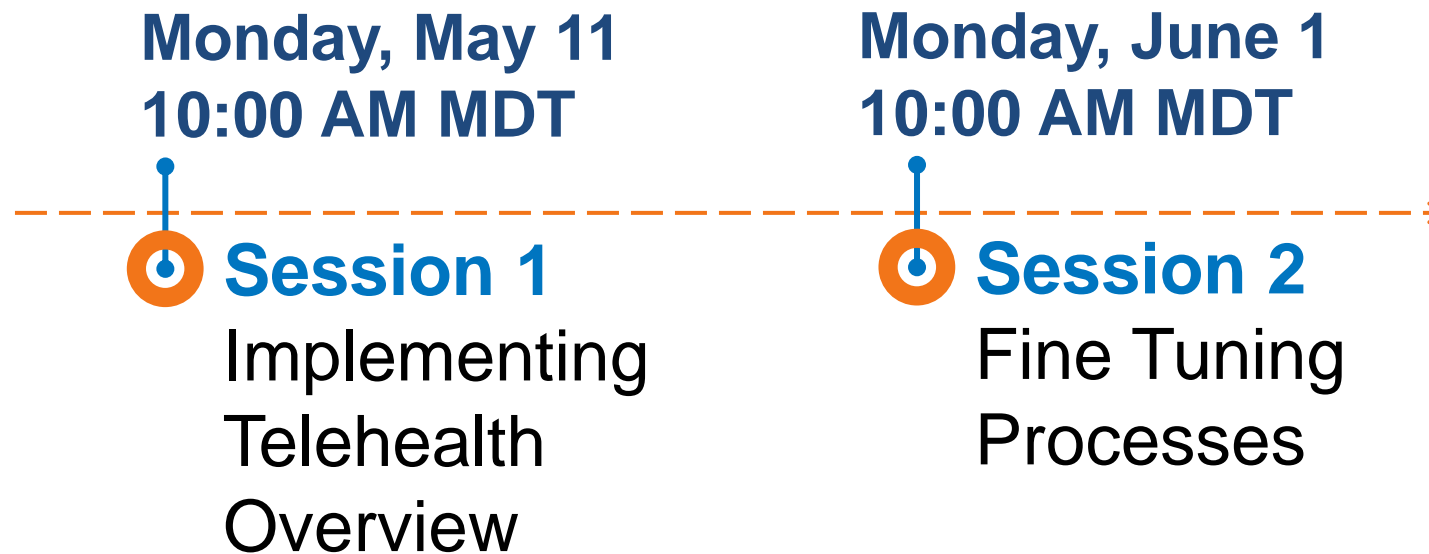
This completes the 101 Telehealth Affinity Group for all settings.

Thank you for your participation!



Post-Acute Care Sessions

- Post-acute care sessions start Monday to support implementation in long-term care, assisted living and hospice.
- First session will be one hour and remaining sessions 30 minutes.



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Thank you!

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