
North Central Montana Telehealth Patient Navigator Program



By Allison Bishop, BS HCI

Objectives

- Overview of telehealth
- Tips and tricks for telehealth appointment
- Platforms
- Privacy and security



OVERVIEW OF TELEHEALTH

First things, first: What is telehealth?


“Telehealth is the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, and public health and health administration.”

-- U.S. Department of Health & Human Services (HHS)

Utilization of Telehealth



When to use?



When does
it not work?

Telehealth Benefits



Saves a trip



Chronic disease management

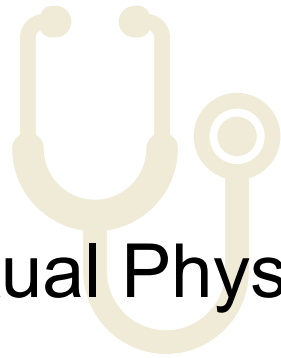


Recovery at home



Safer during a pandemic

Types of Telehealth Visits



Virtual Physical



Virtual Sick

Virtual Physical Appointments



Medical history/changes



Diet, sleep and exercise habits



Lab results and medications



“Doctors can learn a lot by **seeing a patient in a natural setting such as their home**, as opposed to a sterile office environment,” says Todd Czartoski, MD

Virtual Sick Appointments



Medical history/
symptoms



Treatment plan or office
visit



“There are **a lot of visual and auditory cues** a doctor can use to evaluate a patient,” says Susan Bailey, MD. “I’m able to listen to a patient’s cough, rapid breathing, wheezing and hoarseness.”



- Deep breaths
- Lymph nodes
- Sinus pain
- Check for infection



TIPS AND TRICKS FOR TELEHEALTH APPOINTMENTS

Making Your Appointment

Call doctor's office:



New or returning?



Reason for the visit?



What are your expectations?

Before Your Appointment



Insurance



Device for appointment



Questions



Medical devices



Symptoms and
pre-existing conditions



Perfect spot

Device Options



Smart Phone



Tablet/iPad



Computer

During the Appointment



Answered
Questions



Outcome



Next
Appointment

After Your Appointment



Review



Medications

Privacy and Security and Telehealth





PLATFORMS

Allowed Platforms

- Non-public facing
- Allows ONLY intended parties

Zoom

Whatsapp

Facebook
Messenger

Google
Hangouts

Skype

Apple
FaceTime

Platforms that Cannot Be Used

Any Public Chat Room



What to Expect?



Work on multiple devices



Work over cellular (mobile) and WiFi



Easy to install



Easy to open



Easy to use



PRIVACY

Healthy Insurance Portability and Accountability Act

HIPAA Privacy Rule



Protects PHI (Protected Health Information) held or transmitted by health center or its business associate, in any form, whether electronic, paper or verbal.

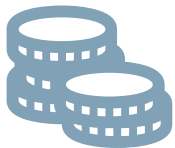
Protected Health Information (PHI)



Past, present or future physical/
mental health

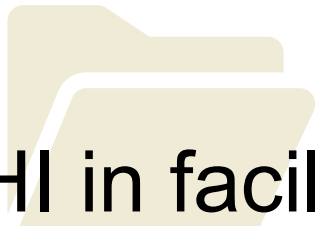


Provision of health care



Past, present or future payment

Opportunity to Agree or Object



PHI in facility
directories



Disclose PHI to
persons involved
in care

What “Opportunity to Agree or Object” Means to You!



Persons involved in care?

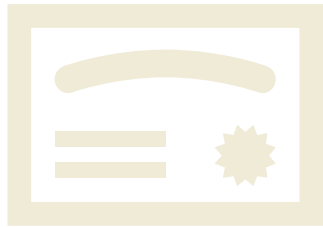


Access to patient portal?



Who should not have access?

What Happens Now?



Certificate of
Completion



List of
Volunteers

Questions



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**Thanks for your
valuable time today!**