Telehealth Expansion 3-20-2020

Virtual Patient Room for all Specialty Clinic video visits

- Specialty clinics will be using phone when video is not needed (preserves bandwidth and recent changes in payment models are making this more feasible)
- When video is needed, specialty clinics will now be using Vidyo from a Virtual Patient Room
- What is a Virtual Patient Room?
  - It is a room that is specific to the patient. Every patient that has a Cerner record has their own virtual room
- Why is it a good idea?
  - Simple to use and doesn't require an account or a login for anyone using it so it will help us handle the massive, sudden increase in patient video visits
  - Room is unique to patient so it's possible another provider might come in on a visit if they are seeing the patient back to back, but another patient won't
  - Streamlines and standardizes connection process
  - Can also be used for providers to connect with each other—they can always send a link, some can call directly and some can join each other through the patient record
  - Links can be sent directly to the patient and are also simple enough to be read over the phone. They are a simple web address followed by a unique 6 letter code.
  - This is our product, so ANTHC AFHCAN developers can update it to meet the needs of the ATHS
- What does the change mean?
  - Current process – generally meet in the provider's virtual room or call out to a site
  - New process—use software embedded in Cerner to enter and call others into a patient's room
- What does the change mean for non-shared domain Cerner sites?
  - If you are now going to the Vidyo address book and calling into the provider's room, instead you will be receiving a call on a primary, designated piece of equipment which is listed in the Vidyo address book. We cannot connect to a non-Vidyo virtual room.
    - The telehealth department is already working with clinics to determine the primary equipment used for visits and making a plan for larger clinics with multiple options
    - If the clinic does not have equipment that can be called through the address book, then ANMC will send a link that you can enter in a web browser or mobile device (brief download will occur)
  - If you are receiving calls directly, then you will continue to operate the same way
    - We are working with clinics to determine primary equipment for these sites as well
- What does the change mean for shared domain Cerner sites?
  - If you are now going to the Vidyo address book and calling into the provider's room, instead you will need to have a primary, designated piece of equipment that the specialty clinics can call by using the Vidyo address book. We cannot connect to a non-Vidyo virtual room.
    - The telehealth department is already working with clinics to determine the primary equipment used for visits and making a plan for larger clinics with multiple options
    - If the clinic does not have equipment that can be called through the address book, then ANMC will send a link that you can enter in a web browser or mobile device (brief download will occur)
  - If you are receiving calls directly, then you will continue to operate the same way
    - We are working with clinics to determine primary equipment for these sites as well
  - Our primary connection plan is to call you, but if we cannot, you will also have the option of meeting us in the patient's Virtual Patient Room by accessing it in their Cerner record
  - You will also have the option of using this process for your internal patient and provider to provider video visits

- Specialty Clinics are starting this now – may be a bit bumpy for a while as we transition so we have the following support available
  - Direct to home visit pretesting only for patients seen by ANMC specialty clinics
  - Training
    - Clinical Informatics sessions – super users being trained now and they will set up internal sessions
    - Job aids are in Cerner eCoach
    - Job aids will be shared with non-shared domain sites this afternoon
    - Recording of this session will be made available
  - ANTHC Telehealth is already assisting with clinic to clinic visit communication. We are also going through upcoming appointments to ensure the correct connection information is known for both sides

- Extra notes on direct to patient home visits
  - We can share materials for you to personalize to use internally (patient letter template, job aids, what we ask when pretesting with patient)
  - When scheduling for this type of visit it's important to ask patient if they have internet connectivity, and either a computer or mobile device with a camera, mic and speaker
  - Not every visit can be done direct to home, and even if the testing is successful, things can happen to equipment or connectivity so that it fails at the time of the visit. We recommend spending a very limited amount of time on troubleshooting with the patient at the time of the visit. Our teams will be spending up to five minutes and then either completing the visit by phone or rescheduling at provider discretion.

<p style="text-align:center">Urgent Support at time of patient visit</p>

<p style="text-align:center">In Cerner, call Provider Hotline</p>

<p style="text-align:center">In Vidyo, call local AV/IT support</p>

<p style="text-align:center">If troubleshooting time reaches 5 minutes call patient to complete visit or reschedule</p>