

Telehealth: Bringing Your Doctor to You

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What is Telehealth?

- Video / phone visits with a doctor
- Remote monitoring with at-home devices (e.g. blood pressure)
- Physician to physician consultation (e.g. Primary Care to Dermatologist)
- Group visits (e.g. nutritional education)
- Secure email + photos with a healthcare provider
- Virtual ICU
- Wearables (Apple Watch, FitBit, Halo, etc.)

Telehealth Video Visit – Felipe's Story



<https://artsimon.wistia.com/medias/s7wz0glqqd>



Telehealth Becomes Mainstream

The Future of Telehealth and What It Means for Older Adults

Is the pandemic-related surge in virtual medicine a good thing? And is it here to stay?

by Linda Marsa, **AARP**, August 31, 2020 | Comments: 0

300% increase in virtual doctors' visits

among Medicare eligible seniors, since mid-March 2020



20-30% OF ALL MEDICAL CARE

is expected to be delivered digitally *from now on*

<https://www.aarp.org/health/conditions-treatments/info-2020/telehealth-goes-mainstream.html>

The Good, the Bad...

The Good

- Convenience and Access
- Can sometimes be cheaper than in-person
- Integrated within a health system (labs, radiology, specialists)
- Safer during COVID-19/Flu

The Bad

- Technology barriers
- Costs and copays can be confusing
- Standalone telehealth vendors may not be integrated
- Can be missing the healing touch

Insurance Coverage

EXPANSION OF TELEHEALTH WITH 1135 WAIVER:

Under this new waiver, Medicare can pay for office, hospital, and other visits furnished via telehealth across the country and including in patient's places of residence starting March 6, 2020.

Before: Coverage was very limited, typically rural areas

Now: Coverage is more consistent, copays, co-insurances may apply

<https://www.medicare.gov/coverage/telehealth>

Insurance Coverage

Conclusion:

With COVID-19, there is a lot more coverage for telehealth but copays and co-insurance amounts can vary by HealthPlan.

In most cases copays are the same (or less than) in-person doctors office visits. However, costs can vary depending on the type of physician you are seeing (e.g. Urgent Care, Specialist, vs. Primary Care).

Tips for Success

1. Read the instructions sent to you by your healthcare provider.
2. Pick a location with good lighting and a strong WiFi signal.
3. Most common issue – when joining your video visit, your phone or device may ask for permission to use the camera and microphone.
4. Use headphones or a headset.
5. Consider telehealth providers that are comprehensive (integrated) with lab, radiology, specialty referrals, etc.

Standalone Telehealth vs. Integrated Telehealth

Standalone: Most offer a virtual visit with a random physician (usually someone the patient has never seen before). This is the “doc in the box” model.



Who are you? Fill out this form please.

VS

Integrated systems offers a virtual visit with *your own PCP* or specialist who has complete access to your medical record. No need to repeat your history.



How was your trip to see the grandkids?

Patient Stories

- 100 year old patient who lives >180 miles away.
- Patient out of town with severe eye pain.
- Patient vacationing in Lake Tahoe
- College student on campus
- Follow-up for oncology results

The office nurse (sorry I forgot get name) was very kind and accommodating and send me the link to the virtual visit right away that moment.

Amazing experience with top-notch care from Dr. Wang. This is my second virtual doctor's visit with her and because it's so easy and much more convenient, I don't want to ever go back to in-person visits! Great job to the team!

loved the phone video. It made my visit more enjoyable.

Everyone I have been in contact with at sharp has been very kind and efficient. I am a new Medicare patient in your system and the quality of care I have received is commendable. Thank you.

great video call prompt very clear

I like the follow my health system and video appointments for routine things where they don't have to physically see you because it saves time, helps with the covid pandemic, saves parking fees, especially when you are sick with an illness and not supposed to be out much.

it was a pleasure to have this visit in the privacy of my home. Doctor was very Thorough and explained everything in detail to me. I will have a face to face visit in a couple weeks and look forward to meeting Doctor in person

The Telehealth appointment was AMAZING. There were a couple of video glitches but overall the provider was able to see my child's condition, we spoke (virtually) face to face on camera and it felt normal like a regular on site visit

CONTINUE DOING THIS!

Dr. Robinson and her team made the virtual appointment stress free. They respond very quickly when I message them on the online website. They are making online medical visits very easy and worth while!

I love Follow My Health. Being able to make my own appointment is wonderful.

Convenience and accessibility is great. The process and steps to follow in order to video call are very easy follow/handle.

I loved not having to come into a clinic during a pandemic. I had no problems and Dr. Dustin is amazing as always.

Emerging Trends



https://www.amazon.com/dp/B07QK955LS?ref=ods_surl_dn



<https://www.macrumors.com/2018/12/06/apple-watch-ecg-no-us-region-changing/>



https://www.bestbuy.com/site/tytocare-tytohome-remote-exam-kit-white/6332714.p?skuld=6332714&ref=212&loc=1&ref=212&loc=1&ds_rl=1262689&gclid=CjwKCAjwzvX7BRAeEiwAsXExoz73oOi3aqMxan-IMMij7eBOb_PV05rhqzxHVGXM_HkdoSATNli0ZoRoC5DsQAvD_BwE&gclid=aw.ds

Remote monitoring is a vital technology that provides meaningful insights on daily living.



Range of unobtrusive sensors sending AI-driven data streams related to activities of daily living

**BEST
BUY**

¹Reduced Healthcare Use and Apparent Savings with Passive Home Monitoring Technology: A Pilot Study 2017. Michael Finch, PhD, Kristen Griffin, MA, MPH, and James T. Pacala, MD, MS

Our leading monitoring capability

Geek Squad installs and supports Lively Home monitoring solutions in the homes of seniors, paid for by payers/providers

Designed with seniors in mind

Passive monitoring with unobtrusive sensors (e.g., in bed, on refrigerator) does not require any change in everyday living

Enables improved and timely care

Lively Home platform runs algorithms on data streams from sensors to provide artificial intelligence-driven insights to the care team

Delivers tangible and proven results

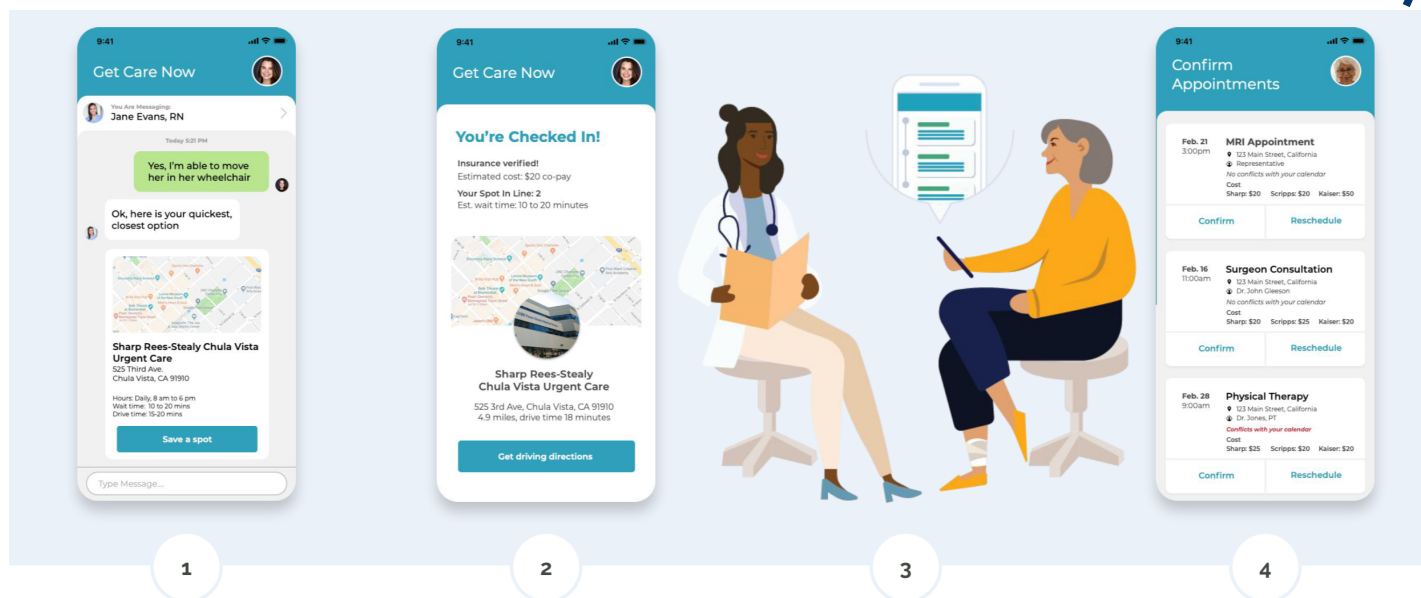
Peer-reviewed publications affirm the potential for material reduction in cost to serve using the Lively Home solution¹

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<https://www.zdnet.com/article/how-best-buy-plans-to-expand-into-home-healthcare-services-remote-monitoring-to-help-seniors-age-in-place/>

San Diego **Oasis** 20 **GET CONNECTED:** 20 **TECHNOLOGY FAIR** FOR ADULTS 50+

How Does HealthCare in the Future Look/Feel?



Bridget gets guidance on where to take Ann

Bridget describes her situation and is guided to the Urgent Care that will see Ann the quickest.

CONCEPT
Quick Care
FEATURE AREA
Guidance & Access

Ann checks-in to Urgent Care before arriving

Bridget uses her digital identity to check-in for Ann, verify her insurance and save a spot in line. The clinic staff thank her for checking in online.

CONCEPT
Digital Identity
FEATURE AREA
Convenience

At Urgent Care, Ann learns that she's torn ligaments in her leg

In her timeline, she sees the results of her x-ray, discharge information, and next steps.

CONCEPT
Appointment Companion
FEATURE AREA
Guidance

Ann is helped to schedule the appointments needed to determine her treatment

The Care Scheduler helps Ann to schedule the appointments needed to determine her treatment. She checks the price of the MRI at Sharp vs other providers. Ann has the option to pay up front to lock in cost and earn a discount.

“Webside” Manner Lunch and Learn Series

Hosted by Dr. Paula Dozzi, Medical Director Patient Experience and Operational Excellence



Session 1:	Session 2:	Session 3:	Session 4:	Session 5:
 <p>Provider Wellness</p> <p>Taking care of your self first to be the best for your patients.</p>	 <p>Virtual Presence</p> <p>Look good, feel good, doctor good.</p>	 <p>Preparing for the visit</p> <p>Ensuring the right information is gathered and prepared prior to the visit.</p>	 <p>Conducting the visit</p> <p>Building rapport, setting the agenda and delivering The Sharp Experience</p>	 <p>Closing the Visit/Care Coordination</p> <p>Ensuring the care plan is documented and shared with the patient.</p>
<p>Dates: Oct. 21 or 23 12:30pm-1pm via Teams</p>	<p>Dates: Oct. 28 or 30 12:30pm-1pm via Teams</p>	<p>Dates: Nov. 4 or 6 12:30pm-1pm via Teams</p>	<p>Dates: Nov. 11 or 13 12:30pm-1pm via Teams</p>	<p>Dates: Nov. 18 or 20 12:30pm-1pm via Teams</p>
<p>Guest Speakers:</p> <ul style="list-style-type: none"> - Dr. Alissa Speziale, Chief Wellness Officer 	<p>Guest Speakers:</p> <ul style="list-style-type: none"> - Dr. Michael Martin, IM-PEDS - Dr. Neelima Chu, Endocrinology - Dr. Kathlyn Ignacio, IM 	<p>Guest Speakers:</p> <ul style="list-style-type: none"> - Dr. Edward Greene, IM - Dr. Nancy Maly, Dermatology - Dr. Anna Hackenberg, UC 	<p>Guest Speakers:</p> <ul style="list-style-type: none"> - Dr. Samer Assaf, IM - Dr. Tommy Korn, Ophthalmology - Dr. Howard Smart, Pediatrics - Dr. Pany Robinson, FM 	<p>Guest Speakers:</p> <ul style="list-style-type: none"> - Dr. Marsha Blount, FM - Dr. Gregory Alberton, Ortho - Dr. Bianca Tribuzio, Physiatry - Dr. Lisa Johnston, OB/GYN

What Do YOU Want From Telehealth?

1. What is the most important element to make it a good experience?
2. What advice do you have for physicians, nurses, and other healthcare providers?
3. What do you want to see improved in the future?

Questions?