Implementing Telehealth for Minority Persons With HIV in an Urban Setting: Lessons Learned From a 3-Year Pilot Project

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- HealthHIV
  Capacity Building and TeleHealthHIV
- CDC
  Prevention Research Branch/DHAP/NCHHSTP
- Community Organizations
  Jacksonville Area Sexual Minority Youth Network
  Northeast Florida AIDS Network
  Nassau County Health Department
  River Region Health and Human Services
Project Overview

- 3 Year Project
  - CDC, UF Health Jacksonville, HealthHIV

- Year 1
  - Planning
    - Technology, Developing SOPs, Training, Marketing Approach

- Years 2-3
  - Implementation
  - Data Collection
  - Focus Groups

Project Goals

Goals:
Tailor TM program for PWH, in urban setting, especially minority PWH

Goal >200 unique PWH via TM
- Medical Care
- Ancillary Services

Other Outcomes:
- Viral Load
- Patient/Provider attitudes towards TM
- Cost Analysis of TM
Infrastructure

- Technology
  - Hardware
  - Software
- Translation

Standard Operating Procedures

- Detailed!
- Accessible language
- Quick reference
Patient Education

HOW TO USE MYCHART VIRTUAL VISIT

GETTING STARTED
1. Sign Up Now!
   - You must be a UF Health patient
   - Have a MyChart Account
   - You can call your UF Health Clinic to request an email invite to join MyChart

If you do not have an account, visit: https://mychart.uflhealth.org/mychartps/accesscheck.asp and select “Sign Up Now”.

Note: If you do not have an access code, you may obtain one from your UF Health Clinic or by clicking “Sign Up Online” and following the prompts.

1. Install the MyChart App
   - Search for the “MyChart” app on Apple iTunes or Google Play.
   - Download MyChart to your phone.

2. Set Up the MyChart App
   - Tap on the MyChart icon and accept the license agreement.
   - Allow the app to access your location. This will help you find your healthcare provider.
   - Search for and select MyChart.

4. Checking Appointments
   - Go to the home screen and tap the Appointments icon to view upcoming and past appointments.
   - Visit past appointments to review messages, lab results, medications, etc.
   - Virtual Visit appointments are identified by the “Virtual” label and a camera icon. Tap the Telemedicine appointment to expand.
   - A green camera icon means it is time for your Virtual Visit.
   - Complete visit prior to your virtual visit to:
     - Verify contact info, medications, and allergies
     - Sign consent forms
     - Submit co-payments

Payer Considerations

Commercial Payers
CMS
Ryan White
COVID-19
Challenges & Solutions

Multidepartment Project

UF Cares

UF CHFM

CDC

NC DOH

RRHS

JASMYN

NFAN

HHIV

CDC
Provider Training and Engagement

- Change Associated Burnout
- Fast Pace of Clinic Throughput
- Burden of Documentation Requirements

- Training
- Virtual Visit Navigator
- Adapting Clinic Workflow

Patient Training and Engagement

Educated Patients are Empowered Patients!

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COVID-19

Rapid Increase in Patient Demand for Multidisciplinary Telehealth Services

Lessons Learned

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HealthHIV's TeleHealthHIV Summit
### Patient Facilitating Factors

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<thead>
<tr>
<th>Expected</th>
<th>Unanticipated</th>
</tr>
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</table>
| • Removed Transportation Barrier  
• Eliminated need for childcare  
• Reported as more convenient | • Minimized Stigma  
• Increased Privacy  
• Enhanced patient provider communication |

<table>
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<tr>
<th>Other Benefits</th>
<th></th>
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| • Increased access to medical records/lab  
• Reduced health system navigation  
• Reduced risk for COVID19 | |

### Patient Hindering Factors

#### Expected
- Challenges with technology
- Technology adoption/capability
- Patient provider communication

#### Unanticipated
- Perceived shorter duration of visit
- Decreased communication between patient and clinical support staff
- Difficulty navigating electronic patient portal