

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

Reetu Grewal, MD, FAAFP  
Associate Professor, Community Health & Family Medicine  
University of Florida College of Medicine, Jacksonville



## Acknowledgements

- **UF Health Jacksonville**
  - Community Health and Family Medicine Department (CHFM)
  - Center for HIV/AIDS Research, Education, and Service (UF CARES)
- **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:

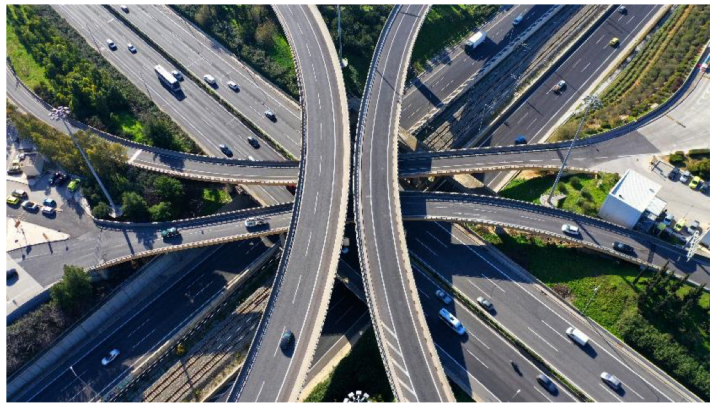
Viral Load

Patient/Provider attitudes towards TM

Cost Analysis of TM

## Infrastructure

- Technology
  - Hardware
  - Software
- Translation



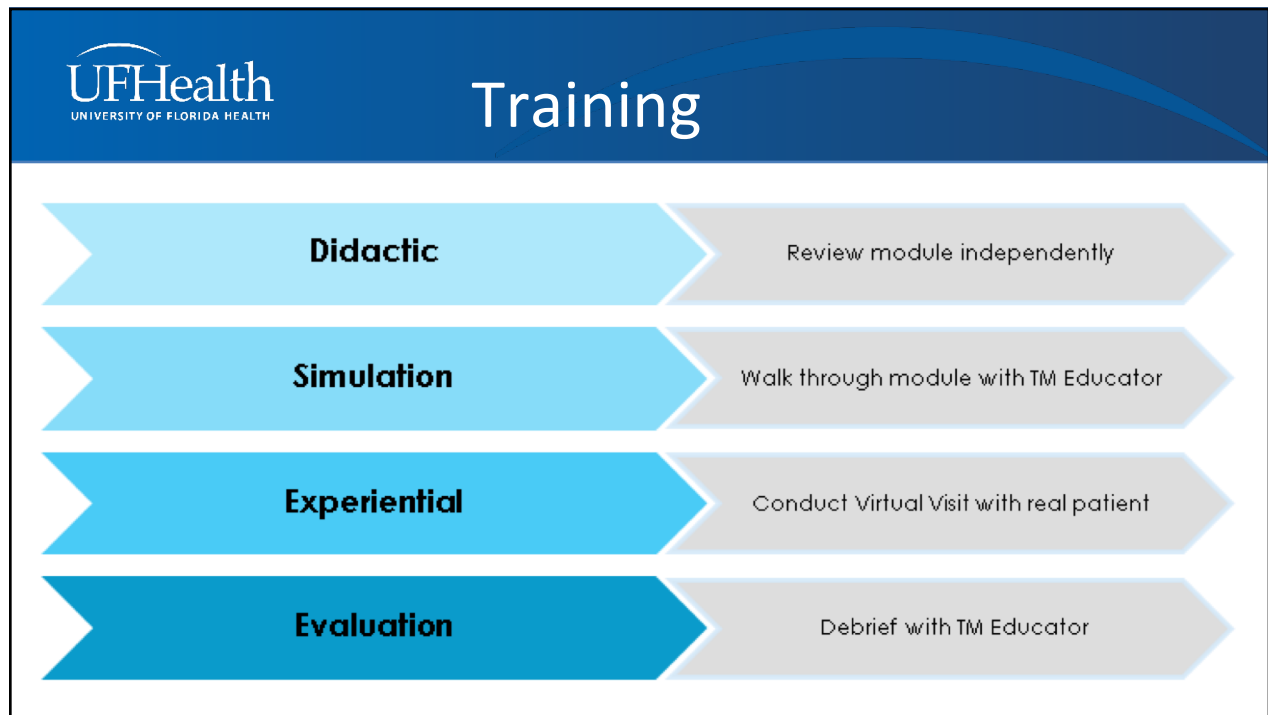
© [Aerial Drone] / Adobe Stock

## Standard Operating Procedures

- Detailed!
- Accessible language
- Quick reference



© [bankrx] / Adobe Stock



**UFHealth**  
UNIVERSITY OF FLORIDA HEALTH

# Marketing

Skip the waiting room.

The same caring experts. A smarter way to visit them.

Try Virtual Visit with your UF Health provider.

904.383.1052  
UFHealthJax.org/virtual-visit

**UFHealth**  
UNIVERSITY OF FLORIDA HEALTH

The same caring experts. A smarter way to visit them.

**Eligibility**  
To begin using Virtual Visit, you must be an established UF Health patient with a MyUFHealth account, accessible through the MyChart app, and have visited your UF Health provider in person at least once in the past six months. Call 904.383.1052 to check your eligibility and learn more about how to get started.

**Insurance**  
If your insurance provider covers Virtual Visit, the cost is typically the same or lower than your normal copay. A self-pay option is also available.

**Privacy and Safety**  
Your privacy is important to us. Your visits are never recorded. The video and audio are transmitted. Your UF Health provider will document your visit in your chart the same way an in-person visit would be documented.

**UFHealth**  
UNIVERSITY OF FLORIDA HEALTH

UFHealthJax.org/virtual-visit

Living with HIV?

Receive care anywhere using UF Health Virtual Visit.

✓ Save time ✓ Travel less ✓ Live secure video

**UFHealth**  
UNIVERSITY OF FLORIDA HEALTH

Call 904.383.1052 to determine eligibility.  
UFHealthJax.org/virtual-visit



# Patient Education



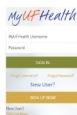
## HOW TO USE MYCHART VIRTUAL VISIT

The following provides a step-by-step description of how to obtain medical appointments with the MyChart Virtual Visit app.

### GETTING STARTED

#### Sign Up Now!

- ⓘ You must be a UF Health patient
- ⓘ Have a MyUFHealth 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.shands.org/mychartprd/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 MyUFHealth.

### 3 Set Up My UFHealth

- ➦ Enter your MyChart username and password. Click "Forgot Username or Password" to reset your login as needed.



- ➦ You can set up a passcode or Touch ID during your first login or through the MyChart Preferences.

### 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 title "Virtual Visit" and a camera icon. Tap the Telemedicine appointment to open it.
- ➦ A green camera icon means it is time for your Virtual Visit.
- ➦ Complete eUpdate before 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

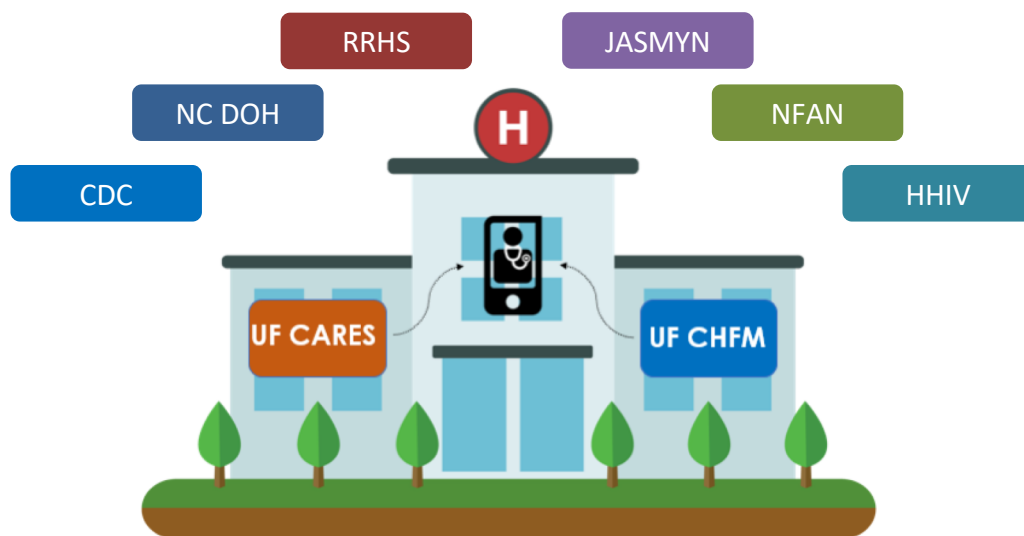
HEALTH CARE  
INSURANCE



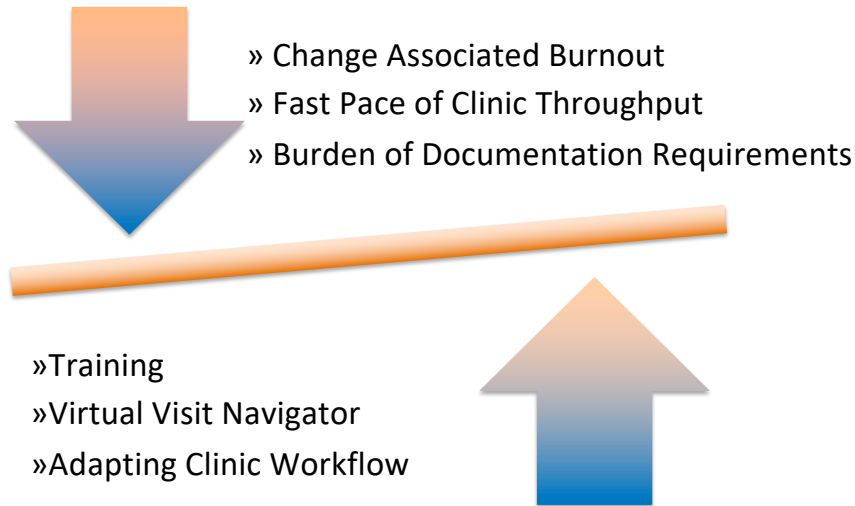
# Challenges & Solutions



## Multidepartment Project



## Provider Training and Engagement

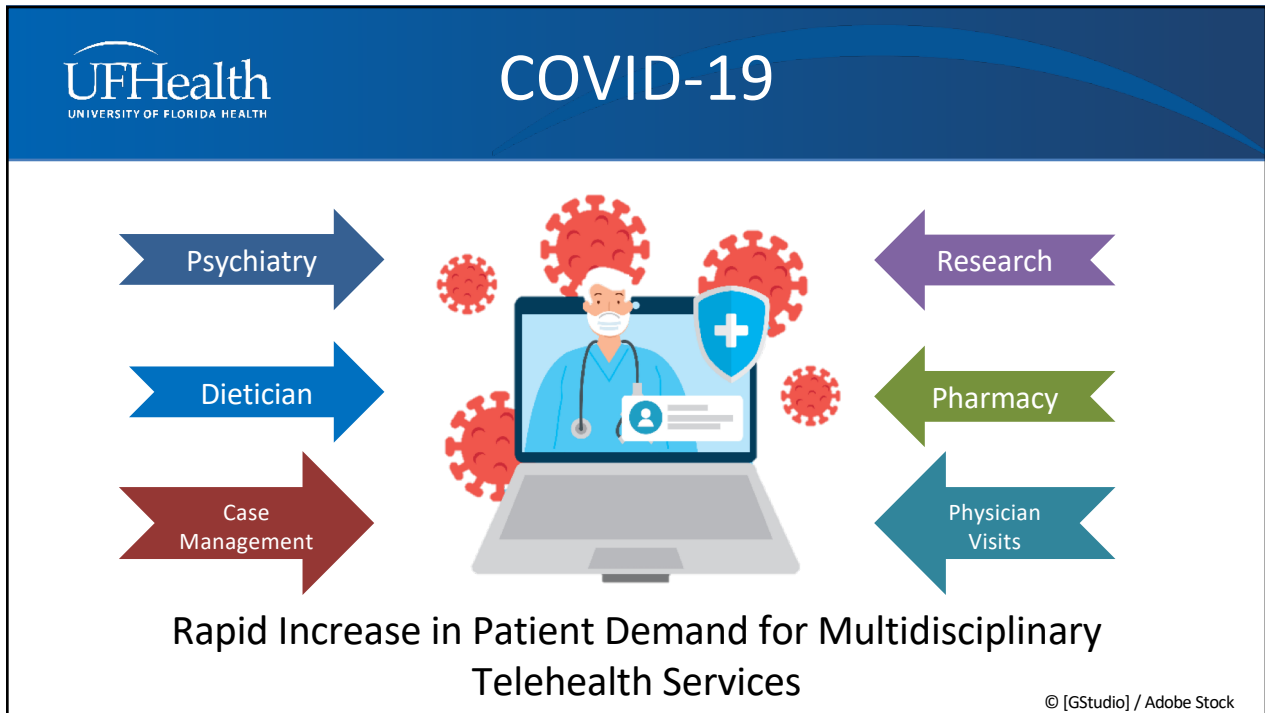


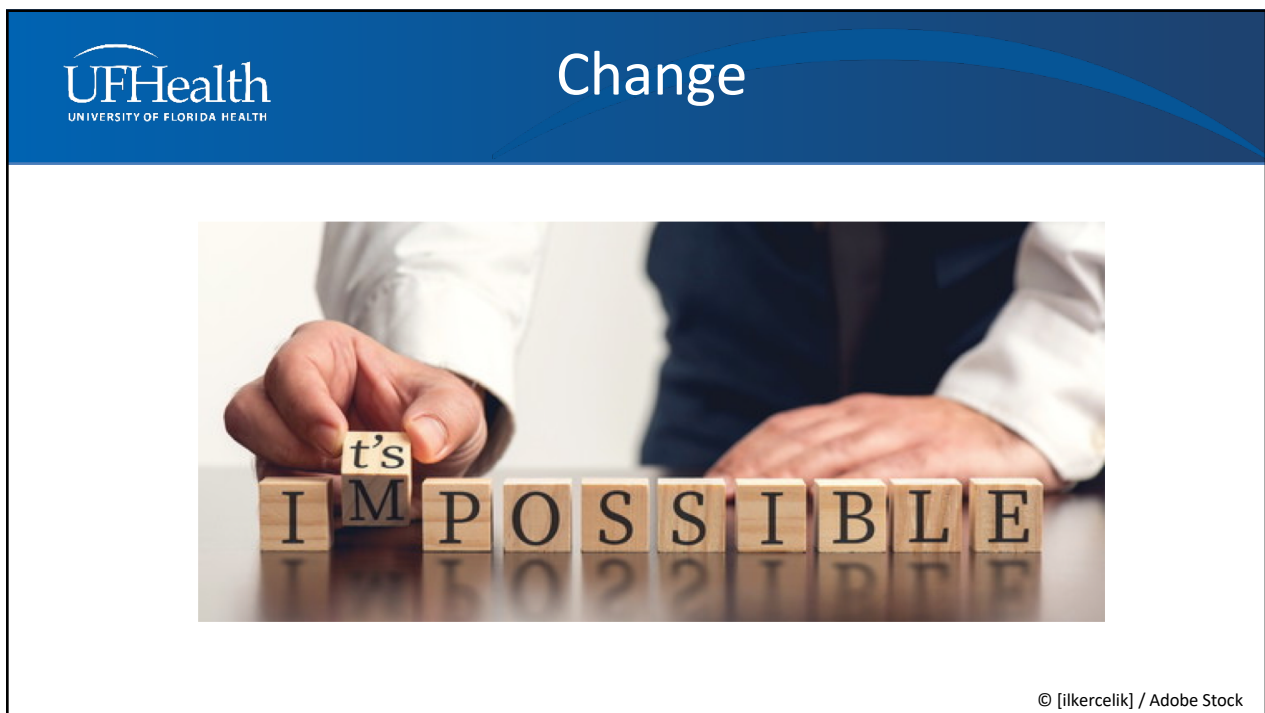
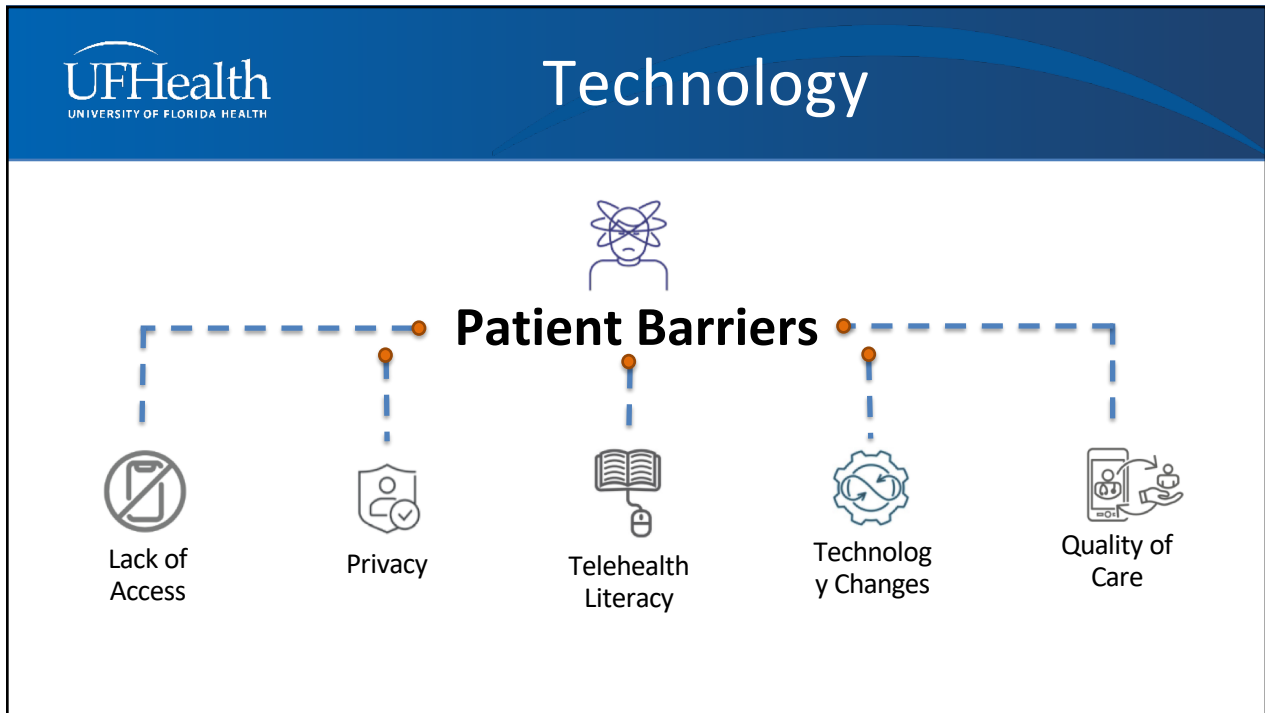
## Patient Training and Engagement

Educated Patients are Empowered Patients!

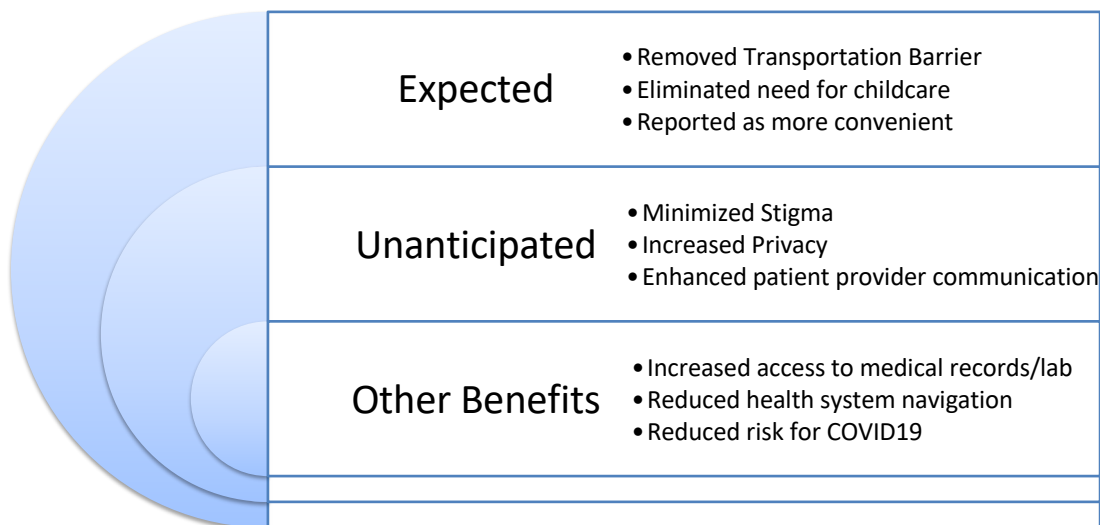


© [Andrey Apoev] / Adobe Stock





## Patient Facilitating Factors



## Patient Hindering Factors

