Technical Assistance Session:
Optimizing Client Access to Telehealth

Thursday, November 18th at 5:00pm Eastern
Overview

This session will provide an overview of client access to telehealth. Presenters will identify common barriers to client access, such as client access to the internet/phones, the "digital divide" and tech literacy among key populations, as well as information about how to optimize telehealth implementation for your clients.

Submit questions through the Q&A chat box. Questions will be facilitated at the end of the session.
TeleHealthHIV Overview

HealthHIV.org/TeleHealthHIV
Introductions - Speakers

Brian Wood MD, Medical Director, MW AETC ECHO
Telehealth Program and Associate Professor, Department of Medicine, Division of Allergy & Infectious Diseases

Javeed Siddiqui MD, MPH,
Infectious Diseases, Chief Medical Officer, TeleMed2U
Brian R. Wood, MD
Associate Professor of Medicine, UW & Mountain West AETC
Chair, IDSA Telehealth & Emerging Technologies Work Group
Co-Chair, UW Digital Health Equity Collaborative
Medical Director, UW Project ECHO HIV Telehealth Program
Disclosures

I have no financial disclosures or conflicts of interest.
Benefits of Video Visits
Many Advantages and Should Remain an Option

● Reduced risk of exposure to infectious illness
  ○ Avoid public transportation, waiting rooms, etc.
● Reduced access barriers
  ○ Transportation challenges
  ○ Missed work, child, or other family care needs
● Added insights
  ○ See the home environment
● Overall high patient satisfaction, lower cost to patients*

*Sources:
Recent Explosion in Video and Audio-Only Phone Visits
Data from California Federally Qualified Health Centers

Recent Explosion in Video and Audio-Only Phone Visits
Data from Seattle’s Ryan White HIV Clinic

Wood BR et al. OFID 2021.
Disparities in Telehealth Access
The “Digital Divide”

- **Digital Divide**: “the gap that exists between individuals who have access to modern information and communication technology and those who lack access”

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**Network Modeling Analysis in Health Informatics and Bioinformatics** (2021) 10:26
https://doi.org/10.1007/s13721-021-00300-y

**SHORT COMMUNICATION**

**Telehealth and the digital divide as a social determinant of health during the COVID-19 pandemic**

Camille A. Clare

Received: 23 October 2020 / Revised: 5 March 2021 / Accepted: 22 March 2021
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Definition from: The Digital Divide Council (digitaldividescouncil.com); Clare CA. Netw Model Anal Health Inform Bioinform. 2021.
Video Visit Risks
The Digital Divide & Other Risks

- Widening of the Digital Divide: gap between individuals who have access to modern information and communication technology and those who lack access
- Exacerbating implicit biases
- Less personal care/less rapport or trust
- Reduced quality of clinical care
  - Limited physical exam
  - Challenge coordinating labs
- Added administrative burden

Definition from: The Digital Divide Council (digitaldividecouncil.com)
Young JD et al. 2018. Telehealth: Exploring the Ethical Issues.
Video Visit Needs
Social Determinants of Digital Health

- Device with sufficient data
- Reliable broadband
- Technical literacy
- Language proficiency
- Privacy
- Social support

Early Pandemic Telemedicine Uptake Uneven
Real World Clinical Data

● UPenn primary care & subspecialty outpatient visits1
  ○ Less telemed: older, Asian, limited English proficiency (LEP)
  ○ Less video: older, female, Black, Latinx, lower income
● UPenn Cardiology & GI clinics2,3
  ○ Phone not video: Black, female, older, lower income, LEP
  ○ Less online portal use: Black, older
● MGH Cardiology4
  ○ Less video: older, lower income, public insurance, Black, Latinx

Data from Seattle Ryan White Clinic
Factors Associated with Completion of at least 1 Video Visit

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<tr>
<th>Variable</th>
<th>Unadjusted OR</th>
<th>Adjusted OR</th>
<th>Adjusted OR lower CI</th>
<th>Adjusted OR upper CI</th>
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<td>35 to 50</td>
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<td>0.90</td>
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<td>50 to 65</td>
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<td>0.75</td>
<td>0.57</td>
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<td>Above 65</td>
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<td>0.35</td>
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<td>Race</td>
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<td>Asian or Pacific Islander</td>
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<td>0.71</td>
<td>0.48</td>
<td>1.03</td>
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<td>Black</td>
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<td>0.81</td>
<td>0.65</td>
<td>0.99</td>
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<td>Other</td>
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<td>0.23</td>
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<td>Medicaid</td>
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Risk but also Opportunity: Promote Awareness, Quantification, & Interventions to Reduce Disparities

Clinical Infectious Diseases

Advancing Digital Health Equity: A Policy Paper of the Infectious Diseases Society of America and the HIV Medicine Association

Viewpoint | COVID-19: Beyond Tomorrow
March 26, 2021

Bridging the Digital Divide to Avoid Leaving the Most Vulnerable Behind

Nicholas W. Eyrich, MS1; Juan J. Andino, MD, MBA1; David P. Fessell, MD2


TeleHealthHIV


Ensuring The Growth Of Telehealth During COVID-19 Does Not Exacerbate Disparities In Care

David Velasquez, Ateev Mehrotra

MAY 8, 2020
Telehealth in 2021
Where Are We Going?

- Advocating for permanent policy changes:
  - Home can be originating site
  - No geographic restrictions
  - Payment parity for video visits
  - Coverage for audio-only visits
  - Treatment across state lines

- Assessing patient preferences and barriers
  - Surveys, focus groups, community input, quantifying uptake and barriers as well as solutions

- Quality improvement interventions to improve access
Opportunities to Advance Digital Health Equity
Clinical & QI Interventions

- Standardize telemedicine checklists; test visits beforehand
- Give devices with data plans or hotspots; also headphones
- Telemedicine stations at accessible locations
- Telehealth training kiosks; telehealth interpreters/navigators
- Make sure interpreters (including sign language) integrated
- Instructions in multiple languages; simple platforms (SMS)
- Include telehealth usage/gaps as key performance indicators

Sample telemedicine checklist

Checklist for Telemedicine Visit

☐ Denote patient details and location for visit
Name: ___________________________ MRN: ___________________________
Patient plans to join encounter from: ___________________________ (specify location)

☐ Determine language needs
English | Spanish | Other: ___________________________ ☐ Interpreter needed
(circle one) (specify language if Other)

☐ Identify hardware and software needs
Telemmedicine Software: ___________________________
EHR | External Portal
(circle one) (select how patient will connect)
Connectivity: Internet | Broadband | ☐ Headphones needed
(circle one) (circle one)
Device: Desktop | Laptop | Tablet | Smartphone
(circle one) (circle one)

☐ Test hardware and software
☐ Test call completed
Conduct test call and then fill out the video and audio assessments below
Video Quality: Acceptable | Poor
(circle one) (circle one)
Issues: ___________________________ (describe any issues you experienced)
Audio Quality: Acceptable | Poor
(circle one) (circle one)
Issues: ___________________________ (describe any issues you experienced)

☐ Denote any additional assistance needs
(e.g. family member, telemedicine navigator, other)

Completed By: ___________________________ Date/Time: ___________________________ / ___________________________
(print name) (mm/dd/yyyy) (hh:mm)
Conclusions

Telehealth is Public Health

● As a community, we need to consider telehealth access as a social determinant of health and commit to promoting digital inclusion to mitigate worsening disparities.

● It is important to acknowledge and better understand the risks of telehealth, so that together we can turn this era into an opportunity to improve healthcare access.

● Closing the digital divide will take collaborative effort between numerous key stakeholders along with policy changes, research, advocacy, and community engagement.
Resources

• IDSA Telehealth Resources: https://www.idsociety.org/clinical-practice/telehealth/telehealth/

• Center for Care Innovations (CCI) Telemedicine Health Equity Toolkit: https://www.careinnovations.org/resources/telemedicine-for-health-equity-toolkit/

• UCSF S.O.L.V.E. Health Tech: https://solvehealthtech.ucsf.edu/

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• UCSF S.O.L.V.E. Health Tech: https://solvehealthtech.ucsf.edu/
Disclosures

- I have NO financial disclosure related to this lecture
- I do make a living practicing medicine
- I believe in telemedicine and teleHealth
- Actively practicing Telemedicine based ID since April 2002
TeleMedicine In The Age of SARS-CoV-2
HR 6074 and CMS Public Health Emergency
CMS Regulatory and Legislative Efforts in response to the Global Pandemic
Utilize Telemedicine to Mitigate the Exposure of Patients and Healthcare Workers to COVID-19

Many Telemedicine Requirements Have Been Lifted

**Restrictions**
- Emergency funding legislation HB 6074 waived many of the long-standing restrictions to the use of telehealth for Medicare recipients, including
  - Rural area requirements for originating sites (e.g., patient location)
  - Allowing phones with 2-way, real-time interactive audio and visual capabilities to be used
  - Allowing the provider to conduct a telemedicine encounter from his/her home
  - CMS has temporarily waived the Medicare and Medicaid requirements that physicians and nonphysician practitioners be licensed in the state where they are providing services
  - Issues regarding crossing state lines are potentially waived; see local regulations

**Penalties**
- The U.S. Department of Health & Human Services Office for Civil Rights announced that it would not impose penalties for the good faith provision of telemedicine during the COVID-19 public health emergency, even if remote communication technologies used for such services may not fully comply with the requirements of the HIPAA rules

**Reimbursement**
- Medicare will reimburse telephone and telemedicine visits for both new and established patients
- Providers can bill for telemedicine visits at the same rate as in-person visits

CMS emergency provision COVID-19 Public Health Emergency

Home as an originating site of care

Suspended the Metropolitan Service Area exclusion rule
Do You Practice TeleMedicine?
Virtual visits to ambulatory settings hit record usage during the first wave of the COVID-19 pandemic, increasing 149X in aggregate between March and May, compared to the prior nine-month, pre-pandemic weekly average.
One in four older Americans had a virtual medical visit in the first three months of the COVID-19 pandemic, most of them by video, a new telehealth poll finds.

TeleMedicine

Basics
Technology

- Out-Patient / In-Patient
- HiTECH / HIPAA compliant
- Hardware requirements
- Compatibility
- Easy of Use
- Home based or Clinic based Telemedicine
- Interoperability
- Cost Model
Hardware

- Computer
- Smart Phone
- Tablet
- iOS / Windows / Android
- Headphones
Broadband

- The term **broadband** commonly refers to high-speed Internet access that is always on and faster than the traditional **internet** service.
- **Broadband** includes several high-speed transmission technologies such as: Digital Subscriber Line (DSL) Cable Modem and Fiber.

- Frames per Second:
  - HD = 24 FPS
  - 16-20 FPS can have a characteristic “jerky” appearance.
Privacy

- Key Issue for health care
- Especially important in Infectious Diseases – HIV, Hepatitis C, etc
- Home based TeleMedicine
- Patients who need WiFi
Privacy

[Image of a phone and headphones on a desk]
Our Patients
Digital Literacy: Providers

- Training
- What types of patients are you seeing?
- EMR Access
- Hardware
- Broadband
- Headphones
- Camera
- Lighting
- Microphone
- Digital Presence
Digital Literacy: Providers
Digital Presence:
➢ Lighting background
➢ Audio
➢ Avoid windows
➢ Patterns in clothing
➢ Comfort level with the medium
Digital Literacy: Providers
Digital Literacy: Patients

- Training
- Where is patient been seen: Home / Clinic
- Hardware
- Broadband
- Headphones
- Camera
- Lighting
- Microphone
- Digital Presence
Building Rapport

- If you are not comfortable that will show on screen
- If you are not comfortable, the patient will not be comfortable
- Take time to address patient questions and concerns
- Common Questions:
  - Is this being recorded
  - Can anyone else hear me
  - Is there anyone else in the room
- At the end of the visit ask the patient what their experience was like
- “Would like to see me through telemedicine again?”
- Explain your new practice paradigm
How Often To See the Patients

- Individual decision
- Practice structure
- Examples:
  - Reviewing laboratory data
  - Follow up on specific issues or treatment
  - Triage
Physical Exam

At Home
In a Clinic
Equipment

The Telemedicine Musculoskeletal Examination
Edward R. Laskowski, MD et. AL

Mayo Clin Proc. n August 2020;95(8):1715-1731 n
https://doi.org/10.1016/j.mayocp.2020.05.026
Physical Exam

Hospital Based
- Equipment: Digital Statoscope
- 20 - 40X optical zoom
- Hand-Held ultrasounds
- Physician extenders
Physical Exam

Clinic Based

- Equipment: Digital Statoscope
- 20 X optical zoom
- Dermatoscope
- Physician extenders
Physical Exam

Home Based

- Equipment: Limited to None
- Temperature / BP / HR
- Inspection
Physical Exam
Physical Exam

TytoHome

Designed for consumer use, TytoHome allows users to conduct medical exams from the comfort of home. TytoHome also provides clinicians with clinical-quality exam data to help ensure patients receive the best remote diagnosis and treatment possible.

Our Telehealth Platform integrates into existing EMRs

Clinician Dashboard

Tyto Platform Request Demo

Health Org.
Physical Exam
TeleMedicine WorkFlow

- Contact Patient
- Schedule Patient
- TeleMedicine Appointment
TeleMedicine WorkFlow

1. Contact Patient
2. Assess TM Readiness
3. Schedule Patient
4. Test Call with Patient
5. TeleMedicine Visit

- Patient Satisfaction
- Provider Satisfaction
Next Phase of Clinical Practice
TeleHealthHIV Program Updates

Webinar #2: "Lessons Learned and the Future of HIV Telehealth in 2022"
- Tuesday, December 7th, 1pm - 2pm ET
- Speakers:
  - Nicki Perisho, BSN, RN, Northwest Regional Telehealth Resource Center
  - Reetu Grewal, MD, UF Health Family Medicine and Pediatrics – Baymeadows
- Register in advance for this webinar:

TA Session #3: "Optimizing the HIV Client's Telehealth Experience"
- Thursday, December 16th, 3:30pm - 4:30pm ET
- Speakers:
  - Dima Dandachi, MD, MPH, Medical Director of the HIV/AIDS Program, University of Missouri Health Care
  - Aleeshba Basil, Telehealth Navigator, University of Florida - Jacksonville
- Register in advance for this meeting:
  [https://us02web.zoom.us/meeting/register/tZYqf-6sqDgvG9RD2s2yg2eluT3FDLqr8LbR](https://us02web.zoom.us/meeting/register/tZYqf-6sqDgvG9RD2s2yg2eluT3FDLqr8LbR)