TELEHEALTH

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OBJECTIVES

- Understand the definition, benefits, and barriers to telehealth & telemedicine
- Explain the different types of telehealth visits
- Understand the ways to prevent increased health disparities when using telehealth

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TELEHEALTH

- **Telemedicine**
Patient care that utilizes technology

- **Telehealth**
Health care services that utilizes technology.

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AN OLD IDEA IN MODERN PACKAGING

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TELEHEALTH

- Contraceptive counseling, discussion of methods, and prescribing contraceptives that do not require an in-person visit such as intrauterine devices or implants
- Depression screening and referral
- Healthy diet and activity counseling
- Substance use assessment
- Tobacco screening and cessation counseling

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BENEFITS OF TELEHEALTH

- Extend access beyond normal clinic hours
- Reduce patient travel burden
- Increased worker satisfaction
- Increased patient satisfaction
- Provide higher quality of care
- Can be used to help reduce the spread of infectious diseases
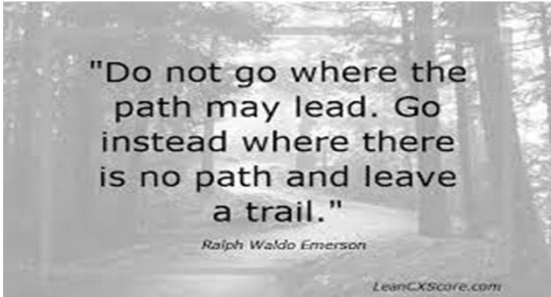
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BARRIERS TO TELEHEALTH

- Continuity of care
- Concerns over security, privacy, and confidentiality
- Level of comfort with technological devices needed for telehealth visit or connectivity issues
- Level of comfort with technology for healthcare personnel and patients
- Concerns about impacts to clinical duty to provide safe and effective care

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TELEHEALTH

Where do we go from here?

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"Do not go where the path may lead. Go instead where there is no path and leave a trail."

Ralph Waldo Emerson

LeanCXScore.com

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Ways to Connect with Patients

- Synchronous
- Asynchronous
- Remote patient monitoring
- Mobile Health

https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html

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Synchronous

- **Real-time telephone**
- **Live video**
- **Live Audio**
- **Interactions with a patient using a phone, smartphone, tablet, or computer**

https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html
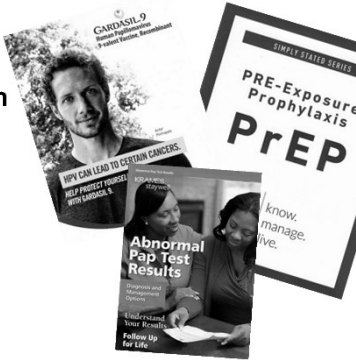
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Services Provided

- **Contraceptive Counseling**
- **Interpersonal and Domestic Violence Screening**
- **Reproductive Life Plan**

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Services Provided

- **HIV Risk Assessment**
- **STI Prevention Counseling**
- **HPV Vaccine Counseling**
- **Pap Smear Counseling**

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Asynchronous

- **"Store and forward" technology**
  - **Messages, images, or data is collected at one point in time and interpreted or responded to later**
- **Patient portals**
  - **Secure messaging between patient and provider**
  - **Test results**

https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html

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Remote Patient Monitoring

- **Direct transmission of a patient's clinical measurements from a distance**
  - **Weight**
  - **Height**
  - **Blood Pressure**
  - **Assessment of bleeding pattern**
- **May or may not be in real time**

https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html

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Mobile Health

- **Applications can include:**
  - **Targeted text messages that promote healthy behavior**
  - **Wide-scale alerts about disease outbreaks**

https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html

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Women's Preventative Services Initiative

- **Launched by ACOG in 2016**
- **Purpose: Develop/update preventive health care recommendations for women across their lifespan**

WPSI
Women's Preventive Services Initiative
womenspreventivehealth.org

https://www.acog.org/clinical-information/physician-faqs/covid-19-faqs-for-ob-gyns-telehealth

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Women's Preventative Services Initiative

- **Recognizes the complications and barriers to providing in-person service visits**
- **Encourages health care professionals to continue to offer preventative services through telehealth**

https://www.acog.org/clinical-information/physician-faqs/covid-19-faqs-for-ob-gyns-telehealth

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Impacts of COVID-19 on Preventive Care

- **78% of patients are deferring/delaying preventive/chronic care visits**

*CDC, NCHS, US Census Bureau. Patient Health Questionnaire. Retrieved from: https://www.statista.com/chart/21878/impact-of-coronavirus-pandemic-on-mental-health/ *Primary Care Collaborative. Quick COVID-19 Survey Primary Care Summary. Retrieved at: https://www.pcpcc.org/sites/default/files/news_files/C19%20Series%2017%20National%20Executive%20Summary.pdf*

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Recent Legislative and Policy Changes

- **HIPAA Flexibility include new technology platforms**
- **Waiver allowing healthcare providers to use telehealth**
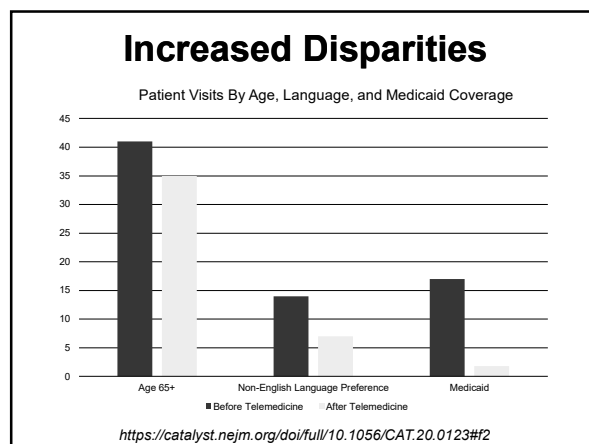- **Providers may see both new and established patients**

https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html

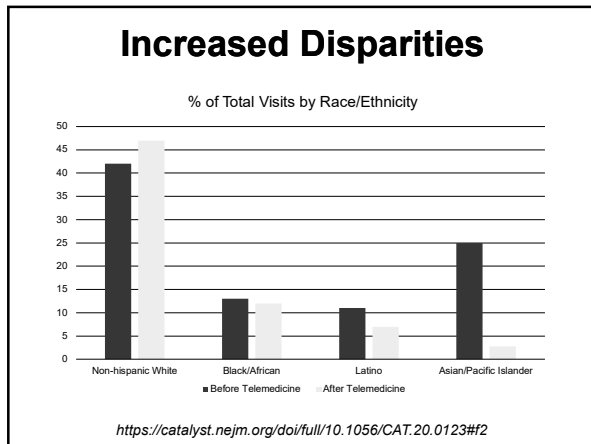22

Telehealth Patient Population

- **People with disabilities**
- **Limited access to internet and devices**
- **Limited English proficiency**
- **Older Patients**

https://www.telehealth.hhs.gov/providers/health-equity-in-telehealth/improving-access-to-telehealth/#telehealth-for-people-with-disabilities

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Increased Disparities

Patient Visits By Age, Language, and Medicaid Coverage

https://catalyst.nejm.org/doi/full/10.1056/CAT.20.0123#f2

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Increased Disparities

% of Total Visits by Race/Ethnicity

■ Before Telemedicine   ■ After Telemedicine

https://catalyst.nejm.org/doi/full/10.1056/CAT.20.0123#f2

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Prevention of Increased Disparities

- Provide outreach to patients with limited technology and connectivity and offer flexibility in platforms

- Include options for language interpretation, as needed

- Include a way for patients to note any special needs when making the appointment or on an intake form in advance of their virtual visit.

- Ensure adequate patient support services

https://www.telehealth.hhs.gov/providers/health-equity-in-telehealth/improving-access-to-telehealth/telehealth-for-people-with-disabilities

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